



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 30, 2024

Patti Holland
801 W Geneva Dr.
Dewitt, MI 48820

RE: License #: AM330008452
Investigation #: 2024A0578046
Pleasant View AFC

Dear Patti Holland:

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) 284-9727.

Sincerely,

A handwritten signature in black ink, appearing to read "Eli DeLeon". The signature is fluid and cursive, with a long horizontal stroke at the end.

Eli DeLeon, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 251-4091

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM330008452
Investigation #:	2024A0578046
Complaint Receipt Date:	07/15/2024
Investigation Initiation Date:	07/16/2024
Report Due Date:	09/13/2024
Licensee Name:	Patti Holland
Licensee Address:	801 W Geneva Dr. Dewitt, MI 48820
Licensee Telephone #:	(517) 669-8457
Administrator:	Patti Holland
Licensee Designee:	Patti Holland
Name of Facility:	Pleasant View AFC
Facility Address:	3016 Risdale Lansing, MI 48911
Facility Telephone #:	(517) 394-6748
Original Issuance Date:	12/12/1992
License Status:	REGULAR
Effective Date:	01/22/2024
Expiration Date:	01/21/2026
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
This facility has mold in the bathroom.	No
Resident B is bribed with paid chores to prevent Resident B from making complaints.	No
This facility has water in the basement and residents are “forced” to clean it.	Yes

III. METHODOLOGY

07/15/2024	Special Investigation Intake 2024A0578046
07/16/2024	Special Investigation Initiated - On Site
07/16/2024	APS Referral
07/16/2024	Special Investigation Completed On-site.-Interview with direct care staff Alexis Gillam. Interview with Resident A.
07/19/2024	Contact-Telephone- Interview with licensee designee Patti Holland.
08/26/2024	Contact-Telephone- Interview with Resident B.
08/26/2024	Contact-Telephone- Interview with Guardian B1.
08/27/2024	Exit Conference- Message left for licensee designee, Patti Holland.

ALLEGATION: This facility has mold in the bathroom.

INVESTIGATION:

On 07/15/2024, I received this anonymous complaint through the BCHS On-line Complaint System. Complainant alleged that black mold is being covered by concrete in the “bathroom foundation” of the house.

On 07/16/2024, I completed an unannounced investigation on-site at this facility and interviewed direct care staff Alexis Gillam regarding the allegations. Alexis Gillam suspected this may have been why the bathroom was just remodeled, which included replacing the floorboards in the bathroom. Alexis Gillam reported there may have been mold observed on the removed floorboards, but clarified this bathroom had no visible mold now. I inspected this bathroom and found it to have freshly

installed tile and tile surrounds that were neat and clean with no visible signs of mold. I inspected a secondary bathroom and found it to be neat and clean with no visible signs of mold.

On 07/16/2024, I interviewed Resident A regarding the allegations. Resident A reported living at this facility for over a year. Resident A denied ever observing mold or “black mold” in any area of this facility, including bathrooms. Resident A denied having any additional concerns.

On 07/19/2024, I interviewed licensee designee Patti Holland regarding the allegations. Patti Holland acknowledged that mold had been an issue in the past for the bathroom that was remodeled, but clarified this concern for mold was what led to the bathroom remodel. Patti Holland acknowledged the floorboards in this bathroom were removed and replaced due to these floorboards being moldy.

APPLICABLE RULE	
R 400.14403	Maintenance of premises
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	Based upon my investigation, which consisted of interviews with direct care staff Alexis Gillam, Resident A, and licensee designee Patti Holland, as well as observations made during an unannounced investigation on-site and a review of pertinent documentation relevant to this investigation, there was not enough evidence to substantiate the allegation this facility has mold.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

- **Resident B is bribed with paid chores to prevent Resident B from making complaints.**
- **This facility has water in the basement and residents are “forced” to clean it.**

INVESTIGATION:

On 07/15/2024, Complainant alleged a water leak in the basement of the facility “forces” residents and staff to clean this water before licensing comes to the facility. Complainant alleged that Resident B is paid to do “all of the cleaning” at his facility.

Complainant alleged Resident B is “bribed” with paid chores, to prevent Resident B from making any complaints to licensing.

On 07/17/2024, I interviewed direct care staff Alexis Gillan regarding the allegations. Alexis Gillan acknowledged that Resident B will often do “odd-end” jobs for licensee designee Patti Holland. Alexis Gillan reported these jobs consist of either taking out the trash, picking up the yard, or cleaning bathrooms. Alexis Gillan denied that Resident B is forced to complete these tasks for Patti Holland and added that Resident B will often say he does not want to do a particular job at the moment. Alexis Gillan denied knowledge of Resident B being “bribed” to prevent Resident B from complaints to this department. Alexis Gillan reported Resident B is very motivated to earn money and will often ask for money on social media and request money from direct care staff and other residents. Alexis Gillan reported these paid jobs for Resident B are not common and occur infrequently. Alexis Gillan reported Resident B was not present in the facility. Alexis Gillan identified Resident A as another resident that completes paid activities for Patti Holland.

On 07/17/2024, I interviewed Resident A regarding the allegations. Resident A acknowledged that several months ago, she washed dishes in this facility after a meal for five or ten dollars that was provided by Patti Holland. Resident A reported that she no longer washes dishes at this facility. Resident A reported that once a year, she is paid \$20 to wipe down the walls in the hallway but could not recall the last time she engaged in this activity. Resident A reported that she is now working independently at her job in the community. Resident A denied ever being forced to engage in any activity and denied being paid money to not report any concerns to the department. Resident A denied knowledge of Resident B being paid to do “odd end” jobs or bribed to refrain from making any complaints to the department. Resident A reported Resident B will often engage in cleaning activities and request to be paid by Patti Holland, which is not always successful to her knowledge. Resident A denied ever being forced to clean water in the basement of this facility. Resident A denied having any additional concerns.

While at the facility, I inspected the basement and observed standing water along the perimeter of the basement wall. I noted this standing water did not appear to be waste or foul water and was clear with no discernable smell. Alexis Gilam reported she was unaware of how long the water was present in the basement. Alexis Gilam denied that any resident or direct care staff are “forced” to clean up any water in the basement. Alexis Gilam clarified it had recently rained, and contractors were currently working on the roof of this facility, but Alexis Gilam was unsure what exactly was being repaired or replaced on the roof of this facility.

On 07/19/2024, I interviewed licensee designee Patti Holland regarding the allegations. Patti Holland reported some residents have limited personal spending money and on more that one occasion, she had provided Resident B with payment for doing chores in the facility to provide Resident B with spending money. Patti Holland reported Resident B will often request jobs or opportunities for money but

will not often complete the task for an identified time. Patti Holland reported that she will often give Resident B the money regardless of completing the task to help Resident B. Patti Holland denied that any resident is bribed with money to prevent complaints to this department. Patti Holland denied that any Resident Fund documentation was used to record any payment occurring between the licensee designee and Resident B. Patti Holland was provided consultation on completing Resident Fund documentation relating to any payments provided to any resident.

Patti Holland acknowledged there was water present in the basement of this facility and attributed this to the recent unusual amount of rain. Patti Holland reported that a new drainage system was installed in the basement of this facility to correct drainage issues during the occurrence of rain, but clarified the sump pump for this facility was accidentally turned off. Patti Holland suspected this inactive sump pump was responsible for the standing water present during the unannounced investigation on-site and added this sump pump was turned back on. Patti Holland denied that any resident or direct care staff was forced to clean up this water before or after the water in the basement was observed.

On 08/26/2024, I interviewed Resident B regarding the allegations. Resident B reported living at this facility for the last six months. Resident B acknowledged completing jobs or chores in this facility for money and reported these jobs consist of helping direct care staff with dishes and vacuuming or mopping the bathrooms. Resident B reported for each of these chores or jobs he is paid \$10 in cash by the licensee designee, Patti Holland. Resident B denied that he is forced to do any of these jobs and denied being paid or bribed with money to prevent Resident B from reporting any concerns to this department. Resident B reported his guardian is aware of this activity and approves of this arrangement between Resident B and Patti Holland. Resident B reported completing a job or chore for money as recently as 08/25/2024.

On 08/26/2024, I interviewed Guardian B1 regarding the allegations. Guardian B1 acknowledged the licensee designee Patti Holland, will pay Resident B cash to complete chores or jobs in this facility. Guardian B1 reported this is not an everyday job and occurs from time to time and the most Resident B has ever been paid has been \$20. When asked if Guardian B1 was aware of Resident B being bribed with money to prevent any reporting of abuse or neglect, Guardian B1 denied this and suspected another resident at this facility provided with her guardianship services of making false allegations.

APPLICABLE RULE	
R 400.14305	Resident protection
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.

ANALYSIS:	Based upon my investigation, which consisted of interviews with direct care staff Alexis Gillam, Resident A, Resident B, and licensee designee Patti Holland, as well as observations made during an unannounced investigation on-site and a review of pertinent documentation relevant to this investigation, there was not enough evidence to substantiate the allegation that residents are being forced to do chores in this facility, or being bribed or manipulated to prevent complaints to this department.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14403	Maintenance of premises
	(4) A roof, exterior walls, doors, skylights, and windows shall be weathertight and watertight and shall be kept in sound condition and good repair.
ANALYSIS:	Based upon my investigation, which consisted of an interview with licensee designee Patti Holland, as well as direct observations made during an unannounced investigation on-site, this facility has a reoccurring issue of standing water present in the basement and is not watertight.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable written plan of correction, it is recommended that this license continues on regular status.



08/27/2024

Eli DeLeon
Licensing Consultant

Date

Approved By:



08/30/2024

Dawn N. Timm
Area Manager

Date