



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

April 18, 2024

Amy Hertz-Baylon  
6804 Rome Road  
Adrian, MI 49221

RE: License #: AS460311299  
Investigation #: 2024A1032027  
Sharp Care Home

Dear Amy Hertz-Baylon:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

A handwritten signature in black ink, appearing to read "Dwight Forde".

Dwight Forde, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS460311299
<b>Investigation #:</b>	2024A1032027
<b>Complaint Receipt Date:</b>	02/20/2024
<b>Investigation Initiation Date:</b>	02/20/2024
<b>Report Due Date:</b>	04/20/2024
<b>Licensee Name:</b>	Amy Hertz-Baylon
<b>Licensee Address:</b>	6804 Rome Road Adrian, MI 49221
<b>Licensee Telephone #:</b>	(517) 918-5360
<b>Name of Facility:</b>	Sharp Care Home
<b>Facility Address:</b>	3822 Sharp Road Adrian, MI 49221
<b>Facility Telephone #:</b>	(517) 759-4116
<b>Original Issuance Date:</b>	04/18/2011
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/14/2023
<b>Expiration Date:</b>	10/13/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A was mistreated.	No
Additional Findings	No

**III. METHODOLOGY**

02/20/2024	Special Investigation Intake 2024A1032027
02/20/2024	Special Investigation Initiated - Face to Face
03/14/2024	Inspection Completed On-site
03/21/2024	Contact - Telephone call received Interview with therapist Karen Gray
03/27/2024	Contact - Telephone call made Interview with licensee Amy Baylon
04/17/2024	Exit Conference

**ALLEGATION:**

**Resident A was mistreated.**

**INVESTIGATION:**

On 2/20/24, I interviewed Resident A at a community center. Resident A discussed having an employee at the home take articles of clothing from her room and donate them to Goodwill. Resident A stated that at times she feels intimidated by the employee at the home. She stated that the employee also limits her toilet use to 15 minutes and tells her that she cannot sleep during the day in her room.

On 3/14/24, I interviewed employee Madonna Swimmer in the home. Ms. Swimmer stated that Resident A was identified as someone who hoards. Ms. Swimmer stated that a plan had been developed with Resident A's case manager to have Resident A keep enough items in her room to satisfy her needs, and that any overflow would either be donated or stored. Ms. Swimmer discussed past patterns of behavior where Resident A would bring home items from her various places of employment, and the managers would call the home to enquire if Resident A had taken these items. Ms. Swimmer stated that Resident A tends to avoid open confrontation and that when she is very quiet or lingers near the kitchen area, it is a signal that something is wrong. Ms. Swimmer did address a particular instance, where Resident A's belongings were removed and placed into two bags and placed in the garage for donation; Resident A subsequently asked to go through the bags to retrieve some items only to learn that the licensee had already donated the items. Ms. Swimmer stated that she tries to help Resident A manage her personal hygiene by reminding her to wash all her clothing, not just under garments. She denied placing limits on Resident A's bathroom use or time in the bedroom, stating that Resident A likes to watch television. She acknowledged that she does encourage residents to be active and not just sit in their rooms all day. Ms. Swimmer reported that Resident A works during the day and would enjoy down time after returning home. Ms. Swimmer mentioned that Resident A attends programming in the community on Thursday evenings geared toward treating hoarders. Ms. Swimmer denied limiting Resident A's access to her room and mentioned that Resident A likes to walk frequently when the weather is comfortable.

I reviewed the home rules, and noted that generally, the rooms are to be kept clean.

I observed Resident A's room. The area was generally clean and orderly. There were several stuffed animals in the room. I noted several hooded sweaters in the closet and her dresser was filled with neatly folded clothing. Relative to the room's size, there were several items contained within.

On 3/20/24, I interviewed Guardian A1 via telephone. I asked whether Resident A was in a program to address hoarding. Guardian A1 confirmed that Resident A was in such a program but that she disagreed with this diagnosis. Guardian A1 also mentioned that she believed that Ms. Swimmer has been engaging in some bullying behavior. Guardian A1 reported that Resident A's old case manager had placed her in this program. Guardian A1 stated the new case manager was Lacey Jung.

On 3/21/24, I received a telephone call from Karen Gray, who identified herself as Resident A's therapist. She stated that Resident A was referred to her for possible hoarding disorder. Ms. Gray stated that Resident A did not meet diagnostic criteria for hoarding disorder but was diagnosed with depression and anxiety.

On 3/27/24, I interviewed licensee Amy Baylon by telephone. Ms. Baylon stated that six or seven months ago, Madonna Swimmer removed some of Resident A's

clothing from the room while cleaning, because there were several articles of clothing that made housekeeping difficult. Ms. Baylon stated that she was advised by Resident A's then case manager that this was not appropriate, and that they needed to seek consent from Resident A to do so. Ms. Baylon stated that thereafter, she would ask the residents to donate any items that they were no longer using. Ms. Baylon reported that more recently, Resident A mentioned that one of her cups was missing, and she asked Resident A if the item may have been mistakenly donated. Ms. Baylon stated that in recent years, after the global pandemic, Resident A's tendency to stock the room with various items has surged. Ms. Baylon discussed the issue of room time restrictions and pointed out that Resident A works during the day and would likely want to enjoy some down time afterward, so being in the room would not be restricted. Ms. Baylon stated that when she works, she does not impose any such rule.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	Ms. Baylon acknowledged that in the past, items were removed from Resident A's room, but, upon advice from Resident A's case manager, this strategy to control the number of items in the room was halted before this complaint was received. It is conceivable, given the number of items in the room, that things may have been misplaced.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 4/17/24, I conducted an exit conference with licensee Amy Baylon. I shared my findings and Ms. Baylon agreed with the conclusions reached.

**IV. RECOMMENDATION**

I recommend no change to the status of this license.



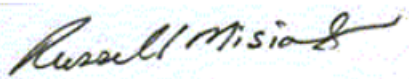
4/18/24

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Dwight Forde  
Licensing Consultant

Date

Approved By:



4/18/24

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Russell B. Misiak  
Area Manager

Date