



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 29, 2025

Vicky Cates
3960 Sharp Rd.
Adrian, MI 49256

RE: License #: AM460064217
Investigation #: 2025A1032022
On The Hill 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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

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 #:	AM460064217
Investigation #:	2025A1032022
Complaint Receipt Date:	03/26/2025
Investigation Initiation Date:	04/03/2025
Report Due Date:	05/25/2025
Licensee Name:	Vicky Cates
Licensee Address:	3960 Sharp Rd, Adrian, MI 49256
Licensee Telephone #:	(517) 902-3950
Administrator:	Vicky Cates
Name of Facility:	On The Hill AFC Home
Facility Address:	3446 East US 223, Adrian, MI 49221
Facility Telephone #:	(517) 264-2203
Original Issuance Date:	05/15/1996
License Status:	REGULAR
Effective Date:	03/21/2024
Expiration Date:	03/20/2026
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Resident A was forced to finish a meal.	No
Additional Findings	No

III. METHODOLOGY

03/26/2025	Special Investigation Intake 2025A1032022
04/03/2025	Special Investigation Initiated - On Site
04/23/2025	Contact - Face to Face Interview with Resident C in the community
04/28/2025	Exit Conference

ALLEGATION:

Resident A was forced to finish a meal.

INVESTIGATION:

On 4/3/25, I interviewed Resident A in the facility. Resident A stated that generally speaking she receives good service. She stated that the only issue occurred one time a few weeks ago, where an employee yelled at her to finish her cereal. I asked Resident A if this has happened since, and she denied any reoccurrence. In speaking to Resident A, I noted that she had difficulty hearing me.

I interviewed Resident B in the facility. Resident B did not have any information on Resident A's claim, but stated that things have been going well at the facility but she stays out of any drama.

I interviewed employee Bobbie Cilley in the facility. Ms. Cilley recalled having to raise her voice when talking to Resident A because Resident A presents as having difficulty hearing. She explained further that she would encourage a resident to eat

more, if there is an indication or potential to be underweight. She denied forcing Resident A to eat all of her cereal, causing pain.

I reviewed Resident A's assessment plan. There was no indication that Resident A required services beyond meals and medication management. I reviewed the health care appraisal, which reflected regular meals.

On 4/24/25, I interviewed Resident C in the community. Resident C stated that if 100% of a meal was not consumed, the residents would throw away the food. Resident C denied being shouted at or witnessing other residents being shouted at in the facility.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.
ANALYSIS:	I interviewed multiple residents who were unable to corroborate Resident A's account. A resident reported that they are able to throw away their food if they do not complete the meal. There did not appear to be any mention of discipline where a resident is forced to finish a meal. As such, there is insufficient evidence to establish a violation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 4/28/25, 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.

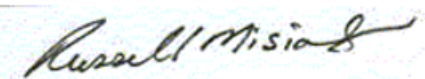


4/29/25

Dwight Forde
Licensing Consultant

Date

Approved By:



4/30/25

Russell B. Misiak
Area Manager

Date