



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 31, 2026

Edward Powell
Grand B1, Inc.
6523 N. Sheridan Rd.
Edmore, MI 48829

RE: License #: AM590269332
Investigation #: 2026A0622025
Grateful Hearts AFC

Dear Mr. Powell:

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 (517) 335-5985.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amanda Blasius', written in a cursive style.

Amanda Blasius, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

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 #:	AM590269332
Investigation #:	2026A0622025
Complaint Receipt Date:	02/24/2026
Investigation Initiation Date:	02/24/2026
Report Due Date:	04/25/2026
Licensee Name:	Grand B1, Inc.
Licensee Address:	6523 N. Sheridan Rd. Edmore, MI 48829
Licensee Telephone #:	(989) 304-3419
Administrator:	Edward Powell
Licensee Designee:	Edward Powell
Name of Facility:	Grateful Hearts AFC
Facility Address:	6523 N. Sheridan Rd. Edmore, MI 48829
Facility Telephone #:	(989) 304-3419
Original Issuance Date:	04/14/2005
License Status:	REGULAR
Effective Date:	02/26/2025
Expiration Date:	02/25/2027
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

	TRAUMATICALLY BRAIN INJURED
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II. ALLEGATION(S)

	Violation Established?
Direct care worker Heather Garcia-Pantoja reported that direct care worker Madison Karas forcefully grabbed Resident A to make her clean up water and repeatedly screamed at her while using profanity.	Yes

III. METHODOLOGY

02/24/2026	Special Investigation Intake 2026A0622025
02/24/2026	Special Investigation Initiated - Letter
03/19/2026	Inspection Completed On-site
03/30/2026	Contact - Telephone call made to direct care workers, Heather Garcia-Pantoja, Madison Karas, Tara Briann-Collier and Tiffany Kavan.
03/31/2026	Inspection Completed-BCAL Sub. Compliance
03/31/2026	Contact- document received and APS referral made
04/02/2026	Exit conference with licensee designee, Edward Powell. Voicemail left.

ALLEGATION: Direct care worker Heather Garcia-Pantoja reported that direct care worker Madison Karas forcefully grabbed Resident A to make her clean up water and repeatedly screamed at her while using profanity.

INVESTIGATION:

On 02/24/2025, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, direct care worker (DCW) Heather Garcia-Pantoja reported that on 2/14/26 DCW Madison Karas forcefully grabbed Resident A to make her clean up water on the floor. The complaint stated that DCW Madison Karas physically grabbed Resident A and was swinging her arms back and forth. According to the complaint, DCW Madison Karas screamed at Resident A repeatedly while using profanity.

On 02/24/2026, I obtained further information from Recipient Rights Officer, Angie Loiselle. Ms. Loiselle provided staff phone numbers and a summary of her interviews.

On 03/19/2026, I completed an unannounced onsite investigation to Grateful Hearts AFC. During the unannounced onsite investigation, I observed Resident A, but due to her being non-verbal she was not interviewed. None of the direct care workers who had witnessed incidents on 2/14/26 were currently working during my unannounced onsite investigation.

On 03/30/2026, I interviewed DCW Heather Garcia-Pantoja via phone. She reported that she was working on 2/14/26 and was working with DCW Madison Karas and DCW Tara Briann-Collier during the first incident that occurred. DCW Garcia-Pantoja reported that she heard DCW Karas state that she was going to grab Resident A and get her changed. She reported that she told DCW Karas to change her in the bathroom otherwise she would urinate again in her bedroom. DCW Garcia-Pantoja reported that DCW Karas took Resident A into her bedroom anyway. She stated that she then started hearing DCW Karas start screaming at Resident A very loudly. DCW Garcia-Pantoja reported that she heard DCW Karas scream the following at Resident A, "I can't fucking do this, I told you not to fucking pee on the bed." DCW Heather Garcia-Pantoja reported that she went into Resident A's bedroom and directed DCW Madison Karas out of the room and she finished cleaning Resident A. DCW Heather Garcia-Pantoja reported that later in her shift after DCW Tara Briann-Collier left and another DCW, Tiffany Kavan came on, Resident A dumped a whole pitcher of water on the floor. DCW Garcia-Pantoja stated that the rule is to not put the pitcher by Resident A, therefore she told DCW Madison Karas she was not cleaning up the mess. DCW Garcia-Pantoja reported that then DCW Karas grabbed Resident A's hands over the mop and started jerking Resident A around the room to clean up the mess. She reported that Resident A looked scared and confused. DCW Garcia-Pantoja reported that she told DCW Madison Karas that it was enough. She reported that only a few more hours of the shift were left and DCW Karas did not interact with Resident A the rest of the shift. DCW Garcia-Pantoja reported her concerns to her supervisor. She reported that the next day she saw DCW Madison Karas get called into the office and when she came out she stated the following: "I will not fucking take care of [Resident A] again." DCW Garcia-Pantoja stated that when Resident A entered the living room where DCW Karas was, DCW Karas stated the following: "get the fuck away from me."

On 03/30/2026, I interviewed direct care worker, Tara Briann-Collier via phone. She reported that she worked on 02/14/2026 with DCW Madison Karas and DCW Heather Garcia-Pantoja. She reported that she observed Resident A was testing limits most of the day as she was not in school that day. DCW Briann-Collier stated that she observed Resident A go into her bedroom and DCW Madison Karas followed her. Next what she heard was lots of yelling and screaming from DCW Madison Karas. DCW Briann-Collier reported that she heard DCW Karas scream the following: "you're going to clean this shit up, I'm not doing this." DCW Briann-Collier reported that her co-worker, Heather Garcia-Pantoja went into the room and sent DCW Madison Karas out of the room. DCW Briann-Collier stated that DCW Karas then came and sat at the staff desk and said, "I can't do this shit, I can't handle her."

DCW Briann-Collier reported that she has worked with DCW Karas on the weekends and she gets easily overwhelmed by the residents. DCW Briann-Collier stated that her shift ended at 3pm, but DCW Karas and DCW Garica-Pantoja had a longer shift.

On 03/30/2026, I interviewed DCW Tiffany Kavan via phone. She reported that she came in for her shift in the afternoon on 2/14/26. DCW Kavan reported that Resident A went over to the medication cart, grabbed the pitcher of water and dumped it on the ground. She reported that DCW Madison Karas screamed at Resident A and then made Resident A clean up the mess. DCW Kavan stated that DCW Karas grabbed Resident A's hands and moved them forcefully back and forth. DCW Kavan reported that she called her supervisors about the situation. DCW Kavan stated that they came in and called DCW Karas into the office. DCW Kavan reported that when DCW Karas came out of the office, she reported that she was never taking care of Resident A again.

On 03/30/2026, I interviewed direct care worker, Madison Karas via phone. She reported that she was accused of screaming at Resident A. DCW Karas denied yelling at Resident A or swearing at Resident A. DCW Karas reported that she handed Resident A her clothes and told her to get dressed. DCW Karas explained that she walked out of her bedroom and told the other staff that she could not take care of her as she was making her mad. DCW Karas reported that Resident A had just used the bathroom, and she felt that she was urinating in her bedroom on purpose as she laughed after she urinated on the floor. DCW Madison Karas reported that she was terminated from employment on 2/18/26.

On 03/31/2026, I received Resident A's personal care plan. According to the personal care plan, the following was documented:

To address enuresis/encopresis:

1. Encourage her throughout the day to use the restroom while using a neutral manner. A toileting schedule involving toileting her approximately 1-1.5 hours during the day would be recommended. When she uses the bathroom, encourage her to sit for at least a few minutes to ensure she has adequate time to empty her bladder or bowels.
2. If she has a urinary or bowel accident, you should clean her up in a neutral manner and with no unwarranted attention. Simply if she makes a urinary or fecal mess in the restroom or other area, she should be encouraged to necessary clean up to restore the environment. Encourage clean up with minimal fuss/attention.
3. Approach her in a consistent fashion every time you make a request for her for a clean up task. (example, "Okay,[Resident A] lets clean up"). During clean-up you must maintain a neutral expression and make no comments whatsoever regarding the behavior. Mutually assist her with clean up, only necessary to ensure sanitation.
4. Once clean up is completed, verbally redirect her to acceptable activity
5. If she refuses to clean up a mess, you should clean it up in a neutral manner.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to a serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.
ANALYSIS:	Based upon the interviews conducted it was determined that direct care worker, Madison Karas exposed Resident A to emotional harm by screaming loudly at her, swearing at her and then causing deliberate infliction of pain by forcefully moving her arms back and forth while attempting to make her mop up water. A violation was established as three direct care workers who observed the two incidents confirmed similar statements and observations that occurred between direct care worker, Madison Karas and Resident A. All three direct care workers confirmed that they observed direct care worker, Madison Karas screaming loudly at Resident A and confirmed that a staff member needed to step in and take over care for Resident A as DCW Madison Karas was causing emotional harm to Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



03/31/2026

Amanda Blasius
Licensing Consultant

Date

Approved By:



04/03/2026

Dawn N. Timm
Area Manager

Date