



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 29, 2024

Vicky Cates
3960 Sharp Rd.
Adrian, MI 49256

RE: License #: AM460077068
Investigation #: 2024A1032041
Cates AFC Home

Dear Vicky Cates:

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. In the event that 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

License #:	AM460077068
Investigation #:	2024A1032041
Complaint Receipt Date:	07/12/2024
Investigation Initiation Date:	07/15/2024
Report Due Date:	09/10/2024
Licensee Name:	Vicky Cates
Licensee Address:	3960 Sharp Rd. Adrian, MI 49256
Licensee Telephone #:	(517) 902-3950
Administrator:	Vicky Cates
Name of Facility:	Cates AFC Home
Facility Address:	507 Dennis Adrian, MI 49221
Facility Telephone #:	(517) 902-3950
Original Issuance Date:	09/01/1997
License Status:	REGULAR
Effective Date:	11/04/2022
Expiration Date:	11/03/2024
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Employees had an argument that kept Resident A awake at night.	No
Additional Findings	No

III. METHODOLOGY

07/12/2024	Special Investigation Intake 2024A1032041
07/15/2024	Special Investigation Initiated - Telephone Interview with complainant
07/16/2024	Contact - Face to Face Interview with Resident A
07/19/2024	Inspection Completed On-site
07/26/2024	Contact - Face to Face Interview with employee Shawn Bell
08/27/2024	Contact - Face to Face Interview with employee Amanda Wright
08/28/2024	Exit Conference

ALLEGATION:

Employees had an argument that kept Resident A awake at night.

INVESTIGATION:

On 7/15/24, I interviewed the complainant by telephone. The complainant stated that two employees were involved in a scuffle overnight and Resident A did not have any means to call for help.

On 7/16/24, I interviewed Resident A in a community setting. I asked Resident A about his experience generally in the home. He stated that he has not lived there for

very long, but he likes living there. He stated that an exception to this was hearing two employees arguing. He stated that to his knowledge, this has only happened once. He denied witnessing the argument. He stated that police were not called to the home as a result of the argument. He stated that he has a guardian named Corey, who contacts him often at the home.

On 7/19/24, I interviewed employee Amanda Clark in the facility. Ms. Clark stated that she was unaware of any fight or loud disturbance between employees on the evening of Wednesday July 10th. She reported that residents are able to use the phone if needed for emergency purposes. She stated that they are typically allowed two personal phone calls for approximately 10 minutes. Ms. Clark stated that Amanda Wright is typically on shift but she was on a medical run for one of the residents.

I interviewed Resident B in the home. Resident B was enjoying a game of solitaire during the interview. I asked Resident B if she was aware of any employees fighting verbally or physically during the past few weeks. Resident B denied witnessing any such event. Resident B reported living in the home for the past 16 years.

I interviewed Resident C in the home. Resident C denied witnessing employees arguing or fighting in the home. Resident C expressed satisfaction with the conduct of the employees, stating that Amanda and Kelly were good staff members.

On 7/26/24, I interviewed employee Shawn Bell in the facility. Mr. Bell denied getting into a loud argument with another employee, keeping Resident A up at night. He stated that there was a day when employee Amanda Wright asked him to take his belongings and leave, after he had made some jokes that she deemed irritating. He stated that he slept outside for one night but subsequently returned.

On 8/27/24, I interviewed employee Amanda Wright in the facility. Ms. Wright denied getting into a loud argument with Mr. Bell at the home. She stated that they had an argument outside the home away from the residents, and that she did ask him to leave. Ms. Wright reported that she was not on shift at the time of the incident. She advised that the interaction between her and Mr. Bell occurred before 830 PM.

Ms. Wright stated that during sleeping hours, the residents are able to use an intercom system in the home to alert her of any issues. She stated that the phone is put away during sleeping hours because of past misuse. She mentioned that while Resident A is his own guardian, his brother or sister will call in the evenings to touch base with him.

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:	Resident A acknowledged that he did not see employees arguing but did hear something coming from their apartment. None of the other residents interviewed corroborated Resident A's account of the incident. Staff did acknowledge that they had an argument, but it appears to have occurred away from view of the residents, and employee Shawn Bell stated that he left the home. There are protocols in place where residents are able to make emergency calls if they feel unsafe and some residents have access to cell phones. Resident A's relatives reportedly check in on his wellbeing quite often, through telephone calls.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 8/29/24, I conducted an exit conference with licensee Vicky Cates. I shared my findings and Ms. Cates agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend no change to the status of this license.

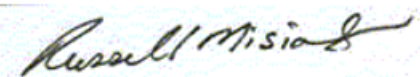


8/29/24

Dwight Forde
Licensing Consultant

Date

Approved By:



9/6/24

Russell B. Misiak
Area Manager

Date