



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 11, 2025

Theresa Chang
Citizens For Quality Care Co.
2348 Estates Courts
Ann Arbor, MI 48103

RE: License #: AL460070146
Investigation #: 2025A1032036
Citizens for Quality Care Morenc

Dear Theresa Chang:

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. In the event that 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 dark 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 #: | AL460070146 |
| Investigation #: | 2025A1032036 |
| Complaint Receipt Date: | 06/20/2025 |
| Investigation Initiation Date: | 06/20/2025 |
| Report Due Date: | 08/19/2025 |
| Licensee Name: | Citizens For Quality Care Co. |
| Licensee Address: | 2348 Estates Courts, Ann Arbor, MI 48103 |
| Licensee Telephone #: | (734) 327-0818 |
| Administrator: | Theresa Chang |
| Licensee Designee: | Theresa Chang |
| Name of Facility: | Citizens for Quality Care Morenc |
| Facility Address: | 233 Baker Street, Morenci, MI 49256 |
| Facility Telephone #: | (517) 458-2344 |
| Original Issuance Date: | 06/21/1996 |
| License Status: | REGULAR |
| Effective Date: | 04/21/2024 |
| Expiration Date: | 04/20/2026 |
| Capacity: | 20 |
| Program Type: | PHYSICALLY HANDICAPPED MENTALLY ILL AGED ALZHEIMERS |

II. ALLEGATION(S)

| | Violation Established? |
|---|---------------------------|
| Employees verbally abuse the residents. | No |
| Employees do not assist with personal care. | No |
| A pest infestation was left unchecked. | No |
| Additional Findings | No |

III. METHODOLOGY

| | |
|------------|---|
| 06/20/2025 | Special Investigation Intake 2025A1032036 |
| 06/20/2025 | Contact - Document Received Email from APS Specialist Jason Harris |
| 06/20/2025 | Special Investigation Initiated - On Site |
| 06/23/2025 | Contact - Telephone call made Interview with APS Specialist Jason Harris |
| 07/01/2025 | Contact - Document Received Assessment Plans and Health Care Appraisals for Residents A and C |
| 07/11/2025 | Exit Conference |
| 07/11/2025 | Contact - Document Received Email from APS Specialist Jason Harris |

ALLEGATION:

Employees verbally abuse the residents.

INVESTIGATION:

On 6/20/25, I interviewed Resident A in the facility. Resident A referred to the employees at the home in very negative terms. Resident A expressed suspicion that the employees were trying to steal her residential property.

I interviewed Resident B at the facility. Resident B stated that the employees assist her with personal care. Resident B provided some contradictory remarks about Ms. Runteranoont, where she provided exemplary service and was the object of affection, but also a loud tyrant.

I interviewed Resident C at the facility. Resident C stated that the employees assist with personal care and laundry. Resident C denied being verbally abused by employees.

I interviewed employee Chindarat Runteranoont in the facility. Ms. Runteranoont denied verbally abusing residents. She stated that she has to take particular care with Resident A, who can be verbally aggressive due to a mental condition.

| APPLICABLE RULE | |
|------------------------|---|
| R 400.15305 | 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. |
| ANALYSIS: | Based on my interviews with the residents, as well as information from APS Specialist Jason Harris, there is insufficient evidence to establish a violation, as residents either denied verbal aggression from staff, or were unable to conclusively report any disrespect. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION:

Employees do not assist with personal care.

INVESTIGATION:

On 6/20/25, Ms. Runteranoont advised that Residents, A, B and C require prompts to perform personal care tasks, but Resident A in particular is resistant to taking showers.

During my onsite inspection, I toured Resident A, B and C's rooms, which were generally clean. The residents also appeared clean and well dressed.

I reviewed Resident B's assessment plan. The plan outlines reminders for personal care, but states that Resident B is able to perform these tasks as well.

On 6/23/25, I spoke with APS specialist Jason Harris via telephone. Mr. Harris indicated that Resident A has improved considerably since her placement at the facility and he has regular contact with her as part of his case management responsibilities. He advised that should problems arise, he would coordinate with me to address things.

On 7/1/25, I reviewed Resident A's health care appraisal and assessment plan. The assessment plan indicates that Resident A requires prompts for toileting and bathing, and will receive assistance if needed.

I reviewed Resident C's health care appraisal and assessment plan. The assessment plan detailed use of an assistive device, which Resident C uses as needed. The plan also reflected use of prompts for toileting and personal care

| APPLICABLE RULE | |
|------------------------|--|
| R 400.15314 | Resident hygiene. |
| | (1) A licensee shall afford a resident the opportunity, and instructions when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary. |

| | |
|--------------------|---|
| ANALYSIS: | During my onsite inspection, residents appeared clean. Residents reported being staff assistance with personal care, making it difficult to establish a violation of this rule. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION:

A pest infestation was left unchecked.

INVESTIGATION:

On 6/20/25, Ms. Runteranoont stated that she only recently returned to the facility after a brief absence. She stated that on 6/16/20, she returned to work where the midnight staff named Kelly was extremely agitated. Ms. Runteranoont reported that she noticed a resident's belongings and after more enquiries, it was determined that the items belonged to Resident A, whose room reportedly had bedbugs. Ms. Runteranoont reported that the facility's maintenance man had applied spray to the room after the belongings were removed.

During my onsite inspection, I did not observe any evidence of a rodent infestation, such as feces. The housekeeping standards were in keeping with licensing rules.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.15401 | Environmental health. |
| | (5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents. |
| ANALYSIS: | There was no stark visual evidence of a rodent infestation. Steps had been taken to address bedbugs. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

On 7/11/25, I conducted an exit conference with licensee designee Theresa Chang, where I shared my findings and recommendations.

IV. RECOMMENDATION

I recommend no change to the status of this license.

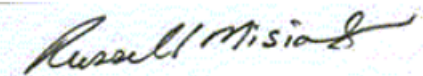


7/11/25

Dwight Forde
Licensing Consultant

Date

Approved By:



7/18/25

Russell B. Misiak
Area Manager

Date