



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 9, 2025

Nicholas Burnett
Flatrock Manor, Inc.
2360 Stonebridge Drive
Flint, MI 48532

RE: License #: AS250415868
Investigation #: 2025A0576041
Coldwater

Dear Nicholas Burnett:

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.
- 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 #:	AS250415868
Investigation #:	2025A0576041
Complaint Receipt Date:	05/15/2025
Investigation Initiation Date:	05/20/2025
Report Due Date:	07/14/2025
Licensee Name:	Flatrock Manor, Inc.
Licensee Address:	7012 River Road, Flushing, MI 48433
Licensee Telephone #:	(810) 964-1430
Administrator:	Morgan Yarkosky
Licensee Designee:	Nicholas Burnett
Name of Facility:	Coldwater
Facility Address:	8163 Coldwater Rd., Flushing, MI 48433
Facility Telephone #:	(810) 877-6932
Original Issuance Date:	08/28/2024
License Status:	REGULAR
Effective Date:	02/28/2025
Expiration Date:	02/27/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident bathrooms were not clean and had urine and feces in the shower areas.	Yes

III. METHODOLOGY

05/15/2025	Special Investigation Intake 2025A0576041
05/20/2025	Special Investigation Initiated - Letter Sent email to Ashley DuFore, Lifeways Office of Recipient Rights (ORR) Investigator
06/02/2025	Contact - Document Received Received pictures from Ashley Dufore
06/30/2025	Contact - Document Sent Sent email to Ashley Dufore requesting a return call
06/30/2025	Contact - Telephone call received Interviewed Ashley Dufore
06/30/2025	Contact - Document Received Reviewed Lapeer County Office of Recipient Rights Summary Report
07/03/2025	Inspection Completed On-site Interviewed Eric Tobias, Medical Coordinator, Staff Tyler Warren and Deja Golden
07/03/2025	Contact - Face to Face Interviewed Home Manager Mikayla Schmock
07/08/2025	Contact - Telephone call made Interviewed Guardian A1
07/08/2025	APS Referral
07/08/2025	Exit Conference

ALLEGATION:

Resident bathrooms were not clean and had urine and feces in the shower areas.

INVESTIGATION:

On May 20, 2025, I sent an email to Ashley Dufore, Lifeways Office of Recipient Rights (ORR) Investigator. On June 2, 2025, Investigator Dufore provided pictures she took of Coldwater bathrooms on May 13, 2025. The pictures show that both Coldwater bathrooms were soiled with feces on the toilet seats. There was feces on one of the toilet bowls and there was urine on the floor. There was feces in the shower area of the bathroom and smeared feces on the bathroom door.

On June 30, 2025, I interviewed ORR Investigator Ashley Dufore who reported she received information that there were visitors to the home on May 11, 2025, and they observed the bathrooms soiled with feces and urine throughout. Investigator Dufore visited the facility on May 13, 2025, and found dried feces on one of the bathroom doors. Both bathrooms were soiled with feces and urine on the floor and toilets. Investigator Dufore will be substantiating environmental health issues in her investigation.

On June 30, 2025, I reviewed an Office of Recipient Rights Summary Report from Lapeer County Office ORR and authored by Recipient Rights Officer Kelly North. The report documented that Officer North visited Coldwater on May 19, 2025, and found the bathrooms to be odorous with urine puddles on the floors. There was feces on the bathroom floor, shower areas, and on the walls. Officer North substantiated a rights violation against Coldwater for not maintaining a sanitary living environment for Resident B.

On July 3, 2025, I conducted an unannounced on-site inspection at Coldwater and interviewed Medical Coordinator, Eric Tobias. Coordinator Tobias reported that he heard about the allegations as recipient rights came to the facility. There was a resident, Resident B, who lived at the home for a short time, and he is the one who made messes in the bathrooms. Resident B had issues with bowel movements and wore briefs. Resident B no longer lives at the home and was moved to another facility to better assist with his needs.

On July 3, 2025, I interviewed Staff Tyler Warren who reported he started working at the facility on June 2, 2025. Staff Warren reported the bathrooms are kept clean and he cleans them. Staff Warren checks the bathrooms every hour for cleanliness.

On July 3, 2025, I interviewed Staff Deja Golden regarding the allegations. Staff Golden reported that Resident B had uncontrollable bowel movements. Resident B recently had rectum surgery and was having accidents. Resident B wore briefs and was back and forth to the bathroom. Staff had to clean up after Resident B constantly.

On July 3, 2025, I interviewed Home Manager Makyla Schmock regarding the allegations, and she reported ORR visited the home. Resident B had just come out of the bathroom and staff was assisting the resident with changing. The bathroom was soiled and there was feces on the back of the toilet. According to Manager Schmock, staff did not have time to clean the bathroom. Manager Schmock reported Resident B had a prolapsed colon so he would use the bathroom often. Resident B had difficulty using the bathroom and would get the toilet dirty with feces. Manager Schmock reported she is at the home every day and has no concerns about the cleanliness of the home. Resident B no longer lives at the home and was transferred to another facility.

On July 3, 2025, while at the facility I viewed Resident C and Resident D. Both residents appeared well and clean. No concerns were noted with the residents. The residents are nonverbal and were not interviewed.

On July 3, 2025, I inspected the two resident bathrooms, and both were clean and smelled as if they had just been cleaned with cleaning products. The toilets and shower areas were clean.

On July 8, 2025, I interviewed Resident A's guardian, Guardian A1 who reported they were at the home on May 11, 2025, visiting with Resident A. Guardian A1 viewed both bathrooms to be soiled with feces all over the toilet seat. The feces appeared "dry so it didn't just happen".

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	<p>It was alleged that the facility bathrooms were soiled with urine and feces. Upon conclusion of investigative interviews and a review of documentation there is a preponderance of evidence to conclude a rule violation.</p> <p>Guardian A1 was interviewed and reported to viewing resident bathrooms soiled with feces and urine on the floors, shower area, and toilet on May 11, 2025. Lifeways Recipient Rights Investigator Ashley Dufore visited the facility on May 13, 2025, and found dried feces on one of the bathroom doors. The bathrooms were viewed to be soiled with feces and urine on the floor and toilets. Lapeer County ORR Investigator Kelly North visited the home on May 19, 2025, and found the facility bathrooms to be soiled with urine and feces on the floors, shower areas, and walls.</p>

	There is a preponderance of evidence to conclude the housekeeping standards did not present as clean and orderly given that on 3 separate occasions the facility bathrooms were viewed to be soiled with feces and urine.
CONCLUSION:	VIOLATION ESTABLISHED

On July 8, 2025, I conducted an exit conference with Licensee Designee Nicholas Burnett. I advised Licensee Designee of the findings of my investigation and that I would be requesting a corrective action plan for the cited rule violation.

IV. RECOMMENDATION

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




7/8/2025

Christina Garza
Licensing Consultant

Date

Approved By:



7/9/2025

Mary E. Holton
Area Manager

Date