



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

November 24, 2025

Jasmine Boss
JARC
6735 Telegraph Rd
Suite 100
Bloomfield Hills, MI 48301

RE: License #: AS630095511
Investigation #: 2025A0991025
Pitt

Dear Jasmine Boss:

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 (248) 972-9136.

Sincerely,

A handwritten signature in dark ink, reading "Kristen Donnay". The signature is written in a cursive style with a large, looped "D" and a trailing flourish.

Kristen Donnay, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 W. Grand Blvd. Ste 9-100
Detroit, MI 48202
(248) 296-2783

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS630095511
Investigation #:	2025A0991025
Complaint Receipt Date:	09/26/2025
Investigation Initiation Date:	09/29/2025
Report Due Date:	11/25/2025
Licensee Name:	JARC
Licensee Address:	6735 Telegraph Rd Suite 100 Bloomfield Hills, MI 48301
Licensee Telephone #:	(248) 940-9617
Administrator:	Jasmine Boss
Licensee Designee:	Jasmine Boss
Name of Facility:	Pitt
Facility Address:	5920 Indianwood Tr Bloomfield Twp, MI 48301
Facility Telephone #:	(248) 865-7862
Original Issuance Date:	11/20/2001
License Status:	REGULAR
Effective Date:	05/04/2025
Expiration Date:	05/03/2027
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

Violation Established?	
Staff, Theresa Sanders, got into a verbal altercation with Resident A after being reported for mishandling medications. Ms. Sanders expressed hatred for her job and directed degrading and inappropriate remarks towards Resident A.	Yes

III. METHODOLOGY

09/26/2025	Special Investigation Intake 2025A0991025
09/26/2025	APS Referral Received from Adult Protective Services (APS)- not assigned for investigation
09/26/2025	Referral - Recipient Rights Received from Recipient Rights
09/29/2025	Special Investigation Initiated - Telephone Contacted assigned Office of Recipient Rights (ORR) worker, Rachel Moore
10/07/2025	Inspection Completed On-site Unannounced onsite inspection- interviewed staff and residents
10/07/2025	Contact - Document Received Incident reports, individual plan of service (IPOS)
10/16/2025	Contact - Telephone call made Left message for case manager
10/27/2025	Contact - Telephone call made Left message for home manager
11/20/2025	Contact - Telephone call made Interviewed home manager, Theresa Sanders
11/20/2025	Exit Conference Via telephone with licensee designee, Jasmine Boss

ALLEGATION:

Staff, Theresa Sanders, got into a verbal altercation with Resident A after being reported for mishandling medications. Ms. Sanders expressed hatred for her job and directed degrading and inappropriate remarks towards Resident A.

INVESTIGATION:

On 09/26/25, I received a complaint from Adult Protective Services (APS) alleging that staff, Theresa Sanders, was upset with Resident A for reporting that she mishandled medications. Resident A reported to staff that Ms. Sanders said she disliked working in the home and that Resident A makes her life miserable and she hates coming to work. Ms. Sanders told Resident A that she should not ask her to do anything for her, and that she needs to go lay her "fat ass" down in bed. Ms. Sanders told Resident A that she needs to stay in her room when people come to the house, because she and her roommate always try to throw her under the bus. APS did not assign the complaint for investigation.

I initiated my investigation on 09/29/25 by contacting the assigned Office of Recipient Rights (ORR) worker, Rachel Moore. Ms. Moore stated that the accused staff, Theresa Sanders, is the home manager. Resident A reported the incident to staff, Myrtle Hill and Charlotte Ayers. She was crying hysterically when she reported what happened. There were no other witnesses. Resident A's case manager, Laysha Cooks stated that Resident A can be very blunt and confrontational, but she has never been hysterical before, to her knowledge. Ms. Cooks stated, "Tension has been building up between staff and Resident A" due to Resident A's behaviors, as she is verbally aggressive towards staff and was stealing other residents' items. Resident A wants to travel and is jealous that the other residents in the home get to travel and have items that she cannot have.

On 10/07/25, I conducted an unannounced onsite inspection. I interviewed the assistant home manager, Myrtle Hill. Ms. Hill stated that she has worked at the home since March 2024 and became the assistant home manager in October 2024. Ms. Hill stated that on 09/16/25, Resident A came to her about a problem with the home manager, Theresa Sanders. She stated that the nurse from Easter Seals was at the home to do a refresher course about medication passing and they had a staff meeting after the training. Following the meeting, Ms. Sanders passed medications to Resident B. The nurse noticed that there was a cup with medication still in it sitting on the counter. The nurse asked Ms. Sanders what it was. Resident A was passing by at the time and told the nurse, "She does that quite often." Ms. Hill stated that she believes this was what caused Ms. Sanders to be upset with Resident A.

Ms. Hill stated that she was outside on the back patio around shift change when the incident happened. When she came back inside, Ms. Sanders was getting ready to leave and said, "I just had to get after Resident A." Ms. Hill did not say anything or ask her any questions. She stated that she could hear loud voices through the door while she was outside. A few moments later, Resident A was coming down the hall, slowly, peeking around. Ms. Hill asked her if everything was okay. Resident A's face looked like she was about to cry. Resident A told her that she got into it with Ms. Sanders and that Ms. Sanders said mean things to her. She started crying really hard, so Ms. Hill hugged her and asked her to tell her what happened. Resident A told Ms. Hill that Ms. Sanders told her to "get your fat ass to bed" and told her that she was tired of them throwing her under the bus. Ms. Sanders told Resident A that she and her roommate were the reason why they can't keep employees at the home. Resident A stated that Ms. Sanders told her that she was not going to do anything for her and would not take her to use her gift cards. Resident A told Ms. Hill that this is why she stays in her room when Ms. Sanders is working. She stated that she only comes out of her room when Ms. Hill is at the home, because she does not want to deal with Ms. Sanders cussing her out. Ms. Hill stated that Resident A was very distraught when she was relaying this information. She stated that she has never seen Resident A that upset before. Ms. Hill stated that she called the area manager to report this incident and was advised to write an incident report. She stated that nothing has been done to address this issue. Resident A still does not come out of her room when Ms. Sanders is working. Ms. Hill stated that in the past, she has observed that Ms. Sanders is a little harsh, especially towards Resident A and Resident C. She stated that she has not heard Ms. Sanders cuss at Resident A. Ms. Hill stated that Resident A does have a mouth too, but it is her home, so she allows her to say what she wants, while Ms. Sanders will go back and forth arguing with her frequently. Ms. Hill stated that she does not think Resident A was lying about what happened. She stated that Resident A will talk back, but she does not usually cry. Someone would have to be harsh to make her break down in that way. Ms. Hill stated that the Ms. Sanders tends to show favoritism towards the other residents in the home. She will take the other residents out to eat after their appointments, but she will not take Resident A, even though Resident A has gift cards that she could spend. She will tell Resident A to have her sister take her.

On 10/07/25, I interviewed direct care worker, Charlotte Ayers. Ms. Ayers stated that she has worked in the home for one year. On 09/16/25, she came in for her shift and everything seemed calm. She went outside to take out the trash. When she came back in, the home manager, Theresa Sanders, said to her, "I ran Resident A's ass to the back." Ms. Ayers asked what happened and Ms. Sanders told her that Resident A was "talking too much" and "trying to be sneaky." Ms. Ayers stated that after Ms. Sanders left, Resident A came into the hallway and was crying hysterically, to the point where it seemed like she was having a panic attack. She could barely talk. She said that Ms.

Sanders was cussing her out and said she threw her under the bus. Ms. Sanders told Resident A not to ask her to do anything because she won't do anything for her. Ms. Ayers stated that she felt Ms. Sanders waited until she and Ms. Hill were outside before she "put the fear of God into Resident A." Ms. Ayers stated that she believes Resident A was telling the truth about what happened. She does not believe that Resident A could fake being that upset. She stated that she has never seen her like that. She told Resident A that she needed to calm down or they would have to call EMS, as she thought Resident A was going to hyperventilate.

Ms. Ayers stated that Ms. Sanders bullies Resident A. Resident A does not like to come out of her room when Ms. Sanders is working in the home. She stated that she relieves Ms. Sanders on Monday-Friday, and Resident A only comes out after Ms. Sanders leaves. Ms. Ayers stated that she has observed Ms. Sanders "throwing jabs" at Resident A by talking about her weight or giving other residents snacks but not Resident A. She stated that she heard Ms. Sanders make rude comments and say things to Resident A, especially about her weight. She stated that Ms. Sanders recently took the residents to The Cheesecake Factory on an outing. Afterwards, Resident A stated that Ms. Sanders embarrassed her because she was talking about her weight. Ms. Sanders bought cheesecake for the other residents, but not for Resident A. She also made Resident A get a salad. Resident A is not on a special diet for her weight.

Ms. Ayers stated that Ms. Sanders also picks on Resident C. She will tell her, "You can't sit in general population," and will make her sit in the other room to eat her meals. She stated that seven months ago, Resident C was upset and was feeling resentment against Resident D because Ms. Sanders treats Resident D better than everyone else. Resident C threw something at Resident D. Since that time, Ms. Sanders makes Resident C sit in the other room to eat her meals and makes her sit in a chair away from everyone else. Ms. Ayers stated that she has not observed Resident C being aggressive towards Resident D since that time. She stated that Ms. Sanders is throwing an elaborate birthday party for Resident D, but she told Resident C that she cannot come to the birthday party. Ms. Ayers stated that she has heard Ms. Sanders swearing at Resident A. She will say, "Go sit your ass down," or "Go the fucking back." She stated that Ms. Sanders will say that she just talks loud because she is from New Jersey. Resident A will challenge her and talk back, so Ms. Sanders picks on her.

On 10/07/25, I interviewed Resident A. Resident A stated that the home manager, Theresa Sanders, has not been very nice to her since they moved back into the home. She stated that Ms. Sanders is always in a hurry and is always rushing her to do things. Ms. Sanders yells at her and talks about her weight. She stated that Ms. Sanders wants her to be under 200 pounds, and she will say mean things to her about it. Ms. Sanders swears at her and tells her to go into her room. Ms. Sanders also calls her bad names like "fat ass," and will tell her that she thinks she knows it all. She stated that on several

occasions Ms. Sanders has said, "Get your fat ass to your room." Ms. Sanders also told her that she is not going to take her places. Resident A stated that she usually tries to stay in her room and stays out of Ms. Sander's way when she is working. She said that she feels safe and likes living in the home. She stated, "She's not that bad. It's just a lot of yelling and cussing." Resident A expressed that she does not want to move out of the home. Resident A stated that Ms. Sanders makes Resident C sit in the other room. Resident C is not allowed to sit with the rest of the residents. Ms. Sanders also yells at Resident C. Resident A stated that she and Resident C only get \$44 a month to spend, but the other residents in the house get more money. Ms. Sanders treats them differently. She will take the other residents out to lunch and throw big parties for them. Resident A said that she has gift cards that her family bought her, but Ms. Sanders will never let her use them and keeps saying maybe next time.

On 10/07/25, I interviewed Resident C. Resident C had somewhat limited verbal abilities. She stated that she likes living in the home. She stated that she likes the home manager, Theresa Sanders. She stated that Ms. Sanders yells at her and Resident A. She says bad words. She stated that she has to sit "over there" when Ms. Sanders is working and pointed to the other room. She stated that she likes sitting at this table (the main kitchen table) and not that table.

On 10/07/25, I interviewed Resident D. Resident D stated that the home manager, Theresa Sanders, yells at Resident A. She stated that Ms. Sanders swears and says bad words. Resident D stated that Resident C is not coming to her birthday party because she is mean to her.

On 11/20/2025, I interviewed the home manager, Theresa Sanders. Ms. Sanders stated that she worked at Pitt for two years. She is no longer working in the home as of last Friday due to being "found guilty" by recipient rights. She stated that on 09/16/25, Resident A got upset with her because they had gone to an appointment the day before and Resident A wanted to use gift cards that she had for various restaurants. Resident A did not have the gift cards with her, so they could not go. She told Resident A that they could use them the next time. She stated that Resident A wanted to use the gift cards the next day, but she could not take her because she had a Zoom appointment for someone else. Resident A became angry and irate. She started screaming and yelling. Ms. Sanders stated that she tried to de-escalate the situation and tried to get Resident A to calm down. She told Resident A to go to her room several times and then she stopped talking. Ms. Sanders stated that Resident A eventually went to her room. This happened during shift change and the other staff, Myrtle Hill and Charlotte Ayers, were outside. She stated that when they came inside, she told them that Resident A was yelling and screaming and needed to be in her room.

Ms. Sanders stated that she did not raise her voice during the interaction, but she has a loud voice and sometimes it comes across as yelling. She stated that she is from New York and people just see her as being loud. She did not feel she was yelling, but other people might have perceived it that way. Ms. Sanders denied telling Resident A to take her “fat ass” to her room. She stated that she is a big person and is larger than Resident A, so she would never use that language because she finds it offensive. She stated that she did tell Resident A to go to her room. Ms. Sanders denied that she said Resident A threw her under the bus or that she told Resident A not to come out of her room when people were visiting the home. She stated that there was an issue with medications earlier that day. The nurse was at the home doing a medication review and training. After the training, Ms. Sanders was passing medications to Resident B and someone called her, so she walked away. Resident B usually takes her medications right away, so Ms. Sanders assumed that she took her medication. A little while later, the nurse pointed out that there were still medications in the cup on the counter. Ms. Sanders stated that she could not remember exactly what Resident A said, but she made a comment like, “This is done all the time.” She stated that the comment did not upset her, because Resident A always makes comments like that and has sarcastic remarks. She did not think anything of the comment and did not bring it up during the verbal altercation later that day. Ms. Sanders stated that Resident A chooses to stay in her room, because she likes to watch Christmas movies on the Hallmark Channel and does not like watching cartoons with the other residents. She stated that it is her choice to stay in her room and she never told Resident A that she needed to do so. Ms. Sanders stated that she had a number of problems with Resident A for several months, and she was in the process of trying to get a behavior plan in place, but the behaviorist quit before the plan could be implemented.

Ms. Sanders denied swearing at or in front of the residents, other than occasionally saying “What the hell?” or “Dammit.” She stated that to her the residents seem like children, even though she knows they are not children, so it does not seem appropriate to cuss at them. Ms. Sanders stated that Resident C eats at a different table from the other residents due to a request from her dad who is her guardian. She stated that there was an incident earlier in the year during which Resident C threw a plate at Resident D. When she told Resident C’s dad about this incident, he stated that she was not supposed to eat at the table with the other residents to begin with and that she prefers to eat alone. Ms. Sanders stated that this was not in Resident C’s assessment plan or IPOS.

Ms. Sanders stated that she did not feel that she showed favoritism towards any of the residents in the home. She stated that Resident B and Resident D do not have family and never get to go anywhere, so she tries to make things even and will do special things for them on the holidays. She stated that Resident B and Resident D also receive

more money, so she has to spend it, whereas Resident A and Resident C only get \$44 a month and do not have extra money to spend, so she could not buy them things. Ms. Sanders stated that she never told Resident C that she could not go to Resident D's birthday party. Resident D did not want her there because she said Resident C was mean to her. Resident C ended up going to the party, and Ms. Sanders got her a costume to wear as it was Halloween themed. Ms. Sanders stated that she worked tirelessly to do the very best she could, and she feels sad that she is being perceived as a monster.

I reviewed a copy of an incident report written by direct care worker, Charlotte Ayers, who reported that on 9/16/25, after the home manager, Theresa Sanders, left the home, Resident A came to her and reported that Ms. Sanders cussed her out for telling the nurse that Ms. Sanders mishandled her medications. Ms. Sanders told Resident A that she will not take her anywhere, that Resident A makes Ms. Sander's life miserable, that she hates coming to work, that Resident A should not ask her to do anything for her, and that she needs to go lay her "fat ass" down in her bed. She needs to remain in her room when people come home, as she and her roommate Resident C are always trying to throw Ms. Sanders under the bus.

I reviewed Resident A's Individual Plan of Service (IPOS) dated 12/31/25, which notes the following interventions:

Gentle Teaching Practices:

FEELING SAFE

- Counting on caregivers to be there for me, to protect me, and to keep me safe without judgment.
- Rather than challenging my words/behaviors, attend to my feelings of confusion/insecurity and help me feel accomplished and connected.

FEELING LOVED/VALUED

- Caregivers investing in me, attending to me, talking with me, and caring about my well-being without me needing to work so hard to seek it out.

UPLIFTING INTERACTIONS

- Please don't wait for me to seek you out because I often have difficulty finding safe and organized ways to get your attention and I can make mistakes.
- Plan on-going opportunities and take the initiative to invite me in human interaction, because this is when I feel safe, valued, confident, and connected.
- Initially I might push back from "structure" because it is new, and I have to give up some control. But in the long run, you are teaching me a new way of sharing experience.

Resident A's crisis plan dated 7/22/2025 notes following as caregiver activities to reduce the risk of a crisis:

- Frequently suggest preferred activities (if appropriate) to focus attention on more positive thoughts.
- Requests are made warmly, patiently, and without harsh demands.
- Perform deep breathing exercises with Resident A —to make it easier for her to do when under much stress.
- Break tasks down into achievable steps.
- Going to bingo, using color-by-number books
- Encouraging Resident A to engage with Recreational Therapist

Positive/Less restrictive interventions used:

- Staff encourages Resident A to engage in positive activities (coloring, arts and crafts)

The plan notes that Resident A can move about throughout the home independently. Staff should always know her whereabouts. Staff monitor and administer Resident A's medication daily. Resident A likes to have her own space but she also enjoys being around her peers and being social at home.

On 11/20/25, I conducted an exit conference via telephone with the licensee designee, Jasmine Boss. Ms. Boss confirmed that Theresa Sanders is no longer working in the home. She did not have any additional information to share regarding the allegations.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following: (f) Subject a resident to any of the following: (ii) Verbal abuse. (iii) Derogatory remarks.
ANALYSIS:	Based on the information gathered through my investigation, there is sufficient information to conclude that Resident A was subjected to verbal abuse and derogatory remarks by the home manager, Theresa Sanders. Resident A stated that Ms. Sanders told her, "Get your fat ass to your room." She stated that Ms. Sanders would frequently make comments about her weight. Direct care worker, Charlotte Ayers, also stated that she has heard Ms. Sanders swearing at Resident A including statements like, "Go sit your ass down," or "Go the fucking back." Staff,

	Myrtle Hill and Charlotte Ayers, expressed concerns about how Ms. Sanders treated Resident A stating that Ms. Sanders bullies her and “put the fear of God in her.” Resident C and Resident D also stated that the home manager yells and swears at Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

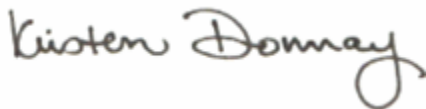
APPLICABLE RULE	
R 400.675	Resident medications.
	(3) Giving, taking, or applying of prescription medications must be supervised by a licensee, administrator, or direct care staff unless otherwise directed by an appropriately licensed health care professional in writing.
ANALYSIS:	Based on the information gathered through my investigation, there is sufficient information to conclude that the home manager, Theresa Sanders, did not properly supervise Resident B while administering medications on 09/16/25. The Easter Seals nurse, who had just completed a medication review and training in the home, observed Resident B’s medications in a cup on the counter. Ms. Sanders stated that she got called away while she was giving Resident B her medication and assumed that Resident B took the medication. She was distracted and did not follow proper medication training protocol.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	Based on the information gathered through my investigation, there is sufficient information to conclude that Resident A was not treated with dignity and respect when the home manager, Theresa Sanders, engaged in a verbal altercation with Resident A on 09/16/25. Resident A stated that the home manager yelled at her and told her to take her “fat ass” to her room. Resident C and Resident D stated that the home manager yells and swears at Resident A. Staff, Myrtle Hill and Charlotte Ayers, did not witness the incident firsthand; however, they reported that it was

	<p>out of character for Resident A to be hysterically crying when she was telling them what happened. Staff and Resident A also stated that she stays in her room frequently when Ms. Sanders is working. The home manager, Theresa Sanders, denied the allegations, but stated that she did tell Resident A to go to her room. She stated that others might perceive that she was yelling because she talks in a loud voice. The gentle teaching practices outlined in Resident A's IPOS and crisis plan were not followed during this incident.</p> <p>In addition, Resident C was not treated with dignity and respect when she was forced to eat at a separate table from the other residents in the home. The home manager stated that Resident C's guardian made this request after Resident C was aggressive towards Resident D; however, it was not added to her IPOS or behavior plan. Staff stated that the home manager made comments to Resident C stating, "You can't sit in general population."</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend no change to the status of the license.

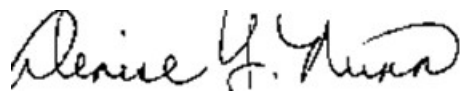


11/20/2025

Kristen Donnay
Licensing Consultant

Date

Approved By:



11/24/2025

Denise Y. Nunn
Area Manager

Date