



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 10, 2026

Katie Edwards
Wood Care VIII, Inc.
910 S Washington Ave
Royal Oak, MI 48067

RE: License #: AL090281508
Investigation #: 2026A0580038
Monet House Inn

Dear Katie Edwards:

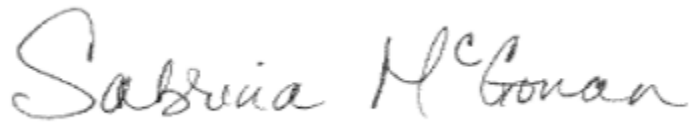
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan". The ink is dark and the signature is fluid, with the first name "Sabrina" being larger and more prominent than the last name "McGowan".

Sabrina McGowan, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 835-1019

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL090281508
Investigation #:	2026A0580038
Complaint Receipt Date:	05/29/2026
Investigation Initiation Date:	06/03/2026
Report Due Date:	07/28/2026
Licensee Name:	Wood Care VIII, Inc.
Licensee Address:	910 S Washington Ave Royal Oak, MI 48067
Licensee Telephone #:	(810) 299-1320
Administrator:	Katie Edwards
Licensee Designee:	Katie Edwards
Name of Facility:	Monet House Inn
Facility Address:	6700 Westside Saginaw Rd Bay City, MI 48706
Facility Telephone #:	(810) 299-1320
Original Issuance Date:	12/05/2007
License Status:	REGULAR
Effective Date:	12/15/2025
Expiration Date:	12/14/2027
Capacity:	20
Program Type:	ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Staff member, Takisha Moller, used inappropriate physical force on Resident A during care.	Yes

III. METHODOLOGY

05/29/2026	Special Investigation Intake 2026A0580038
05/29/2026	APS Referral Opened by APS.
06/03/2026	Special Investigation Initiated - Telephone Spoke with John Jones, APS Investigator.
06/08/2026	Inspection Completed On-site Unannounced onsite.
06/08/2026	Contact - Face to Face Interview with Direct Staff, Jayla Garrett.
06/08/2026	Contact - Face to Face Observation of Resident A.
06/26/2026	Contact - Telephone call made Call to Staff Brittany Beck.
06/26/2026	Contact - Telephone call made Call to Staff Takisha Moller.
07/09/2026	Contact - Telephone call made Call to Relative Guardian A
07/10/2026	Contact - Telephone call made Interview with Resident B.
07/10/2026	Contact - Telephone call made Interview with Resident C.

07/10/2026	Contact - Telephone call made Interview with Resident D.
07/10/2026	Contact – Document Received Assessment plan received.
07/10/2026	Exit Conference Exit Conference with Licensee Designee, Katie Edwards.

ALLEGATION:

Staff member, Takisha Moller, used inappropriate physical force on Resident A during care.

INVESTIGATION:

On 06/01/2026, I received a complaint via LARA-BCHS-Complaints. This complaint was opened by Adult Protective Services (APS) for Investigation.

On 06/03/2026, I interviewed assigned Bay City APS Investigator, John Jones. Investigator Jones stated that based on his investigation, there is not enough evidence for an abuse or neglect substantiation. Investigator Jones stated that he will be closing the case with no findings.

On 06/08/2026, I conducted an unannounced onsite inspection at Monet House Inn. Contact was made with Facility Administrator, Rene Parks and Director of Assisted Living, Briann DeBoer. Administrator DeBoer stated that upon conducting an internal investigation, it was determined that the allegations came from a staff member who does not get along with Direct Staff Takisha Moller. This staff was also scheduled to be working in a different unit and had no business on the unit at the time. Direct Staff and witness to the incident, Brittany Beck, denied that Staff Moller was being abusive to Resident A when she was redirecting him, however, she did touch Resident A's face. Staff Moller was written up because of the incident. Administrator Parks denies any prior complaints of abuse or neglect regarding Staff Moller.

While onsite I observed Resident A and other residents of the facility as they were gathering in the dining room in preparation of lunch being served. Resident A is not verbal and was not able to participate in an interview. Resident A was adequately dressed and groomed. No marks or bruises were observed. No concerns regarding the care being provided to any of the residents were noted.

On 06/08/2026, while onsite, I interviewed Direct Staff (DS) Jayla Garrett. Staff Garrett stated that she had visited the unit to talk to another staff member who was working. While there she observed Staff Moller and Beck changing Resident A's brief. While

doing so, Staff Moller leaned over Resident A's chest and said, "Don't hit me like that". Staff Garrett stated that she then heard three impact sounds, however, she could not see what caused the sounds. Resident A began spitting and Staff Moller then took a firm grip on Resident A's jaw/cheeks with her hand, telling him to "stop". Staff Garrett stated that she then stated to Staff Moller, "you can't do that", to which she replied, "I can play with him". Staff Garrett denied that other residents have complained to her regarding mistreatment by Staff Moller.

On 06/26/2026, I interviewed Direct Staff, Brittany Beck. DS Beck stated that while she and DS Moller were changing Resident A, he began hitting her all of a sudden. DS Moller grabbed Resident A by the face turning him towards her and asked him, "why are you hitting me"? DS Beck stated that DS Moller was not forceful or abusive when grabbing Resident A's face. DS Beck describes the grab as if you were redirecting a child to get them to pay attention. DS Beck denied observing DS Moller to be mean or abusive towards Residents. DS Beck denied that other residents have complained about the care being provided by DS Moller.

On 06/26/2026, I interviewed Direct Staff, Takisha Moller. DS Moller denied the allegations. DS Moller stated that Resident A is physical and likes to swing at and/or spit on staff. While assisting Resident A with a brief change he began spitting. DS Moller stated that she placed her hand under Resident A's chin to redirect him from spitting.

On 07/09/2026, I interviewed Relative Guardian A. Relative Guardian A stated that she had not been made aware of the allegations against staff. Relative Guardian A stated that she visits weekly and did observe that his chin had a few scrapes, which were reportedly caused from shaving. Relative Guardian A stated that she has never had any issues of concern relating to Resident A's care at Monet House Inn.

On 07/10/2026, I interviewed Resident B. Resident B denied any mistreatment and is satisfied with the care being provided at Monet House Inn.

On 07/10/2026, I interviewed Resident B. Resident B denied any mistreatment and is satisfied with the care being provided at Monet House Inn.

On 07/10/2026, I interviewed Resident B. Resident B denied any mistreatment and is satisfied with the care being provided to both her and her husband, at Monet House Inn.

On 07/10/2026, I received a copy of the AFC Assessment Plan for Resident A. The plan indicated that if Resident A is having a bad day, a PRN (prescribed as needed) medication is available. Redirect as needed. Displays agitation and aggression at times. May try to hit, smack, spit or grab arms.

On 07/10/2026, I conducted an exit conference with Licensee Designee, Katie Edwards. Licensee Edwards stated that she has provided the Director of Assisted Living with education regarding redirection, keeping their hands off residents, i.e. no touching, to be

to be shared with staff during in-service training. Licensee Edwards was informed of the findings of this investigation.

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:	It was alleged that staff member, Takisha Moller, allegedly used inappropriate physical force on Resident A during care. Facility Administrator, Rene Parks denied any prior complaints of abuse or neglect regarding Staff Moller. Direct Staff and witness to the incident, Brittany Beck, denied that Staff Moller was being abusive to Resident A when she was redirecting him, however, she did touch Resident A's face. Staff Moller was written up because of the incident. Resident A is not verbal and was not able to participate in an interview. Resident A was adequately dressed and groomed. No marks or bruises were observed. No concerns were noted. Residents B-D denied any mistreatment in the home. Staff Garrett stated that she observed Staff Moller lean over Resident A's chest and said, "Don't hit me like that". Staff Garrett stated that she then heard three impact sounds, however, she could not see what caused the sounds. Resident A began spitting and Staff Moller then took a firm grip on Resident A's jaw/cheeks with her hand, telling him to "stop". Staff Garrett stated that she then stated to Staff Moller, "you can't do that", to which she replied, "I can play with him". Staff Moller then took a firm grip on Resident A's jaw/cheeks with her hand. Direct Staff, Brittany stated that while she and DS Moller were changing Resident A, he began hitting her all of a sudden. DS Moller grabbed Resident A by the face turning him towards her and asked him, "why are you hitting me"? Resident A's assessment indicates Resident A can be aggressive at times. There is no documented guidance to grab Resident A's face as an appropriate means of addressing Resident A's behavior of spitting or being aggressive. Direct Staff, Takisha Moller stated that she placed her hand under Resident A's chin to redirect him from spitting.

	Relative Guardian A stated that she has never had any issues of concern relating to Resident A's care at Monet House Inn. Based upon my investigation, which consisted of interviews with facility staff members and residents, John Jones of APS and Relative Guardian A, there is enough evidence to substantiate the allegation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an appropriate correction action plan, no change to the status of the license is recommended.

Sabrina McGowan

July 10, 2026

Sabrina McGowan
Licensing Consultant

Date

Approved By:

Mary E. Holton

July 10, 2026

Mary E. Holton
Area Manager

Date