



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 14, 2025

Shawn Brown
Domel Inc
21005 Farmington Road
Farmington Hills, MI 48336

RE: License #: AS820414053
Investigation #: 2025A0116024
West Home

Dear Mr. Brown:

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 (313) 456-0439.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is written in a cursive, flowing style.

Pandrea Robinson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 319-9682

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820414053
Investigation #:	2025A0116024
Complaint Receipt Date:	04/11/2025
Investigation Initiation Date:	04/11/2025
Report Due Date:	06/10/2025
Licensee Name:	Domel Inc
Licensee Address:	21005 Farmington Road Farmington Hills, MI 48336
Licensee Telephone #:	(734) 632-0125
Administrator:	Shawn Brown
Licensee Designee:	Shawn Brown
Name of Facility:	West Home
Facility Address:	23033 Arsenal Flat Rock, MI 48134
Facility Telephone #:	(734) 782-4013
Original Issuance Date:	01/19/2023
License Status:	REGULAR
Effective Date:	07/19/2023
Expiration Date:	07/18/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 4/8/2025, staff Cassandra Whited observed severe bruising on Resident A's left arm and side. Resident A was taken to ER and diagnosed with a closed fracture of the left humerus head.	Yes

III. METHODOLOGY

04/11/2025	Special Investigation Intake 2025A0116024
04/11/2025	Special Investigation Initiated - Telephone Left a message for Resident A's public guardian, Amy Torony, requesting a return call.
04/11/2025	Contact - Telephone call made Left a message for recipient rights investigator, Matthew Schneider, requesting a return call.
04/11/2025	Contact - Telephone call received Public Guardian, Amy Torony.
04/22/2025	Inspection Completed On-site Home manager, Ann Cavins, visually observed Resident A, interviewed Resident B and C, reviewed staff, Marcelus Lawler training records, and Resident A's discharge instructions.
04/23/2025	Contact - Telephone call made Staff, Cassandra Whited.
04/28/2025	Contact - Telephone call made Staff, Cheryl Hines.
04/28/2025	Contact - Document Received Staff, Marcelus Lawler's reference checks and background clearance.
04/30/2025	Contact - Telephone call received Recipient rights investigator, Matthew Schneider.
04/30/2025	APS Referral Made.

05/06/2025	Contact - Telephone call made Staff, Marcelus Lawler.
05/07/2025	Contact - Telephone call made Home manager, Ann Cavins.
05/07/2025	Inspection Completed-BCAL Sub. Compliance
05/07/2025	Exit Conference Licensee designee, Shawn Brown.

ALLEGATION:

On 4/8/2025, staff Cassandra Whited observed severe bruising on Resident A's left arm and side. Resident A was taken to ER and diagnosed with a closed fracture of the left humerus head.

INVESTIGATION:

On 04/11/25, I interviewed public guardian, Amy Torony. Ms. Torony reported that she was made aware of the matter by home manager, Ann Cavins. Ms. Torony reported that Resident A sustained a serious injury and it's clear that he did not do this to himself. Resident A is non-verbal, can be behavioral, and head bangs when agitated. He is relatively stable when he isn't agitated and has done well in this home.

On 04/21/25, I conducted an unscheduled on-site inspection and interviewed home manager, Ann Cavins, visually assessed Resident A, interviewed Resident B and C, reviewed Resident A's discharge paperwork, and reviewed staff, Marcelus Lawler's, training records.

Ms. Cavins reported that she worked from 8:00 a.m. to 12:00 p.m. on 04/08/25 and when she left for the day Resident A was fine and did not have any injuries. Staff, Marcelus Lawler, came in to relieve her at 12:00 p.m. and worked until 10:00 p.m. Mr. Lawler was the only staff on shift during that time. He has been employed with the company for about a month and a half.

On the night of 04/08/25, Ms. Cavins received a call from midnight staff, Cheryl Myles, informing her that when she arrived at the home at 10:00 p.m. to relieve Mr. Lawler, he couldn't get out of the house fast enough. Ms. Myles informed her that Mr. Lawler did not complete his progress notes or any of his other required tasks. All five residents were in their pajamas and in bed asleep. This was surprising as most times a couple of the residents are awake when Ms. Myles arrives. In the past Ms.

Myles has reported to work on her midnight shift, and found the residents in bed in their day clothes, and she had to address the matter with Mr. Lawler. Ms. Cavins found it somewhat suspicious that on this night the residents were all in their pajamas, in bed and asleep.

Ms. Cavins reported the following morning (04/09/25), she received a call from staff, Cassandra Whited, informing her that while doing Resident A's a.m. care she observed bruising on his left arm and side. Resident A appeared to be in pain and would not move his arm. Ms. Cavins instructed the day shift staff, Theresa Tolliver, to transport Resident A to the hospital. Resident A was evaluated and diagnosed with a left proximal humerus fracture. Resident A returned home the same day. Ms. Cavins believes that something happened between Resident A and Mr. Lawler, who was the staff responsible for his care on 04/08/25. Mr. Lawler was removed from the schedule on 04/09/25 pending the investigations with rights and licensing. Ms. Cavins spoke with midnight staff, Cheryl Myles, who reported that the five residents slept during the night and reported no concerns. Ms. Myles reported that Resident A got up once during the night to use the restroom and returned to bed. Ms. Cavins also spoke with Mr. Lawler regarding the bruises observed on Resident A and he denied that anything unusual happened during his shift and placed blame on the midnight staff, Cheryl Myles. Ms. Cavins believes that whatever happened to Resident A, happened during Mr. Lawler's shift and he is responsible for it.

Ms. Cavins shared several pictures of Resident A's injuries. I observed severe bruising on Resident A's inner and outer left upper arm down to his elbow. Resident A's left hand was also swollen. Resident A has a follow-up doctor appointment on 04/17/25.

I interviewed Resident B, and he reported that on the evening on 04/08/25, he heard staff, Marcelus Lawler, yelling at Resident A. He reported they were in the bathroom, and his room is next to the bathroom. Resident B heard Mr. Lawler tell Resident A to shut up. Resident B reported that this was the first time he had heard Mr. Lawler yell at Resident A.

I interviewed Resident C and when I asked him about hearing or seeing anything on 04/08/25, he appeared nervous and anxious, and reported that he didn't want anything to do with the matter and refused to answer any questions.

I reviewed Mr. Lawler's employee file and confirmed that he was trained in all required areas. Ms. Cavins reported that the rest of Mr. Lawler's file was at their corporation's main office.

I visually observed Resident A asleep in his recliner in the living room. He was neatly dressed and groomed.

On 04/23/25, I interviewed staff, Cassandra Whited. Ms. Whited reported that she worked the midnight shift (12:00 p.m. to 10:00 a.m.) on 04/08/25 along with staff,

Cheryl Myles, who worked from 10:00 p.m. to 6:00 a.m. Ms. Whited reported that it was a quiet night. When she arrived to work all of the residents were asleep. Resident A is not incontinent and toilets himself so if he needs to use the restroom he will get up and go on his own. The following morning (04/09/25), she got Resident A up and began his a.m. care. She asked him to take off his pajama shirt so he could get dressed, but he would not lift his arm. She asked him again and he just stood still. Ms. Whited went over to Resident A to help him take his shirt off and observed the bruises on his left arm and side. Ms. Whited notified Ms. Cavins, and she instructed day shift staff, Theresa Tolliver, to transport him to the hospital. Resident A is doing a lot better now and will not require any surgery. She reported that the first few days were rough for Resident A, but each day he has gotten better. Resident A was prescribed pain medication to help with the discomfort.

On 04/28/25, I interviewed staff, Cheryl Myles, and she reported when she arrived at work on 04/08/25 at 10:00 p.m., all of the residents were in bed. This gave her pause, because usually the residents are still up. Ms. Myles also reported that Mr. Lawler normally stays and completes his progress notes and other paperwork, but for some reason that night, he did not, and he left immediately. Ms. Myles did her bed checks, and everyone was in their pajamas and asleep in bed. Resident A was awake looking at the ceiling. He did not appear to be in any pain or discomfort. Resident A is independent with toileting and got up once during the night to use the bathroom. No concerns during the night and she left at 6:00 a.m. Ms. Myles denied harming Resident A and denied that he fell during her shift. The following night (04/10/25) Resident B told her that staff, Marcelus Lawler, broke Resident A's arm and he heard him yelling at Resident A in the bathroom. Resident C initially told her that Mr. Lawler stepped on Resident A's hand, and then he stopped talking and said he didn't want any part of this.

On 04/28/25, I received and reviewed the reference checks and background clearance for staff, Marcelus Lawler.

On 04/30/25, I interviewed recipient rights investigator, Matthew Schneider, Mr. Schneider is still investigating but has determined that something and someone caused harm to Resident A. Mr. Schneider observed the pictures of Resident A's bruising and observed what appeared to be a handprint on Resident A's arm. It is likely that he will be substantiating Abuse II.

On 05/06/25, I interviewed staff, Marcelus Lawler, and he denied the allegations. He did not hit or harm Resident A in any way and denied that he fell while he was showering him, or at any other time during his shift on 04/08/25. Mr. Lawler worked the afternoon shift from 12:00 p.m. to 10:00 p.m. on 04/08/25. Resident A slept most of the day and had to be awakened by him to eat dinner. After dinner and evening medications, he gave Resident A a shower without incident, he watched television in the living room for a little while and then went to his room and got in bed. Mr. Lawler denied yelling at Resident A and reported that Resident A doesn't bother anyone, is calm, and just followed him around the house when he wasn't asleep. Mr. Lawler

voiced his frustration about being blamed for something that he did not do and reported that there were two midnight staff that worked after he completed his shift, yet he is being blamed. Mr. Lawler has been interviewed by the Flatrock Police and is fully cooperating with all investigations.

On 05/07/25, I spoke with home manager, Ann Cavins. Ms. Cavins reported that Resident A is doing really well and is almost back to his normal self. Resident A saw his doctor on 04/17/25 and he reported that he is healing well and will not require any surgical intervention.

Ms. Cavins reported that Flatrock Police Detective Kystal Tulacz will be at the home on Monday May 12, 2025, to see Resident A and to interview her, Resident B and staff, Cassandra Whited. After the interviews the information will be forwarded to the prosecutor's office for a charging decision.

On 05/07/25, I conducted the exit conference with licensee designee, Shawn Brown, and informed him of the findings of the investigation. Mr. Brown reported an understanding and wants the person who did this to be held accountable. Mr. Brown is cooperating with all pending investigations and confirmed that Mr. Lawler remains suspended pending the outcomes of all investigations.

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.

<p>ANALYSIS:</p>	<p>Based on the findings of the investigation, which included interviews of home manager, Ann Cavins, Resident B, staff, Cassandra Whited, Cheryl Myles and Marcelus Lawler, I am able to corroborate the allegation.</p> <p>Ms. Cavins reported that when she left the home on 04/08/25 at 12:00 p.m. Resident A was his normal self and did not have any injuries. Ms. Cavins believes that the injuries Resident A sustained happened during Mr. Lawler's afternoon shift.</p> <p>Resident B reported hearing Mr. Lawler yelling at Resident A while they were in the bathroom. Resident B reported his bedroom is next to the bathroom and he could hear but not see what was going on.</p> <p>Ms. Whited reported that Resident A was asleep when she arrived at work and appeared fine throughout the night. Ms. Whited reported it was not until the morning when she was starting a.m. care that Resident A would not lift his arm, and she observed the bruises.</p> <p>Ms. Myles reported that Resident A was in bed when she arrived at work and got up once during the night to use the restroom and went back to bed. Ms. Myles reported her shift ended at 6:00 a.m.</p> <p>Mr. Lawler denied the allegation and reported that he did not harm Resident A and denied that he fell during his shift. Mr. Lawler also denied yelling at Resident A and reported he is being blamed for something that he did not do.</p> <p>Although is it unclear who caused the injury to Resident A, there is sufficient evidence to establish a preponderance that Resident A was not treated with dignity and his personal needs, including protection and safety, were not attended to at all times in accordance with the provisions of the act due to his diagnoses of a left proximal humerus fracture.</p>
<p>CONCLUSION:</p>	<p>VIOLATION ESTABLISHED</p>

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



Pandrea Robinson
Licensing Consultant

05/07/25
Date

Approved By:



Ardra Hunter
Area Manager

05/14/25
Date