



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 21, 2025

Sara Fredricks
3806 Studor Road
Saginaw, MI 48601

RE: License #: AS730379879
Investigation #: 2025A0576021
Sara M. Fredricks

Dear Sara Fredricks:

- 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.
- Be signed and dated.

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 cursive script, appearing to read "C. Garza".

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS730379879
Investigation #:	2025A0576021
Complaint Receipt Date:	01/29/2025
Investigation Initiation Date:	01/31/2025
Report Due Date:	03/30/2025
Licensee Name:	Sara Fredricks
Licensee Address:	3806 Studor Road, Saginaw, MI 48601
Licensee Telephone #:	(989) 332-2291
Administrator:	Sara Fredricks
Licensee:	Sara Fredricks
Name of Facility:	Sara M. Fredricks
Facility Address:	3806 Studor Road, Saginaw, MI 48601
Facility Telephone #:	(989) 332-2291
Original Issuance Date:	07/08/2016
License Status:	REGULAR
Effective Date:	01/08/2025
Expiration Date:	01/07/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED, ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Staff do not allow Resident A to talk on the phone freely.	No
Resident A has no heat in his bedroom.	No
Additional Findings	Yes

III. METHODOLOGY

01/29/2025	Special Investigation Intake 2025A0576021
01/29/2025	APS Referral
01/31/2025	Special Investigation Initiated - Letter Sent email to Rebecca Robelin, Saginaw County Adult Protective Services (APS)
02/03/2025	Contact - Document Received Email received from Rebecca Robelin
03/20/2025	Inspection Completed On-site Interviewed Staff, Tamra McDaniel and Resident A
03/21/2025	Contact - Telephone call made Interviewed Licensee Sara Fredricks
03/21/2025	Contact - Telephone call made Interviewed Resident B
03/21/2025	Contact - Telephone call made Interviewed Andrea Pace, Case Manager Great Lakes Pace
03/21/2025	Exit Conference

ALLEGATION:

Staff do not allow Resident A to talk on the phone freely.

INVESTIGATION:

On January 31, 2025, I sent an email to Rebecca Robelin, Saginaw County Adult Protective Services (APS) Investigator. I inquired as to her investigation involving Resident A. On February 3, 2025, I received an email from Investigator Robelin who reported she met with Resident A last week and no concerns regarding him or the home. The APS case involving Resident A has been denied.

On March 20, 2025, I conducted an unannounced on-site inspection at Sara Fredricks and interviewed Staff, Tamra McDaniel. Staff McDaniel denied any knowledge of the allegation and confirmed the facility has a home phone for resident use. Residents can use the phone whenever they want and for as long as they need. Resident A never reported to Staff McDaniel that he is not allowed to use the phone.

On March 20, 2025, I interviewed Resident A regarding the allegations. Resident A has lived at his home for 8 years and he likes his home. Resident A gets along well with staff and there is a nice view at his home. Regarding the allegation, Resident A explained that he was calling 2 people from the Office of Recipient Rights (ORR). He thought Licensee, Sara Fredricks "was undercover" and thought Licensee Fredricks was a person from ORR. Licensee Fredricks took the phone from him because he was done using the phone. The person he called hung up and was no longer on the phone. Resident A reported there are no phone restrictions at his home, and he can use the phone when he wants and for as long as he needs to. Resident A denied any concerns other than wanting to move closer to his hometown.

On March 21, 2025, I interviewed Resident B who reported he has lived at his home for 2 years. Resident B likes his home and stated, "it is the best home." Staff are nice to him and not rude. Regarding the allegations, Resident B confirmed the home has a house phone and residents can use it anytime they like. There are no phone restrictions, and Resident B can be on the phone for as long as he wants. No one has ever taken the phone from Resident B when he was using it, and he can take the phone to his room for privacy. Resident B denied any concerns.

On March 21, 2025, I interviewed Licensee, Sara Fredricks regarding the allegations. Licensee Fredricks explained that Resident A was on the telephone and hung up the phone. Licensee Fredricks took the phone because he was done using it. Resident A is diagnosed with Schizophrenia and often calls others such as attorneys offices and car dealerships. Resident A will tell others he wants to buy 10 Hummer vehicles or that he is looking for people. Often times, the people Resident A called will call Licensee Fredricks back and be angry with her. Licensee Fredricks has overheard some of Resident A's phone conversations and he says things that are not true due to his illness. According to Licensee Fredricks, Resident A does not have any phone restrictions. Resident A and all the residents are allowed to use the phone when they want and for as long as they want.

On March 21, 2025, I interviewed Resident A's Case Manager from Great Lakes Pace, Andrea Rushing. Case Manager Rushing reported that Resident A is Schizophrenic and has active delusional thinking. Resident A often makes phone calls to businesses thinking he has money, gold, or other valuables with these businesses. Resident A will say other things that are not true such as he does not have heat or food. Case Manager Rushing denied that the home is restricting Resident A's phone use. If the staff were intervening with Resident A's phone use, Case Manager Rushing thinks it would be appropriate given it appears that Resident A is misusing the phone due to his illness. Case Manager Rushing denied any concerns regarding the home or the treatment Resident A is receiving at his home.

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>(e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.</p>
ANALYSIS:	<p>It was alleged that staff do not allow Resident A to use the phone freely. Upon conclusion of investigative interviews there is not a preponderance of evidence to conclude a rule violation.</p> <p>Resident A and Resident B denied there are restrictions on the use of the home phone. Resident A and Resident B confirmed they can use their home phone when they want and for as long as they need. Resident A explained there was an occasion when Licensee Sara Fredricks took the phone from him after he was done using it. Licensee Fredricks and Staff, Tamra McDaniel denied residents cannot access the home telephone. Resident A's Case Manager, Andrea Rushing explained Resident A misuses the phone due to his mental health issues however she denies the home restricts his phone use.</p>

	There is not a preponderance of evidence to conclude that Resident A does not have reasonable access to a telephone.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A has no heat in his bedroom.

INVESTIGATION:

On January 31, 2025, I sent an email to Rebecca Robelin, Saginaw County Adult Protective Services (APS) Investigator. I inquired as to her investigation involving Resident A. On February 3, 2025, I received an email from Investigator Robelin who reported she met with Resident A last week and no concerns regarding him or the home. The APS case involving Resident A has been denied.

On March 20, 2025, I conducted an unannounced on-site inspection at Sara Fredricks and interviewed Staff, Tamra McDaniel. Staff McDaniel reported Resident A's bedroom does have heat.

During my on-site inspection, the home was noted to be warm. The thermostat was set to 72 degrees. I inspected Resident A's bedroom which was found to be warm. Resident A has a vent in his bedroom that Resident A had covered with a towel. Prior to leaving, Resident A took the towel off the vent.

On March 20, 2025, I interviewed Resident A in his bedroom. Resident A does not share a room with anyone. Resident A confirmed his bedroom has heat. Resident A had a small space heater in his bedroom, and it was turned on.

On March 21, 2025, I interviewed Resident B who reported he has heat in his bedroom. Resident B's bedroom is warm and so is the living room and dining room. Resident B reported he gets heat from the vent in his room and not from a space heater.

On March 21, 2025, I interviewed Licensee Sara Fredricks. Licensee Fredricks reported all the rooms have heat and there are no issues with the heat.

On March 21, 2025, I interviewed Resident A's Case Manager from Great Lakes Pace, Andrea Rushing. Case Manager Rushing reported that she visits Resident A at his home and has never known there to be any issues with the heat at home or in Resident A's bedroom. Case Manager Rushing denied any concerns regarding the home or Resident A's bedroom being too cold.

APPLICABLE RULE	
R 400.14406	Room temperature.
	All resident-occupied rooms of a home shall be heated at a temperature range between 68- and 72-degrees Fahrenheit during non-sleeping hours. Precautions shall be taken to prevent prolonged resident exposure to stale, noncirculating air that is at a temperature of 90 degrees Fahrenheit or above. Variations from the requirements of this rule shall be based upon a resident's health care appraisal and shall be addressed in the resident's written assessment plan. The resident care agreement shall address the resident's preferences for variations from the temperatures and requirements specified in this rule.
ANALYSIS:	<p>It was alleged that Resident A's bedroom has no heat. Upon conclusion of investigative interviews and an unannounced on-site inspection, there is not a preponderance of evidence to conclude a rule violation.</p> <p>An unannounced on-site inspection was made to the home. The home and Resident A's bedroom was noted to be warm. Resident A's bedroom has a vent for heat however that was covered with a towel. Resident B was interviewed and confirmed his bedroom has heat. Resident A's Case Manager, Andrea Rushing reported visits the home and has not concerns about the heat in the home or Resident A's bedroom.</p> <p>There is not a preponderance of evidence to conclude that Resident A's bedroom his not heated at a temperature range between 68- and 72-degrees Fahrenheit.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

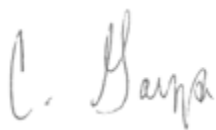
On March 20, 2025, I conducted an unannounced on-site inspection at Sara Fredricks and inspected Resident A's bedroom. Resident A had a space heater in his room that was on and operable. The heater was a radiant space heater that looked like an accordion. The heater was hot to the touch and posed a safety hazard.

On March 21, 2025, I conducted an exit conference with Licensee, Sara Fredricks. I advised Licensee Fredricks of my concern regarding the accordion space heater. Licensee Fredricks advised she would remove the heater.

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:	On March 20, 2025, I conducted an unannounced on-site inspection at Sara Fredricks and inspected Resident A's bedroom. Resident A had a space heater in his room that was on and operable. The heater was a radiant space heater that looked like an accordion. The heater was hot to the touch and posed a safety hazard.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, no change in the license status is recommended.

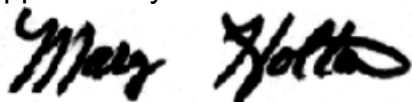


3/21/2025

Christina Garza
Licensing Consultant

Date

Approved By:



3/21/2025

Mary E. Holton
Area Manager

Date