



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 21, 2024

Jennifer Bhaskaran
Alternative Services Inc.
Suite 10
32625 W Seven Mile Rd
Livonia, MI 48152

RE: License #: AS250010919
Investigation #: 2024A0779035
Maple Road Home

Dear Jennifer Bhaskaran:

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.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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) 643-7960.

Sincerely,

A handwritten signature in dark ink, reading "Christopher A. Holvey". The signature is written in a cursive, flowing style.

Christopher Holvey, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5659

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250010919
Investigation #:	2024A0779035
Complaint Receipt Date:	05/17/2024
Investigation Initiation Date:	05/17/2024
Report Due Date:	07/16/2024
Licensee Name:	Alternative Services Inc.
Licensee Address:	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
Licensee Telephone #:	(248) 471-4880
Administrator:	Candy Hamilton
Licensee Designee:	Jennifer Bhaskaran
Name of Facility:	Maple Road Home
Facility Address:	4341 W. Maple Avenue Flint, MI 48503
Facility Telephone #:	(810) 655-0711
Original Issuance Date:	11/05/1990
License Status:	REGULAR
Effective Date:	11/15/2023
Expiration Date:	11/14/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
During overnight shift that began on 4/18/24 and ended 4/19/24 staff Lashay Coleman made fun of Resident A in a nasty tone - calling her names. Staff Coleman kept yelling at Resident A and Resident B while using a snarky and annoyed tone.	Yes

III. METHODOLOGY

05/17/2024	Special Investigation Intake 2024A0779035
05/17/2024	Special Investigation Initiated - Telephone Voicemail message left for ORR.
05/20/2024	APS Referral Complaint was referred to APS centralized intake.
05/20/2024	Contact - Telephone call made Spoke to recipient rights investigator, Kim Nguyen-Forbes.
05/24/2024	Inspection Completed On-site
05/29/2024	Contact - Telephone call made Interview conducted with Resident B.
05/29/2024	Contact - Telephone call made Interview conducted with staff person, Lashay Coleman.
05/29/2024	Contact - Telephone call made Spoke to home manager, Rachel White.
06/18/2024	Exit Conference Held with licensee designee, Jennifer Bhaskaran.

ALLEGATION:

During overnight shift that began on 4/18/24 and ended 4/19/24 staff Lashay Coleman made fun of Resident A in a nasty tone and calling her names. Staff Coleman kept yelling at Resident A and Resident B while using a snarky and annoyed tone.

INVESTIGATION:

On 5/20/24, a phone conversation took place with recipient rights investigator, Kim Nguyen-Forbes, who confirmed that she was investigating the same allegations. Investigator Nguyen-Forbes stated that she had already interviewed Resident A, who told her that staff Lashay Coleman called her “stinky butt” several times. Investigator Nguyen-Forbes reported that Resident A told her that every time her and Resident B got up to use the bathroom the night of 4/18/24, Staff Coleman yelled at them in a snarky and annoyed tone.

On 5/24/24, an on-site inspection was conducted and Resident A was interviewed. Resident A confirmed that on 4/18/24, her and Resident B got up multiple times and used the bathroom. Resident A stated that Staff Coleman acted annoyed, was quite rude and was complaining about how they kept getting up during the night. When asked if Staff Coleman yelled at them, Resident A described it like Staff Coleman was not screaming but was loud enough to make her point. Resident A reported that Resident B felt bad and didn’t feel like she could get up to use the bathroom when she needed too. When asked if Staff Coleman made fun of her or called her names, Resident A stated that Staff Coleman called her “stinky booty” Resident A stated that Staff Coleman her called that once and said it seriously, not in a joking manner. Resident A felt like Staff Coleman was very disrespectful toward her and Resident B that night. Resident A reported that she does not think that Resident B was present to hear the “stinky booty” comment. Resident A stated that all the other residents were in bed asleep and did not witness any of the comments made by Staff Coleman.

On 5/29/24, a phone interview was conducted with home manager, Rachel White, who stated that both Resident A and Resident B came to her the morning of 4/19/24 and said that Staff Coleman was complaining to them about getting up to use the bathroom so much. Manager White stated that Resident A is the only one who said anything about being called “stinky booty”. Manager White reported that she was not aware of Staff Coleman ever calling anyone that name or disrespecting residents in the past.

On 5/29/24, a phone interview was conducted with Resident B, who confirmed that she remembered the night that Staff Coleman was complaining about her getting up to use the bathroom a lot during the night. Resident B stated that Staff Coleman told her to “get back in bed” and “don’t be running back and forth to the bathroom”. When asked if Staff Coleman was yelling those things at her, Resident B stated that she was not sure if Staff Coleman was yelling, but that Staff Coleman definitely acted annoyed. Resident B stated that Staff Coleman does have the nickname “stinky butt” for her and has called her that on several occasions. Resident B reported that she does not think Staff Coleman means any disrespect when calling her that. Resident B stated that she has never heard Staff Coleman call Resident A or anyone else that.

On 5/29/24, a phone interview was conducted with staff person, Lashay Coleman, who stated that she does not complain about how many times a resident uses the bathroom. Staff Coleman stated that she does not remember any incident of that nature and that

she has never yelled, been disrespectful or rude toward a resident. Staff Coleman denied that she has ever called Resident A “stinky butt”, but she did admit that she does call Resident B that at times. Staff Coleman claimed that is an affectionate nickname that she has for Resident B and that Resident B teases her back by calling her “short fry”. Staff Coleman stated that there is no disrespect meant at all by calling Resident B that.

Special investigation #2022A0779055 dated 10/6/2022 cited a violation of R 400.14304 (1) (o) due to a staff person recording a video of a resident without that resident or guardian’s permission. The corrective action dated 10/21/2022 and signed by licensee designee Jennifer Bhaskaran stated that the staff person in question was no longer employed at this home and that all staff were provided training on resident’s right to privacy and the home’s video recording policy.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p>
ANALYSIS:	<p>Staff Coleman claims that she cannot remember a time when she has complained about residents using the bathroom to much during the night. Staff Coleman denies ever yelling, being disrespectful or rude to a resident. Both Resident A and Resident B stated that Staff Coleman acted annoyed and complained about them getting up too much during the night to use the bathroom. Resident B stated that Staff Coleman told her to “get back in bed” and “don’t be running back and forth to the bathroom”. In regard to calling residents “stinky butt”, it was confirmed that Staff Coleman has called Resident B that on more than one occasion. There was sufficient evidence found to substantiate that Staff Coleman did not treat Resident A and Resident B with consideration and respect.</p>
CONCLUSION:	<p>REPEAT VIOLATION ESTABLISHED Reference SIR #2022A0779055 dated 10/6/2022</p>

On 6/18/24, an exit conference was held with licensee designee, Jennifer Bhaskaran. Licensee Bhaskaran was informed of the outcome of this investigation and that a written corrective action plan is required.

IV. RECOMMENDATION

It is recommended that upon receipt of an approved written corrective action plan, the status of this home's license remain unchanged.



6/21/2024

Christopher Holvey
Licensing Consultant

Date

Approved By:



6/21/2024

Mary E. Holton
Area Manager

Date