



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 1, 2024

Patricia Thomas
Quest, Inc
36141 Schoolcraft Road
Livonia, MI 48150-1216

RE: License #: AS820383337
Investigation #: 2024A0121031
Riverdale

Dear Mrs. Thomas:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On June 10, 2024, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "K. Robinson".

K. Robinson, MSW, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 919-0574

enclosure

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

I. IDENTIFYING INFORMATION

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|---------------------------------------|--|
| License #: | AS820383337 |
| Investigation #: | 2024A0121031 |
| Complaint Receipt Date: | 04/30/2024 |
| Investigation Initiation Date: | 04/30/2024 |
| Report Due Date: | 06/29/2024 |
| Licensee Name: | Quest, Inc |
| Licensee Address: | 36141 Schoolcraft Road Livonia, MI 48150-1216 |
| Licensee Telephone #: | (734) 838-3400 |
| Administrator: | Patricia Thomas |
| Name of Facility: | Riverdale |
| Facility Address: | 9188 Riverdale Redford, MI 48239 |
| Facility Telephone #: | (313) 286-3016 |
| Original Issuance Date: | 08/05/2016 |
| License Status: | REGULAR |
| Effective Date: | 02/05/2023 |
| Expiration Date: | 02/04/2025 |
| Capacity: | 6 |
| Program Type: | PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL |

II. ALLEGATION(S)

| | Violation Established? |
|---|------------------------|
| <p>On or around 4/29/24, direct care worker Dajaney Thomas yelled at and cursed Resident A for wetting himself and she threatened to let him sit in the soiled clothing. Ms. Thomas was seen pushing Resident A after the incident.</p> <p><i>Note: Additional allegations made were previously addressed and will not be included in this report. See Special Investigation Report # 2024A0121028.</i></p> | Yes |

III. METHODOLOGY

| | |
|------------|---|
| 04/30/2024 | Special Investigation Intake 2024A0121031 |
| 04/30/2024 | Special Investigation Initiated - Telephone Scheduled onsite with Home Manager |
| 04/30/2024 | APS Referral Received. Assigned to Alexa Fisher. |
| 05/01/2024 | Inspection Completed On-site Interviewed Home Manager, DeLisa Wideman and Rhonda Davis. Observed Resident A who is nonverbal. |
| 05/08/2024 | Contact - Telephone call made. Alexa Fisher with Adult Protective Services (APS) |
| 05/09/2024 | Contact - Telephone call made. Keyanna McIver, Quest Area Manager |
| 05/14/2024 | Contact - Telephone call made. Direct care worker, Dajaney Thomas |
| 05/15/2024 | Inspection Completed On-site Observed Resident A. Interviewed Home Manager, DeLisa Wideman. |
| 05/24/2024 | Contact - Telephone call made. Left message for Betty George, Supports Coordinator; no response. |

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| 05/24/2024 | Contact - Telephone call made. Direct care worker, Tantiyana Warren |
| 06/05/2024 | Contact - Telephone call made. Betty George |
| 06/06/2024 | Exit Conference Patricia Thomas |
| 06/24/2024 | Referral - Recipient Rights |

ALLEGATION: On or around 4/29/24, direct care worker Dajaney Thomas yelled at and cursed Resident A for wetting himself and she threatened to let him sit in the soiled clothing. Ms. Thomas was seen pushing Resident A after the incident.

INVESTIGATION: On 4/30/24, I initiated the complaint with a phone call to Home Manager, DeLisa Wideman. Ms. Wideman reported that direct care worker, Tantiyana Warren started working at the facility approximately 1 week ago. According to Ms. Wideman, Ms. Warren reported the abuse to her the following day. Ms. Wideman said Ms. Warren alleged direct care worker, Dajaney Thomas pushed Resident A down the hall in his underwear with urine dripping down his leg while yelling and cursing at the resident. Ms. Wideman reported Ms. Thomas was suspended immediately following the incident. Ms. Wideman indicated Ms. Thomas was unhappy about the suspension, so she started cursing at the Manager, threatening to “put everybody under investigation!” Ms. Wideman described Ms. Thomas as “aggressive” and she stated, Ms. Thomas has been reprimanded in the past for her conduct at work. Specifically, Ms. Wideman reported Ms. Thomas received a write up for arguing on duty with another employee.

On 5/1/24, I completed an onsite inspection at the facility. I observed Resident A sitting quietly in a chair with his helmet on. Resident A is nonverbal. There are currently 4 residents in care. One of four residents can talk; however, the only verbal resident speaks with difficulty. No residents were interviewed. Direct care worker, Rhonda Davis indicated Resident A is the only resident who wears underwear. All others wear diapers. Ms. Davis indicated Resident A toilets well on his own; she said he rarely has bathroom accidents.

On 5/8/24, I contact Ms. Fisher with APS. Ms. Fisher stated she substantiated the abuse did occur between Ms. Thomas and Resident A.

On 5/9/24, I contact Area Manager, Kenyanna McIver who confirmed Ms. Thomas was suspended. Ms. McIver stated she had concerns about Ms. Thomas’s conduct, as she described the employee as “hostile”.

On 5/14/24, I interviewed Ms. Thomas by phone. Ms. Thomas denied she cursed at or pushed Resident A. Ms. Thomas confirmed Ms. Warren is a new direct care worker; she said the alleged incident happened on her 3rd day working with Ms. Warren. Ms. Thomas reported she didn’t have any issues or personal problems with Ms. Warren. However, Ms. Thomas suspects Ms. Warren may have fabricated the allegation as a favor to Assistant Home Manager, Tiara Walker. Ms. Thomas reported Ms. Warren and Ms. Walker are siblings. Ms. Thomas acknowledged she does have problems with her immediate supervisor, Ms. Wideman, so that’s why she thinks Ms. Warren reported her to cause more trouble. Ms. Thomas insisted that she only asked Resident A, “Now why did you pee in the bed when you’re wide awake?” Ms. Thomas acknowledged Resident A is nonverbal, so it is unclear why she asked him a question knowing he can’t respond.

On 5/24/24, I interviewed Ms. Warren by phone. Ms. Warren stated she is not related to Ms. Walker. In fact, Ms. Warren reported she met Ms. Walker on social media in a Facebook group for those seeking employment. Ms. Warren indicated that she barely talks to Ms. Walker outside of work. Ms. Warren explained she

normally works the afternoon shift with Ms. Thomas. According to Ms. Warren, on 4/29/24 between the hours of 9:00 – 9:30 p.m. she heard Ms. Thomas yelling at Resident A stating, “You look stupid!” as she pointed and laughed at Resident A in soiled clothing. Ms. Warren reported Ms. Thomas was basically “bullying him” and that she shoved Resident A down the hall as he walked from the bedroom to the living room. It is known that Resident A walks with an unsteady gait. Ms. Warren said Resident A lost his balance when Ms. Thomas shoved him, but “he caught himself” and was able to regain his balance avoiding a fall. As Ms. Warren described the incident, she stated that she was afraid Resident A was going to fall and that she felt bad because “I never seen nobody do nobody like that.” Ms. Warren also said Ms. Thomas told her that she was going to let Resident A sit in soiled underwear for one hour. As a result, Ms. Warren assumed responsibility for Resident A’s care by stepping in to shower him and put him to bed. Later that night, Ms. Walker arrived on shift to relieve the afternoon staff. Ms. Warren said she reported the abuse to Ms. Walker upon her arrival. Ms. Warren stated she had no problems with Ms. Thomas prior to the event, but Ms. Thomas has since acted aggressive towards her for reporting the abuse.

On 6/6/24, I completed an exit conference with licensee designee, Patricia Thomas (no relation to Dajaney Thomas). Mrs. Thomas agrees with the findings and recommendation. Mrs. Thomas reported Ms. Thomas was removed from the work schedule pending the outcome of this investigation. Mrs. Thomas indicated she does believe Ms. Warren because she’s a new staff and she had “no axe to grind” with anyone, including Ms. Thomas. On 6/10/24, Mrs. Thomas submitted an approved corrective action plan. Dajaney Thomas was subsequently terminated from employment with Quest, Inc.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.14303 | Resident care; licensee responsibilities. |
| | (2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan. |

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| ANALYSIS: | I determined it is more likely than not, Ms. Thomas acted in an aggressive manner towards Resident A since Ms. Thomas has a known history of being aggressive with others based on Ms. Wideman's witness statement. In addition, Ms. Warren had nothing to gain by reporting the abuse. Ms. Warren was determined to be the more credible witness based on Ms. Thomas's false statement that Ms. Warren and Ms. Walker are siblings. Therefore, Resident A's protection and personal care were not provided for on the evening of 4/29/24. |
| CONCLUSION: | VIOLATION ESTABLISHED |

IV. RECOMMENDATION

An acceptable corrective action plan has been received; therefore, I recommend the status of this license remain unchanged.

K. Robinson

6/26/24

Kara Robinson
Licensing Consultant

Date

Approved By:

A handwritten signature in black ink, appearing to read "A. Hunter". The signature is written in a cursive style with a large initial "A" and a trailing flourish.

7/1/24

Ardra Hunter
Area Manager

Date