



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 17, 2026

Kimberly Rocca-Riffle  
Creative Lifestyles, Inc.  
Suite 400  
52188 Van Dyke  
Shelby Township, MI 48316

RE: License #: AS500262291  
Investigation #: 2026A0990005  
Carol Manor

Dear Ms. Rocca-Riffle:

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 (248) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "L. Reed".

LaShonda Reed, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place, Ste 9-100  
Detroit, MI 48202  
(586) 676-2877

Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS500262291
<b>Investigation #:</b>	2026A0990005
<b>Complaint Receipt Date:</b>	11/19/2025
<b>Investigation Initiation Date:</b>	11/24/2025
<b>Report Due Date:</b>	01/18/2026
<b>Licensee Name:</b>	Creative Lifestyles, Inc.
<b>Licensee Address:</b>	Suite 400 - 52188 Van Dyke Shelby Township, MI 48316
<b>Licensee Telephone #:</b>	(586) 997-9401
<b>Administrator:</b>	Kimberly Rocca-Riffle
<b>Licensee Designee:</b>	Mandie Blasky
<b>Name of Facility:</b>	Carol Manor
<b>Facility Address:</b>	13311 Carol Warren, MI 48093
<b>Facility Telephone #:</b>	(586) 759-4630
<b>Original Issuance Date:</b>	03/16/2004
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/15/2024
<b>Expiration Date:</b>	09/14/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A was prescribed medication without the legal guardian's consent by the home manager Keisa Waller.	Yes

**III. METHODOLOGY**

11/19/2025	Special Investigation Intake 2026A0990005
11/24/2025	Special Investigation Initiated - Letter I emailed Guardian A. Guardian A replied on DATE.
12/02/2025	Contact - Document Received I received texts messages from Guardian A.
12/03/2025	Contact - Face to Face I attempted an unannounced onsite. There was no answer.
12/03/2025	Contact - Document Sent I emailed Guardian A informing me that I attempted an onsite and there was no answer. Guardian A called to discuss new placement.
12/18/2025	Contact - Document Received Guardian A sent address of Resident A's new placement.
12/23/2025	Contact - Document Sent I requested Resident A resident record.
01/06/2026	Contact - Face to Face I conducted a brief interview with Mandie Blasky, administrator.
01/09/2026	Contact - Face to Face I attempted an unannounced onsite interview to interview Kiesa Waller, direct care staff. Ms. Waller was not present. I spoke with Amanda LAST, direct care staff.
01/09/2026	Contact - Face to Face I conducted an interview with Resident A at workshop.

01/12/2026	Contact - Document Received I received a lengthy text from Guardian A about my interview with Resident A and the concerns about Ms. Waller not following a court order.
01/13/2026	Contact - Document Sent I requested a photo of the guardianship paperwork. A portion of it was sent. I requested the full document.
01/13/2026	Contact - Document Received I reviewed Resident A's resident record.
01/13/2026	Contact - Telephone call made I called Ms., Waller, no answer and voice mail was full. I sent her an email with questions. Ms. Waller replied via email.
01/13/2026	Exit conference I conducted an exit conference with Ms. Blasky.
01/15/2026	Contact – Telephone call made Guardian A and I discussed the court order and the terms. I agreed to contact Probate Court to verify the order.
01/15/2026	Contact – Telephone call made I along with Guardian A called the Macomb County Probate Court and spoke with Jenniffer Bigger, Clerical Supervisor for Mental Health.
01/15/2026	Document - Sent I emailed Ms. Blasky to inform Ms. Blasky that the violation discussed at the first exit conference remains the same.

**ALLEGATION:**

**Resident A was prescribed medication without the legal guardian's consent by the home manager Keisa Waller.**

**INVESTIGATION:**

On 11/19/2025, I received the complaint via email. In addition to the allegations, it was reported that on 9/12/2025 the Carol Manor home manager, Kiesa Waller, took Resident A to her doctor and got a prescription for birth control without the guardian's consent. The legal guardian is appointed by the Macomb County Probate Court. Ms. Waller was told through many verbal conversations, as well as conversations via text, that the guardianship paperwork allows all medical decisions to be made with

authorization from the guardian. The guardianship paperwork is dropped off yearly, and the most recent one was given to the staff in August 2025. Despite the guardianship paperwork, it was repeatedly ignored by Ms. Waller. Ms. Waller texted the guardian and said that she wasn't going to get any birth control the day of the appointment; however, Ms. Waller had the prescription filled via Medex direct. Ms. Waller started giving Resident A the birth control without consent on 10/01/2025.

On 11/24/2025, I emailed Guardian A. Guardian A replied on 11/28/2025. Guardian A said that there was nothing written in Resident A's plan concerning her being on birth control. Resident A just became sexually active. Guardian A said that they are to make all medical decisions regarding Resident A because she is not capable. There are text messages between Guardian A and Kiesa Waller, home manager, about not giving her birth control; however, Ms. Waller ignored this. Guardian A said that she told Ms. Waller that she did not want Resident A on the birth control pill. Guardian A said that they were ok with Resident A being on birth control but preferred her take the injected Depo-Provera for purposes of preventing pregnancy. Resident A was previously on the Depo-Provera shot due to menstrual issues, not for the prevention of pregnancy, as she was not sexually active at the time. Guardian A said that Ms. Waller was dishonest and still had Resident A prescribed birth control after their conversation. Guardian A said that she has complete control over Resident A's medical, financial, legal, placement decisions, and program decisions per the probate court and guardianship paperwork.

On 12/02/2025, I received text messages from Guardian A. Guardian A sent screenshots between her and Ms. Waller. The first screenshot Guardian A sent to Ms. Waller, reminding her that she could not make medical decisions for Resident A. Ms. Waller responded, stating to Guardian A that it was her understanding that Guardian A is a partial guardian and that she would check into this through the Macomb County policy book.

On 01/06/2026, I conducted a brief interview with Mandie Blasky, administrator. Ms. Blasky said that Resident A previously lived at the Cleave home as well as Carol Manor. Ms. Blasky said that Ms. Waller did not go into the examination room with Resident A during her appointment, and Resident A discussed birth control with her doctor. The doctor's office already has the guardianship paperwork. Resident A made the choice to get on birth control pills.

On 01/09/2026, I conducted an interview with Resident A at the workshop. Resident A said that she wanted to be on birth control pills, but Guardian A is supposed to make this decision for her. Resident A said that Ms. Waller took her to her doctor's appointment but did not go back into the examination room with her, which is ok for her privacy. Resident A said that the doctor prescribed her the birth control that was given to Ms. Waller. Resident A said that she is still taking the birth control pills because that is what she prefers and does not want the shot. Guardian A does not want her taking the birth control pill. Resident A said that she understands that she is not to make her own medical decisions but was allowed to do so.

On 01/13/2026, I reviewed Resident A's resident record. I reviewed the Resident Care Agreement, Health Care Appraisal, Office of Recipient Rights Investigative report (ORR), Individual Plan of Service (IPOS), guardianship paperwork, and Medication Administration Record (MAR). ORR investigated the same allegations and did not find a preponderance of evidence on 12/10/2025. Resident A is transported to all medical appointments by the home. Resident A is diagnosed with underweight, mild neurocognitive disorder, moderate recurrent and major depression. The staff are to administer all medications. Per Resident A's IPOS medical needs/coordination is the goal to notify staff of concerns over medical, physical, or mental well-being. The staff are to assist her with calling Guardian A, attending doctor appointments, and going to urgent care/ER. Resident A is to attend all scheduled doctor's appointments. Guardian A would like to be notified of all scheduled appointments as they are scheduled and would like to be notified of all canceled appointments. Resident A can express her needs/wants and can schedule her own appointments with her case manager. Resident A can read, write, and tell time. Guardian A is to be included in all aspects of services, identify, link, coordinate, assess, and advocate. Guardian A oversees all financial, medical, and future decisions. Resident A is prescribed Morg-Ethin Estra birth control.

On 01/13/2026, I requested a photo of the guardianship paperwork. A portion of it was sent. I requested the full document. The photo displayed that Guardian A has partial guardianship; however, Guardian A has consent as follows: Consent to medical, dental, and optical treatment, minor surgical treatment, and emergency major surgical treatment, excepting extraordinary procedures, including but not limited to sterilization, abortion, organ transplant from the Ward (Resident A) to another person, and experimental treatment.

On 01/13/2026, Ms. Waller responded via email. Ms. Waller said that she was informed by Guardian A that she did not want Resident A on birth control. Ms. Waller said that Guardian A said that they wanted Resident A to get the injection; however, Guardian A previously allowed Resident A to stop the injection because they had side effects. Ms. Waller said that Resident A wanted the birth control because she had started having sex. Ms. Waller did not contact Guardian A when Resident A was prescribed consent. Ms. Waller said that she contacted Recipient Rights and talked to Kendra Casper, who told her that Guardian A is a partial guardian and that Resident A should take the medication that was prescribed. Ms. Waller did not speak to Resident A's doctor on the day the birth control was prescribed about this order. Ms. Waller said that the doctor's office did contact her to tell her that Guardian A called their office and told them that she did not want Resident A to take the birth control pill. Ms. Waller said that the doctor had already sent the prescription to the pharmacy. Ms. Waller said that she told the doctor's office that she would find out if it were ok for Resident A to take the birth control. Ms. Waller is aware that all medical decisions must have consent from the

guardian; however, she was not aware that even if the guardianship is partial, Resident A was not able to make certain decisions on her own, and her right to take birth control by her own choice. Ms. Waller admitted that she told Resident A that she could make her own decisions about birth control. Ms. Waller said she did this after talking to ORR.

On 01/15/2026, I, along with Guardian A, called the Macomb County Probate Court and spoke with Jenniffer Bigger, Clerical Supervisor for Mental Health. Ms. Biggers confirmed that partial guardianship still gives Guardian A consent over all medical needs.

On 01/15/2025, I conducted an exit conference with Ms. Blasky. The conference began on 01/13/2025 but was continued to confirm the guardianship order. Ms. Blasky said that they only have two pages of the guardianship order and did not have the second page that shows the checked box that gives Guardian A authority over all medical needs. Ms. Blasky was informed that a corrective action plan would be required once the report was approved.

<b>APPLICABLE RULE</b>	
<b>R 400.623</b>	<b>Applicant, licensee and administrator qualifications; licensee, administrator and staff requirements; parole or probation or convicted of felony.</b>
	<b>(6) A licensee, administrator, and staff shall cooperate with a resident, resident's family as appropriate, designated representative of a resident, and the responsible agency.</b>
<b>ANALYSIS:</b>	Based upon the investigation, there is sufficient evidence to support that Kiesa Waller, home manager, did not receive consent from Guardian A for a prescription for birth control pills that was prescribed to Resident A. Resident A is under partial guardianship. Per Resident A's IPOS Guardian A is to be included in all aspects of services, including linking, assessing, assessing, and advocating for all services. According to Jennifer Biggers from Macomb County Probate Court, Guardian A must give consent for all medical treatment. Resident A has moved to a different home and continues to take birth control pills per her choice. Resident A is verbal and expresses her needs and wants.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*L. Reed*

01/16/2026

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LaShonda Reed  
Licensing Consultant

Date

Approved By:

*Denise Y. Nunn*

02/17/2026

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Denise Y. Nunn  
Area Manager

Date