

June 13, 2024

James Boyd
Crisis Center Inc - DBA Listening Ear
PO Box 800
Mt Pleasant, MI 48804-0800

RE: License #: AS180010525
Investigation #: 2024A1038039
Weatherhead Home

Dear Mr. Boyd:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (517) 241-2758.

Sincerely,

A handwritten signature in black ink that reads "Johnnie Daniels". The signature is written in a cursive, flowing style.

Johnnie Daniels, Licensing Consultant
Bureau of Community and Health Systems
1999 Walden Dr.
Gaylord, MI 49735

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS180010525
Investigation #:	2024A1038039
Complaint Receipt Date:	05/29/2024
Investigation Initiation Date:	05/29/2024
Report Due Date:	07/28/2024
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Licensee Designee:	James Boyd
Name of Facility:	Weatherhead Home
Facility Address:	749 Richard St Harrison, MI 48625
Facility Telephone #:	(989) 773-6904
Original Issuance Date:	02/06/1985
License Status:	REGULAR
Effective Date:	07/30/2023
Expiration Date:	07/29/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Staff in the home are being disrespectful to residents	Yes

III. METHODOLOGY

05/29/2024	Special Investigation Intake 2024A1038039
05/29/2024	Special Investigation Initiated - Telephone call made to Complaint
05/31/2024	Contact - Face to Face interviews were conducted with Resident A and Resident B
05/31/2024	Contact - Face to Face interviews were conducted with DCS Courtney Cooper, DCS Tina Kincaid, DCS Lisa Adair.
05/31/2024	Contact - Telephone call made to program director William Brewer and Jim Boyd.
05/31/2024	Contact - Face to Face interview was conducted with home manager Billie Thomas.
06/03/2024	Inspection Completed-BCAL Sub. Compliance
06/07/2024	Contact - Telephone call made to Receptionist Rebecca Worth
06/18/2024	Exit Conference- With Jim Boyd

ALLEGATION:

Staff in the home are being disrespectful to residents.

INVESTIGATION:

On 5/29/24, I received a complaint from the Bureau of Community and Health Systems regarding the home. The complaint alleged staff in the home are talking disrespectfully to residents.

On 5/29/24, I interviewed Complainant via telephone who verified the information and had no additional information.

On 5/31/24, I conducted an unannounced investigation at the home which Recipient Rights Advisor Sarah Watson was present for all of the interviews. I conducted an interview with direct care staff (DCS) Tina Kincaid. Ms. Kincaid she was present for the incident on 5/25/24 between Resident A and DCS Lisa Adair. Ms. Kincaid stated she was in the bathroom assisting another resident when she heard a loud slam and yelling in the living room. Ms. Kincaid stated she went into the room and witnessed Ms. Adair in the face of Resident A and yelling at her. Ms. Kincaid stated Ms. Adair stated to Resident A I can't believe you fucking did that, I am not giving you no more Coke. Ms. Kincaid stated she instructed Ms. Adair to calm down and to go take a break outside. Ms. Kincaid stated Ms. Adair asked her if she was going to turn her in. Ms. Kincaid stated this was the first time she has witness any staff acting like that towards residents.

On 5/31/24, I interviewed DCS Courtney Cooper who stated she has never been rude or disrespectful to any of the residents in the home. Ms. Cooper stated her body language could be taken sometimes as disrespectful due to being tired. Ms. Cooper stated her interactions with Resident B have always been great. Ms. Cooper stated she would never ignore a resident while they are in her care.

On 5/31/24, I interviewed Lisa Adair who stated she was not in the face of Resident A. Ms. Adair stated on 5/25/24 she did talk to Resident A sternly but never got into her face. Ms. Adair stated it might come off as yelling but does not believe she was yelling. Ms. Adair stated she was doing more of a mom yell. Ms. Adair stated she was doing it to get Resident A's attention. Ms. Adair stated Ms. Adair stated she does not remember cussing at Resident A nor does she remember telling Resident A she is ungrateful. Ms. Adair stated she did tell Resident A she could not get anymore coke due to Ms. Adair bringing that in for her own personal use. Ms. Adair stated she was never told to take a break to calm down. Ms. Adair stated she was frustrated that day but does not believe she did anything wrong.

On 5/31/24, I interviewed program director William Brewer via telephone whose statement were consistent with those made by Ms. Kincaid. Mr. Brewer added he was not there; he was told about the incident due to him being the on call supervisor.

On 5/31/24, I interviewed home manager Billie Thomas whose statement was similar to Mr. Brewer. Ms. Thomas stated she was not there for the incident was only made aware of it through an incident report (IR). I reviewed the IR which verified the information.

On 06/7/24, an interview was conducted with My Michigan Health Lab Service receptionist Rebecca Worth. Ms. Worth stated she witnessed Ms. Cooper telling Resident B to shut up while she was talking to her. Ms. Worth stated Resident B was making noise and Ms. Cooper became annoyed. Ms. Worth stated while Ms. Cooper and Resident B were sitting in the waiting room, Ms. Cooper again told Resident B to shut up they will be leaving soon.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.
ANALYSIS:	Based on my interview with staff, witnesses and review of documents, there was corroborating evidence to show staff through verbal interactions were disrespectful to residents.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of a corrective action plan. I recommend the status of the license to remain unchanged.

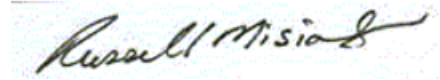


6/13/24

Johnnie Daniels
Licensing Consultant

Date

Approved By:



6/18/24

Russell B. Misiak
Area Manager

Date