



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

May 5, 2025

James Palmer  
Covenant to Care, Inc.  
44997 Coachman Ct.  
Canton, MI 48187

RE: License #: AS820316698  
Investigation #: 2025A0992022  
Jacquelyn Street

Dear James Palmer:

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.
- Indicate 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.

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) 456-0439.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Denasha Walker', with a stylized, cursive script.

Denasha Walker, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 300-9922

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820316698
<b>Investigation #:</b>	2025A0992022
<b>Complaint Receipt Date:</b>	04/07/2025
<b>Investigation Initiation Date:</b>	04/08/2025
<b>Report Due Date:</b>	06/06/2025
<b>Licensee Name:</b>	Covenant to Care, Inc.
<b>Licensee Address:</b>	181 Dogwood Ct Canton, MI 48187
<b>Licensee Telephone #:</b>	(734) 228-6933
<b>Administrator:</b>	James Palmer
<b>Licensee Designee:</b>	James Palmer
<b>Name of Facility:</b>	Jacquelyn Street
<b>Facility Address:</b>	28646 Jacquelyn Livonia, MI 48154
<b>Facility Telephone #:</b>	(734) 524-0159
<b>Original Issuance Date:</b>	03/13/2012
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/03/2024
<b>Expiration Date:</b>	10/02/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL ALZHEIMERS

	AGED
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## II. ALLEGATION(S)

	Violation Established?
Resident A reported that she was angry with home manager Latia Wilson. Resident A stated she pulled Latia's braids and Latia slapped her.	Yes

## III. METHODOLOGY

04/07/2025	Special Investigation Intake 2025A0992022
04/08/2025	Special Investigation Initiated - On Site Licensee designee, James Palmer; home manager, Latia Wilson; direct care staff Joie Toler and Resident A.
04/08/2025	Contact - Telephone call made Office of Recipient Rights (ORR), Michelle Livous
04/10/2025	Contact - Telephone call made Resident A's guardian, Relative A; was not available. Message left.
04/15/2025	Contact - Telephone call made Relative A was not available. Message left.
04/18/2025	Contact - Telephone call made Ms. Livous
04/18/2025	Contact - Telephone call made Relative A was not available. Message left.
04/18/2025	Contact - Telephone call made Mr. Palmer
04/24/2025	Contact - Telephone call received Relative A
04/30/2025	Contact - Telephone call made Direct care staff, Sheryl Childs
04/30/2025	Contact - Telephone call made Direct care staff, Carmen Adams

04/30/2025	Exit Conference Mr. Palmer was not available. Message left.
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**ALLEGATION:** Resident A reported that she was angry with home manager Latia Wilson. Resident A stated she pulled Latia's braids and Latia slapped her.

**INVESTIGATION:** On 04/08/2025, I completed an unannounced onsite inspection and interviewed licensee designee, James Palmer; home manager, Latia Wilson; direct care staff Joie Toler and Resident A regarding the allegation. Mr. Palmer stated he received a call from direct care staff, Sheryl Childs stating Resident A was upset and wanted to talk to him. He stated Resident A got on the telephone and apologized, stating she was upset and pulled Ms. Wilson's hair and Ms. Wilson slapped her. Mr. Palmer stated once Ms. Childs got back on the telephone, he asked her if Resident A had any marks or bruises. He stated Ms. Childs stated there was redness and a mark on her face. Mr. Palmer stated he advised Ms. Childs to take Resident A to urgent care. Mr. Palmer stated he contacted Ms. Wilson and asked if she slapped Resident A, and she said no. He stated, Ms. Wilson said when Resident A returned from the community, she asked her to do her chores and Resident A refused. She stated Resident A said she did not want to do her chores, she became angry and started yelling expletives. He stated Ms. Wilson said Resident A attacked her and pulled her hair. He stated Ms. Wilson said she extended her arm out to create distance between her and Resident A, but she did not slap her. Mr. Palmer stated he also contacted direct care staff, Joie Toler who was also on shift. He stated Ms. Toler stated she was in the basement and did not witness a physical altercation between Ms. Wilson and Resident A, and she could hear Resident A yelling. Mr. Palmer stated he met with Ms. Childs and Resident A in the community after she was examined at Urgent Care. He stated Resident A further explained that she wanted to call her mother, and Ms. Wilson did not allow her to call. Resident A stated she was upset and that is why she pulled Ms. Wilson's hair. Mr. Palmer stated he returned to the home and immediately removed Ms. Wilson from the schedule. Mr. Palmer stated he also contacted Relative A and made her aware of the incident. He stated Relative A said she had several missed calls from Ms. Wilson, she stated she could not answer at the time. Mr. Palmer stated when Relative A called Ms. Wilson back, she stated something about hair being pulled but by that time Resident A was calm. Mr. Palmer stated Relative A said she received another call and Ms. Wilson stated Resident A was upset, throwing things and yelling. Mr. Palmer stated Relative A stated she was able to hear the commotion, Resident A was fighting and throwing things around. He stated Relative A was able to calm Resident A down. Mr. Palmer stated he made Relative A aware that due to the nature of the incident, he had to remove Ms. Wilson from the schedule. He stated Relative A did not think it was fair that Ms. Wilson had to be removed from the schedule due to Resident A's manipulative behaviors. He stated he held a meeting with Relative A, Resident A and Ms. Wilson, and discussed what happened. He

stated Ms. Wilson and Resident A apologized for their actions. Mr. Palmer stated Relative A denied having any concerns. He stated Ms. Wilson returned to work.

I interviewed Latia Wilson. She stated when Resident A returned from the community, it was time for her to do her chores which included putting away her laundry. She stated Resident A did not want to do her chores, she wanted to call Relative A. Ms. Wilson stated she called Relative A several times, but she did not answer. Ms. Wilson stated Resident A started putting her laundry away and then all a sudden she got angry and started acting out. Ms. Wilson stated Resident A started yelling, she attacked her and pulled her hair. Ms. Wilson stated she immediately extended her arm out to create a distance between her and Resident A. She stated she did not slap her but she did observe some redness to Resident A's face. Ms. Wilson stated she was suspended for four days and returned to work following the meeting with Mr. Palmer, Relative A and Resident A.

I interviewed Joie Toler. Ms. Toler stated she was in the basement and did not witness a physical altercation between Ms. Wilson and Resident A. She stated she heard a lot of commotion, and she believes Resident A threw the remote at Ms. Wilson. She stated she could hear Resident A yelling and Ms. Wilson trying to redirect her, but stated she did not witness Ms. Wilson slap Resident A.

I interviewed Resident A, she confirmed the allegation. She stated she was trying to call Relative A and Ms. Wilson would not allow her to call. She stated Ms. Wilson unplugged the telephone, so she pulled her hair. She stated when she pulled Ms. Wilson's hair, Ms. Wilson slapped her in the face with an open hand. She stated she did not have a black eye or any bruising, but her face was swollen. She stated she was taken to urgent care and examined. Resident A could not recall which staff transported her to urgent care.

On 04/08/2025, I contacted the Office of Recipient Rights (ORR), Michelle Livous regarding the allegation. Ms. Livous confirmed she received the same allegation and is actively investigating. She stated unless something changes, she will be substantiating based on the information she received. She stated Ms. Wilson was suspended and she is waiting for his corrective action plan.

On 04/18/2025, I made follow-up contact with Ms. Livous. Ms. Livous stated she completed her investigation, and she substantiated the allegation.

On 04/18/2025, I contacted Mr. Palmer. I made him aware that all parties were interviewed except for Relative A and my attempts to contact her were unsuccessful. I requested Mr. Palmer have Relative A contact me if he happens to speak with her, which he agreed. However, I made Mr. Palmer aware that based on the information received, there is sufficient evidence that there was an altercation between Ms. Wilson and Resident A. I further stated it is also documented on the consultation form that Resident A had a contusion on her face. I made Mr. Palmer aware that

Resident A's personal needs, including protection and safety, were not attended to at all times. Mr. Palmer agreed and stated as a result Ms. Wilson was suspended.

On 04/08/2025, I received a call from Resident A's guardian, Relative A. Relative A stated she received several missed calls from Ms. Wilson but could not answer at the time. She stated when she called back, everything seemed fine. She stated an hour or so later she received another call from Ms. Wilson, and she stated Resident A was upset, throwing things and yelling. Relative A stated she was able to hear the commotion. She stated Resident A was fighting and throwing things around. Relative A stated she does not believe Ms. Wilson slapped Resident A. She stated Resident A is very manipulative. Relative A stated she met with Mr. Palmer, Resident A and Ms. Wilson regarding the incident. She stated when Ms. Wilson walked in Resident A was so excited. Relative A stated Resident A's reaction to Ms. Wilson being present was not the reaction of someone that is fearful or afraid. Relative A stated it is not fair that Ms. Wilson was removed from the schedule due to Resident A's behaviors. Relative A stated Mr. Palmer has always considered Resident A's best interest, and she is certain that he made the best decision as it pertains to making sure Resident A is safe. Relative A denied having any concerns regarding Resident A's quality of care.

On 04/30/2025, I contacted direct care staff, Sheryl Childs, and interviewed her regarding the allegation. Ms. Childs stated she was sitting at the dining room table with direct care staff, Carmen Adams. She stated she was preparing to take Residents A and B into the community. She stated there was something in Resident A's hair and Ms. Adams told Resident A to come here. Ms. Childs stated as she walked closer to Ms. Adams, Ms. Adams noticed there was some redness on the right side of Resident A's face. She stated Ms. Adams asked Resident A what happened to her face, and initially she said she did not know. She stated after Ms. Adams asked her several times what happened, Resident A stated she pulled Ms. Wilson's hair and Ms. Wilson slapped her. Ms. Childs stated she contacted Mr. Palmer, and he instructed her to take Resident A to urgent care. She stated Resident A was diagnosed with a facial contusion.

On 04/30/2025, I contacted direct care staff, Carmen Adams, and interviewed her regarding the allegation. Ms. Adams provided statements consistent with the statements Ms. Childs provided to me during my telephone interview with her. Ms. Adams stated Resident A has a tendency to say, "I don't know," when she is hiding something or afraid she did something wrong. Ms. Adams stated she assured Resident A she was not in any kind of trouble and asked her again what happened. She stated that is when Resident A stated she pulled Ms. Wilson's hair, and she slapped her. She stated Resident A started crying and Ms. Childs called Mr. Palmer. She stated Mr. Palmer instructed her to take Resident A to urgent care.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<p><b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</b></p> <ul style="list-style-type: none"> <li><b>(a) Use any form of punishment.</b></li> <li><b>(b) Use any form of physical force other than physical restraint as defined in these rules.</b></li> <li><b>(c) Restrain a resident's movement by binding or tying or through the use of medication, paraphernalia, contraptions, material, or equipment for the purpose of immobilizing a resident.</b></li> <li><b>(d) Confine a resident in an area, such as a room, where egress is prevented, in a closet, or in a bed, box, or chair or restrict a resident in a similar manner.</b></li> <li><b>(e) Withhold food, water, clothing, rest, or toilet use.</b></li> <li><b>(f) Subject a resident to any of the following:</b> <ul style="list-style-type: none"> <li><b>(i) Mental or emotional cruelty.</b></li> <li><b>(ii) Verbal abuse.</b></li> <li><b>(iii) Derogatory remarks about the resident or members of his or her family.</b></li> <li><b>(iv) Threats.</b></li> </ul> </li> <li><b>(g) Refuse the resident entrance to the home.</b></li> <li><b>(h) Isolation of a resident as defined in R 400.14102(1)(m).</b></li> <li><b>(i) Any electrical shock device.</b></li> </ul>



<b>ANALYSIS:</b>	<p>During this investigation, I interviewed licensee designee, James Palmer; home manager, LaTia Wilson; direct care staff, Joie Toler, Sheryl Childs and Carmen Adams; ORR, Michelle Livous; Resident A's guardian, Relative A and Resident A regarding the allegations. Mr. Palmer was not present when the incident occurred, but stated he conducted an internal investigation and as a result Ms. Wilson was suspended due to unprofessional behavior.</p> <p>Resident A confirmed the allegation; she stated she pulled Ms. Wilson's hair and Ms. Wilson slapped her. Resident A statements were consistent when she told Ms. Adams and Ms. Childs what happened. Ms. Adams and Ms. Childs observed redness on the right side of Resident 's face.</p> <p>Resident A was treated at 1<sup>st</sup> Choice Urgent Care for a contusion on her face.</p> <p>Ms. Livous substantiated the allegation.</p> <p>Based on the investigative findings, there is sufficient evidence to support the allegation that direct care staff LaTia Wilson slapped Resident A. The allegation is substantiated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Contingent upon an acceptable corrective action plan, I recommend that the status of the license remains the same.



04/30/2025

Denasha Walker  
Licensing Consultant

Date

Approved By:



5/5/2025

Ardra Hunter  
Area Manager

Date