



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

June 2, 2026

Nicholas Burnett  
Flatrock Manor, Inc.  
310 W. Oakley  
Flint, MI 48503

RE: License #: AM440388517  
Investigation #: 2026A0623028  
Lapeer North

Dear Nicholas Burnett:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Cynthia Badour". The signature is written in a dark ink and is positioned below the word "Sincerely,".

Cynthia Badour, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa St.  
P.O. Box 30664  
Lansing, MI 48909  
(517) 648-8877

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM440388517
<b>Investigation #:</b>	2026A0623028
<b>Complaint Receipt Date:</b>	04/09/2026
<b>Investigation Initiation Date:</b>	04/10/2026
<b>Report Due Date:</b>	06/08/2026
<b>Licensee Name:</b>	Flatrock Manor, Inc.
<b>Licensee Address:</b>	310 W. Oakley St. Flint, MI 48503
<b>Licensee Telephone #:</b>	(810) 964-1430
<b>Administrator:</b>	Carrie Aldrich
<b>Licensee Designee:</b>	Nicholas Burnett
<b>Name of Facility:</b>	Lapeer North
<b>Facility Address:</b>	300 N. Elba Rd. Lapeer, MI 48446
<b>Facility Telephone #:</b>	(810) 877-6932
<b>Original Issuance Date:</b>	09/05/2017
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/05/2026
<b>Expiration Date:</b>	03/04/2028
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A's bedroom environment was found to be dirty with urine-soaked bedding, and urine on the floor.	No
Resident A's bedroom wall has peeling paint.	Yes
The curtain rod in Resident A's bedroom was partially pulled off the wall.	No
Additional Findings	No

## III. METHODOLOGY

04/09/2026	Special Investigation Intake 2026A0623028
04/10/2026	APS Referral
04/10/2026	Special Investigation Initiated - Telephone I contacted Recipient Rights Officer Angela Loiselle.
04/30/2026	Inspection Completed On-site Observation and interviews.
05/04/2026	Contact - Document Received I received AFC documents.
05/14/2026	Contact - Telephone call made I contacted Recipient Rights Angela Loiselle.
05/14/2026	Contact - Document Received I received documentation.
05/14/2026	Contact - Face to Face I made an unscheduled onsite visit and met with Resident A and Medical Coordinator Kristi Pate.
05/18/2026	Contact - Telephone call made I contacted Recipient Rights Officer Angela Loiselle.
05/19/2026	Contact - Face to Face

	I made an unscheduled onsite visit and met with Resident A and staff Donelle Fisher.
05/27/2026	Contact - Face to Face I made an unscheduled onsite visit and met with Resident A and Home Manager Ountane Chaney.
05/28/2026	Contact - Telephone call made I contacted Guardian A.
05/28/2026	Contact - Telephone call made I contacted Recipient Rights Officer Angela Loiselle.
05/29/2026	Contact - Telephone call made I contacted case manager Steve Dobyms.
05/29/2026	Inspection Completed-BCAL Sub. Compliance
05/29/2026	Exit Conference I conducted an exit conference with Licensee Designee Nicholas Burnett.
06/01/2026	Contact - Telephone call received I received a phone call from case manager Steve Dobyms.

**ALLEGATIONS:**

- Resident A's bedroom environment was found to be dirty with urine-soaked bedding and urine on the floor.
- Resident A's bedroom wall has peeling paint.
- The curtain rod in Resident A's bedroom was partially pulled off the wall.

**INVESTIGATION:**

On 04/10/2026, An Adult Protective Service (APS) referral was completed. Information was shared with APS. The referral was denied for investigation.

On 04/10/2026, I contacted Recipient Rights Officer (RRO) Angela Loiselle. I left a voice mail message.

On 04/30/2026, I conducted an unannounced onsite inspection of the facility. I interviewed Home Manager (HM) Ountane Chaney and attempted to interview Resident A.

On 04/30/2026, I interviewed HM Chaney. HM Chaney stated that Resident A's daily schedule is documented for when he is awake, social, eating and sleeping. HM Chaney stated that Resident A wears briefs and is non-verbal. HM Chaney stated that Resident A's mother had visited him on a Sunday and found that he had a wet brief and urine on his mattress. HM stated that approximately a week later, Resident A's Recipient Rights Officer came out to see him and found urine on the floor and the bedding wet and in disarray.

I entered Resident A's bedroom and observed Resident A wrapped in his blanket on his bed. I noted the bedding was clean, Resident A was clean with no odor and no urine on the floor. I did note the wall in the bedroom has multiple areas of peeling paint.

On 05/04/2026, I received AFC documents. I reviewed Resident A's Health Care Appraisal showing diagnoses of aggressive behavior, anxiety, elopement risk, autism spectrum disorder, bipolar disorder, conduct disorder, moderated intellectual disability, obsessional thoughts and non-verbal. I reviewed Resident A's Behavior Treatment Plan which seeks to improve his emotional regulation, reduce his aggression episodes and reduce eloping episodes.

On 05/14/2026, I contacted Recipient Rights Officer (RRO) Angela Loiselle. RRO Loiselle stated that Guardian A visited Resident A on 03/29/2026 and found the urine smell overwhelming, urine puddles on the floor and he was wet with urine and the bedding was soaked. RRO Loiselle stated that she visited Resident A on 04/08/2026 and found his room had overwhelming urine smell, new mattress on the bed with no sheets and he was in the shower.

On 05/14/2026, I received documentation. Photos from 03/29/2026, showed urine on floor under Resident A's bed, wet bedding and bedroom wall with peeling paint.

On 05/14/2026, I made an unscheduled onsite visit and met with Resident A and Medical Coordinator (MC) Kristi Pate.

On 05/14/2026, I interviewed Medical Coordinator (MC) Kristi Pate. MC Pate stated that Resident A sleeps quite a bit, however he does wake up, eats and will socialize for a time and then go back to sleep.

On 05/14/2026, I observed Resident A sitting up in his bed. Resident A looked like he was waking up. I observed the sheets; mattress was clean with no urine. I observed Resident A was clean and did not have a urine smell. I attempted to speak with Resident A, however, due to his diagnoses, he is non-verbal, so I was unable to interview him.

On 05/18/2026, I contacted Recipient Rights Officer (RRO) Angela Loiselle. RRO Loiselle stated that she had been to the facility today and saw Resident A laying on urine-soaked sheets. RRO Loiselle observed staff get Resident A up to change him and the bedding.

On 05/19/2026, I made an unscheduled onsite visit and met with Resident A and staff Donell Fisher.

On 05/19/2026, Staff Donell Fisher took me to Resident A who was sleeping in his bedroom. I observed Resident A was wet through his brief and Staff Fisher woke him up, which he cooperated with and went to the bathroom to be cleaned and changed. I observed Resident A cleaned with a new brief and changed bedding. I observed no foul smell, no urine on the floor, however, I did observe peeling paint on the wall and the curtain rod partially pulled off the wall.

On 05/27/2026, I made an unscheduled onsite visit and met with Resident A and Home Manager (HM) Ountane Chaney.

On 05/27/2026, I met with Resident A and observed he was sleeping lightly as he acknowledged that I was in the room with him. I observed Resident A and the bedding was clean and dry. There was no foul smell in the room. I observed the peeling paint on the wall had been patched; however, it needed to be painted. The curtain rod was secured to the wall.

On 05/27/2026, I interviewed HM Chaney. I observed documentation for Resident A showing 2-hour checks from 8am-8pm, and 4-hour checks from 8pm-8am kept in Resident A's closet with his briefs.

On 05/28/2026, I contacted Resident A's guardian, Guardian A. Guardian A stated that Resident A was placed in this facility in May 2025 after a hospital stay where he was restrained due to his aggression and elopement behaviors. Guardian A stated that she has been to this facility 3x in the year he has been in Lapeer. Guardian A stated that when she visited Resident A at the end of March, she was disappointed to find him wet with urine, as well as his bedding and on the floor. Guardian A stated that she wants him closer so she can visit more often. Guardian A stated that the Home Manager "Tae" (Ountane Chaney) is "wonderful" and cares. Guardian A believes the home tries to maintain Resident A due to his behaviors; however, he is very intelligent and can, for example, memorize a numeric code on a door keypad which makes him even more challenging.

On 5/28/2026, I contacted Recipient Rights Officer (RRO) Angela Loiselle. RRO Loiselle stated that she is seeking a new placement and is substantiating a rights violation.

On 05/29/2026, I contacted Case Manager (CM) Steve Dobyms. I left a voice mail message.

On 06/01/2026, I received a phone call from Case Manager (CM) Steve Dobyms. CM Dobyms stated that he has visited Resident A once a month since January 2026. CM Dobyms stated that he made a visit to Resident A several weeks ago, and found him in a wet brief, with wet sheets and soiled (feces). CM Dobyms stated that staff did clean

Resident A, cleaned the floor and replaced bedding. CM Dobyms stated that he is seeking a closer placement.

On 05/29/2026, I conducted an exit conference with Licensee Designee (LD) Nicholas Burnett. I explained my investigation and findings. LD Burnett had several questions which were answered and he understood the findings. LD Burnett will contact this consultant if he has any further questions.

<b>APPLICABLE RULE</b>	
<b>R 400.681</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.</b>
<b>ANALYSIS:</b>	<p>The allegation stated Resident A's bedroom environment was found to be dirty with urine-soaked bedding and urine on the floor.</p> <p>I conducted multiple unannounced onsite visits between April and May 2026. Conditions varied: sometimes Resident A was clean and dry and sometimes found with wet brief and wet bedding, which was addressed by the facility staff. I did not find the bedroom to have a foul odor during any of my visits.</p> <p>I attempted to interview Resident A, however due to his diagnoses he is diagnosed with moderate cognitive impairment and is non-verbal.</p> <p>I interviewed relevant staff and Guardian A. Guardian A stated that the facility staff maintain Resident A, however she wants to move him closer to her so she can visit more often.</p> <p>I consulted Recipient Rights Officer Angela Loiselle who stated she will be substantiating a rights violation and is seeking a new placement with assistance from Case Manager Steve Dobyms. Case Manager Steve Dobyms confirmed seeking a closer placement.</p> <p>I conclude there is not sufficient evidence to substantiate this rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.647</b>	<b>Safety and maintenance of premises.</b>
	<b>(1) A facility must be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	<p>The allegation stated Resident A's bedroom wall has peeling paint.</p> <p>I conducted multiple unannounced onsite visits between April and May 2026. During these visits I observed peeling paint on the wall and although it was eventually patched, the wall had not been repainted.</p> <p>I conclude there is sufficient evidence to substantiate this rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.647</b>	<b>Safety and maintenance of premises.</b>
	<b>(1) A facility must be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	<p>The allegation stated that the curtain rod in Resident A's bedroom was partially pulled off the wall.</p> <p>I conducted multiple unannounced onsite visits between April and May 2026. The curtain rod was partially pulled from the wall, and this was corrected where it was secured back on the wall.</p> <p>I conclude there is not sufficient evidence to substantiate this rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Cynthia Badour*

06/02/2026

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Cynthia Badour  
Licensing Consultant

Date

Approved By:

*Mary E. Holton*

06/02/2026

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Mary E. Holton  
Area Manager

Date