



RICK SNYDER
GOVERNOR

State of Michigan
DEPARTMENT OF HUMAN SERVICES
BUREAU OF CHILDREN AND ADULT LICENSING



MAURA D. CORRIGAN
DIRECTOR

May 9, 2014

CERTIFIED MAIL

Veronique Ndri
Place of Happiness, LLC
Waterford, MI 48329

Re: License #: AS630342886, AS630316591

Dear Ms. Ndri:

On March 21, 2014, the Bureau of Children and Adult Licensing (BCAL) issued a *Notice of Intent to Refuse to Renew* your adult foster care small group home license for Place of Happiness AFC. That same date, BCAL also issued a *Notice of Intent to Deny Application for Licensure* for Grandview AFC.

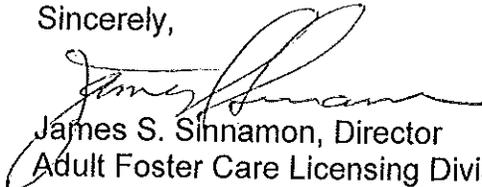
On March 29, 2014, you signed for and accepted the certified copies of these *Notices*. The cover pages of both *Notices* indicate that if you wished to appeal BCAL's disciplinary action of your licenses, you were required to submit a written appeal within 30 days of your receipt of the *Notices*. Your thirty days to appeal expired on April 28, 2014.

On May 2, 2014, BCAL received your written appeal of the *Notices*. While your appeal letter was dated April 25, 2014, BCAL did not receive it until 34 days after you signed for the certified copies of the *Notices*. Your appeal was postmarked as being mailed on April 30, 2014. Therefore, your appeal was untimely.

The cover pages of the *Notices* informed you, "If [BCAL] does not receive your written appeal within 30 days of your receipt of this Notice, you will have WAIVED YOUR RIGHT to an administrative law hearing and the proposed action will be final." Because you did not file a written appeal within 30 days, BCAL refused the renewal of your license to operate Place of Happiness AFC, effective April 29, 2014. Your application for adult foster care licensure at Grandview AFC has also been denied, effective April 29, 2014. It is expected that you not receive adults for care now, or in the future, without being licensed.

If you have any questions regarding this letter, you may contact Kelly Maltby, in the Disciplinary Action Unit at (517) 284-9706.

Sincerely,



James S. Sinnamon, Director
Adult Foster Care Licensing Division
Bureau of Children and Adult Licensing

Enclosure

cc: Denise Nunn, Area Manager



RICK SNYDER
GOVERNOR

State of Michigan
DEPARTMENT OF HUMAN SERVICES
BUREAU OF CHILDREN AND ADULT LICENSING



MAURA D. CORRIGAN
DIRECTOR

March 21, 2014

Veronique Ndri
3815 Percy King Court
Waterford, MI 48329

License #: AS630316591
SIR #: Renewal Inspection Report

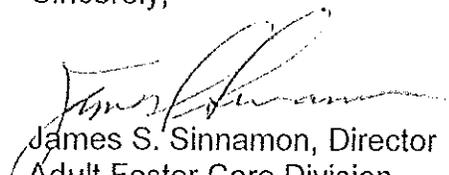
Dear Ms. Ndri:

Enclosed is a copy of a NOTICE OF INTENT TO REFUSE TO RENEW YOUR LICENSE to operate an adult foster care small group home, alleging that you have violated the Adult Foster Care Facility Licensing Act. Your options are as follows:

- 1) You may appeal the Notice of Intent and attend a pre-hearing compliance conference. A Notice of Compliance Conference, which provides the date, time, location, and guidelines of the conference, is enclosed.
- 2) You may appeal the Notice of Intent, waive the compliance conference, and proceed directly to an administrative law hearing.
- 3) You may choose not to appeal the Notice of Intent.

If you choose to appeal the Notice of Intent, the Department must receive your WRITTEN APPEAL within 30 days of your receipt of this Notice. If the Department does not receive your written appeal within 30 days of your receipt of this Notice, you will have WAIVED YOUR RIGHT to an administrative law hearing and the proposed action will be final.

Sincerely,


James S. Sinnamon, Director
Adult Foster Care Division
Bureau of Children and Adult Licensing

Enclosures

Cc: Denise Nunn, Area Manager

STATE OF MICHIGAN
MICHIGAN DEPARTMENT OF HUMAN SERVICES
BUREAU OF CHILDREN AND ADULT LICENSING

In the matter of

License #: AS630316591
SIR #: Renewal
Inspection Report

Veronique Ndri
Place of Happiness, LLC

NOTICE OF INTENT TO
REFUSE TO RENEW LICENSE

The Michigan Department of Human Services, by James S. Sinnamon, Director, Adult Foster Care Division, Bureau of Children and Adult Licensing, provides notice of the intent to refuse to renew the license of Licensee, Place of Happiness, LLC to operate an adult foster care small group home pursuant to the authority of the Adult Foster Care Facility Licensing Act, 1979 PA 218, as amended, MCL 400.701 et seq., for the following reasons:

1. On or about August 23, 2012, Licensee was issued a license to operate an adult foster care small group home, with a current licensed capacity of six, at 3815 Percy King Court, Waterford, Michigan 48329.
2. On February 8, 2013, Licensing Consultant Ian Tschirhart attempted to conduct a renewal inspection of the Licensee's adult foster home. Mr. Tschirhart was unable to examine the Licensee's standards of resident care, as no residents had been admitted to the facility since the August 2012 license issuance. On April 24,

24, 2013, the Bureau of Children and Adult Licensing (BCAL) issued the Licensee a first provisional license. This provisional license was issued due to the fact that there were no residents in care at the Licensee's facility. As of the date of this Notice, the Licensee's adult foster care license remains at a first provisional status.

3. On December 17, 2013, Licensing Consultant Cindy Adams conducted a renewal inspection of the Licensee's facility. The Licensee had admitted residents to the facility since Mr. Tschirhart's February 2013 renewal inspection. During the December 2013 renewal inspection, Ms. Adams found the Licensee in violation of 14 licensing rules, including rules related to employee and resident records, medication management, and facility maintenance and safety.
4. On December 17, 2013, Ms. Adams reviewed the Licensee's employee file for staff member Bruce White. The Licensee was missing the following documentation for Mr. White:
 - a. A record of Mr. White's name, address, telephone number, and social security number;
 - b. Verification of any professional or vocational licenses/certifications;
 - c. A photocopy of Mr. White's driver's license;
 - d. Verification that Mr. White met age requirements;
 - e. Verification of experience, education, and training;
 - f. Verification of reference checks;
 - g. Beginning date of employment;
 - h. Medical clearances and forms; and

- i. Verification that Mr. White received personnel policies and written job descriptions.
5. On December 17, 2013, Ms. Adams inspected resident records at the Licensee's facility and observed the following violations:
 - a. The Licensee failed to maintain a written register of residents who had been admitted to or discharged from the facility.
 - b. The Licensee failed to maintain a written menu of resident meals.
 - c. The Licensee failed to maintain the following documentation in all resident files:
 - i. A record of the resident's name, social security number, date of birth, case number and marital status;
 - ii. Contact information for the resident's next of kin or designated representative;
 - iii. Contact information for the resident's preferred physician and hospital;
 - iv. Medical insurance information;
 - v. The resident's written funeral provisions;
 - vi. Documentation of the resident's religious preferences;
 - vii. A record of the resident's date of admission and/or discharge;
 - viii. The resident's current health care appraisal;
 - ix. A record of physician's contacts and instructions;
 - x. Instructions for emergency care and advanced medical directives;
 - xi. A resident care agreement;

- xii. A written resident assessment plan;
 - xiii. A record of the resident's weights;
 - xiv. Incident/Accident reports involving the resident; and
 - xv. Records regarding the resident's funds and valuables.
- d. The Licensee failed to maintain a written record of fire drills conducted at the facility.
6. On December 17, 2013, Ms. Adams reviewed residents' medication records at the Licensee's facility. Ms. Adams found that the Licensee failed to document medication changes and the administration of medication to residents on multiple occasions, including the following:
- a. Resident A's November 2013 medication log listed Seroquel to be administered nightly at 9:00 p.m. A line was drawn through the nighttime Seroquel dose for the entire month. The Licensee failed to list an explanation as to why the nighttime dose of Seroquel was documented as not administered to Resident A.
 - b. Resident A's November 2013 medication log listed Vitamin D-3 to be administered in the morning at 8:00 a.m. A line was drawn through the morning Vitamin D-3 dose for the entire month. The Licensee failed to list an explanation as to why the morning dose of Vitamin D-3 was documented as not administered to Resident A.
 - c. Resident A's November 2013 medication log listed Vitamin D as being administered to the resident daily between November 25, 2013, and November 30, 2013. Ms. Adams observed a written order from Resident

A's physician to discontinue administering Vitamin D to Resident A on November 25, 2013.

- d. Resident A's November 2013 medication log listed Fosrenol to be administered in the morning and at night. A line was drawn through both the morning and nighttime Fosrenol doses for the entire month. The Licensee failed to list an explanation as to why Fosrenol was documented as not administered to Resident A.
- e. Resident A's November 2013 medication log listed Norvasc to be administered in the morning at 8:00 a.m. A line was drawn through the morning Norvasc dose for the entire month. The Licensee failed to list an explanation as to why the morning dose of Norvasc was documented as not administered to Resident A.
- f. Resident A's November 2013 medication log listed Omeprazole to be administered in the morning at 8:00 a.m. A line was drawn through the morning Omeprazole dose for the entire month. The Licensee failed to list an explanation as to why the morning dose of Omeprazole was documented as not administered to Resident A.
- g. Resident A's December 2013 medication log again listed Norvasc to be administered in the morning at 8:00 a.m. The Licensee left the medication log blank for Resident A's morning dose of Norvasc between the dates of December 1, 2013, and December 17, 2013.
- h. Resident A's December 2013 medication log again listed Vitamin D-3 to be administered in the morning at 8:00 a.m. A line was drawn through the

morning Vitamin D-3 dose for the entire month. The Licensee failed to list an explanation as to why the morning dose of Vitamin D-3 was documented as not administered to Resident A.

- i. The Licensee recorded the administration of medication that was not yet given to residents. On December 17, 2013, the Licensee had recorded Resident C's Prozac medication as being administered daily between the dates of December 18, 2013, and December 21, 2013.
- j. During the morning hours of December 17, 2013, the Licensee had recorded Resident D's nighttime dose of Prolixin Fluphenazine medication as already being administered.

7. On December 17, 2013, Ms. Adams inspected the maintenance and safety of the Licensee's facility and observed the following violations:

- a. The Licensee's stove is equipped with a metal hood. The hood was soiled with grease buildup, in violation of R 400.14402(6).
- b. The front of the oven door and stove backsplash were also soiled with grease buildup, in violation of R 400.14402(6).
- c. The kitchen cupboards were soiled with grease buildup, in violation of R 400.14403(2).
- d. The living room ceiling fan was covered in dirt, in violation of R 400.14403(2).
- e. A drawer in the first floor bathroom was broken and was dislodged from its track, in violation of R 400.14403(1).

- f. The floor strip at the threshold of the first floor bathroom was detached, in violation of R 400.14403(1).
- g. The bathtub mats in the first and second floor bathrooms were moldy, in violation of R 400.14403(1).
- h. The shower door in the second floor bathroom was stained with soap scum, in violation of R 400.14403(2).
- i. The door surfacing to the first floor bathroom was peeling, in violation of R 400.14403(4).
- j. Water was pooled on the windowsill in Resident E's bedroom, in violation of R 400.14403(4).
- k. The wall in Resident E's bedroom was stained, in violation of R 400.14403(5).
- l. The ceiling in Resident E's bedroom had noticeable dust buildup, in violation of R 400.14403(5).
- m. Resident E's mattress did not contain a protective cover, in violation of R 400.14410(5).
- n. Resident A's mattress cover was torn, in violation of R 400.14410(5).
- o. The pillows in Resident A, Resident B and Resident F's bedrooms were torn and soiled, in violation of R 400.14411(2).
- p. The dresser in the bedroom shared by Resident B and Resident F contains drawers that do not close properly. Two of the drawers were missing knobs, in violation of R 400.14403(1).

- q. The carpeting throughout the home was stained and dirty, in violation of R 400.14403(5).
 - r. The door to the furnace room was not equipped with an automatic, self-closing device and positive-latching hardware, in violation of R 400.14511(2).
8. In June 2013, the Licensee applied for three additional adult foster care licenses at separate facilities in Oakland County. One of the proposed facilities, known as Grandview Adult Foster Care (AFC), is located at 2512 Grandview Blvd., Waterford, Michigan 48328. On the Licensee's application forms, Licensee Designee Veronique Ndri certified the following statement: "I am aware of the legal provisions of Section 13 and Section 31 of 1979 PA 218, as amended, respectively, that operating an adult foster care facility without a license or to violate this Act is subject to criminal penalties punishable by imprisonment or a substantial fine, or both." On January 17, 2014, Ms. Adams found the Licensee providing unlicensed adult foster care to four residents at Grandview AFC. Ms. Adams also inspected the facility on January 17, 2014, and found the Licensee in violation of 24 licensing rules. On March 21, 2014, the Bureau of Children and Adult Licensing issued a *Notice of Intent to Deny* the Licensee's application to operate Grandview AFC.

COUNT I

The conduct of the Licensee, as set forth in paragraph 4 above, evidences a violation of:

R 400.14208 Direct care staff and employee records.

- (1) A licensee shall maintain a record for each employee. The record shall contain all of the following employee information:
 - (a) Name, address, telephone number, and social security number.
 - (b) The professional or vocational license, certification, or registration number, if applicable.
 - (c) A copy of the employee's driver license if a direct care staff member or employee provides transportation to residents.
 - (d) Verification of the age requirement.
 - (e) Verification of experience, education, and training.
 - (f) Verification of reference checks.
 - (g) Beginning and ending dates of employment.
 - (h) Medical information, as required.
 - (i) Required verification of the receipt of personnel policies and job descriptions.

COUNT II

The conduct of the Licensee, as set forth in paragraph 5(a) above, evidences a violation of:

R 400.14210 Resident register.

A licensee shall maintain a chronological register of residents who are admitted to the home. The register shall include all of the following information for each resident:

- (a) Date of admission.
- (b) Date of discharge.
- (c) Place and address to which the resident moved, if known.

COUNT III

The conduct of the Licensee, as set forth in paragraph 6 above, evidences a violation of:

R 400.14312

Resident medications.

- (4) When a licensee, administrator, or direct care staff member supervises the taking of medication by a resident, he or she shall comply with all of the following provisions:
 - (a) Be trained in the proper handling and administration of medication.
 - (b) Complete an individual medication log that contains all of the following information:
 - (i) The medication.
 - (ii) The dosage.
 - (iii) Label instructions for use.
 - (iv) Time to be administered.
 - (v) The initials of the person who administers the medication, which shall be entered at the time the medication is given.
 - (vi) A resident's refusal to accept prescribed medication or procedures.
 - (c) Record the reason for each administration of medication that is prescribed on an as needed basis.
 - (d) Initiate a review process to evaluate a resident's condition if a resident requires the repeated and prolonged use of a medication that is prescribed on an as needed basis. The review process shall include the resident's prescribing physician, the resident or his or her designated representative, and the responsible agency.
 - (e) Not adjust or modify a resident's prescription medication without instructions from a physician or a pharmacist who has knowledge of the medical needs of the resident. A licensee shall record, in writing, any instructions regarding a resident's prescription medication.
 - (f) Contact the appropriate health care professional if a medication error occurs or when a resident refuses prescribed medication or procedures and follow and record the instructions given.

COUNT IV

The conduct of the Licensee, as set forth in paragraph 5(b) above, evidences a violation of:

R 400.14313 Resident nutrition.

- (4) Menus of regular diets shall be written at least 1 week in advance and posted. Any change or substitution shall be noted and considered as part of the original menu.

COUNT V

The conduct of the Licensee, as set forth in paragraph 5(c) above, evidences a violation of:

R 400.14316 Resident records.

- (1) A licensee shall complete, and maintain in the home, a separate record for each resident and shall provide record information as required by the department. A resident record shall include, at a minimum, all of the following information:
 - (a) Identifying information, including, at a minimum, all of the following:
 - (i) Name.
 - (ii) Social security number, date of birth, case number, and marital status.
 - (iii) Former address.
 - (iv) Name, address, and telephone number of the next of kin or the designated representative.
 - (v) Name, address, and telephone number of the person and agency responsible for the resident's placement in the home.
 - (vi) Name, address, and telephone number of the preferred physician and hospital.
 - (vii) Medical insurance.
 - (viii) Funeral provisions and preferences.
 - (ix) Resident's religious preference information.
 - (b) Date of admission.
 - (c) Date of discharge and the place to which the resident was discharged.

- (d) Health care information, including all of the following:
 - (i) Health care appraisals.
 - (ii) Medication logs.
 - (iii) Statements and instructions for supervising prescribed medication, including dietary supplements and individual special medical procedures.
 - (iv) A record of physician contacts.
 - (v) Instructions for emergency care and advanced medical directives.
 - (e) Resident care agreement.
 - (f) Assessment plan.
 - (g) Weight record.
 - (h) Incident reports and accident records.
 - (i) Resident funds and valuables record and resident refund agreement.
 - (j) Resident grievances and complaints.
- (2) Resident records shall be kept on file in the home for 2 years after the date of a resident's discharge from a home.

COUNT VI

The conduct of the Licensee, as set forth in paragraph 5(d) above, evidences a violation of:

R 400.14318 Emergency preparedness; evacuation plan; emergency transportation.

(5) A licensee shall practice emergency and evacuation procedures during daytime, evening, and sleeping hours at least once per quarter. A record of the practices shall be maintained and be available for department review.

COUNT VII

The conduct of the Licensee, as set forth in paragraph 7 above, evidences a violation of:

R 400.14403 Maintenance of premises.

- (1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
- (2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
- (4) A roof, exterior walls, doors, skylights, and windows shall be weathertight and watertight and shall be kept in sound condition and good repair.
- (5) Floors, walls, and ceilings shall be finished so as to be easily cleanable and shall be kept clean and in good repair.

COUNT VIII

The conduct of the Licensee, as set forth in paragraphs 3 through 8 above, evidences a violation of:

R 400.14201 Qualifications of administrator, direct care staff, licensee, and members of the household; provision of names of employee, volunteer, or member of the household on parole or probation or convicted of felony; food service staff.

- (9) A licensee and the administrator shall possess all of the following qualifications:
 - (a) Be suitable to meet the physical, emotional, social, and intellectual needs of each resident.
 - (c) Be capable of assuring program planning, development, and implementation of services to residents consistent with the home's program statement and in accordance with the resident's assessment plan and care agreement.

NOTICE IS GIVEN that Licensee is offered the opportunity to show compliance with all lawful requirements for retention of the license. If Licensee appeals the Notice of Intent and compliance is not shown, formal proceedings will commence pursuant to the Adult Foster Care Facility Licensing Act, 1979 PA 218, as amended, MCL 400.701 et seq., rules promulgated thereunder, and the Administrative Procedures Act, 1969 PA 306, as amended; MCL 24.201 et seq. Should formal proceedings commence, you have the right to attorney representation at your own expense.

LICENSEE IS NOTIFIED that pursuant to MCL 400.722(3) of the Adult Foster Care Facility Act, Licensee has 30 days from the date of receipt of the Notice of Intent to file a written appeal of the proposed action. The appeal shall be addressed to Kelly Maltby, Departmental Analyst, Bureau of Children and Adult Licensing, Michigan Department of Human Services. Your written appeal must include your name and license number, and must be submitted using one of the following methods:

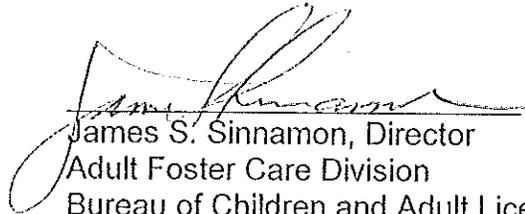
- Mail your written appeal to the Bureau of Children and Adult Licensing, P.O. Box 30650, Lansing, MI 48909. It is recommended that you obtain some type of delivery confirmation;
- Fax your written appeal to the Bureau of Children and Adult Licensing at (517) 284-9709. It is recommended that you keep a copy of your fax confirmation as proof of submittal; or

- Email your written appeal to DAUappeals@Michigan.gov. It is recommended that you keep a copy of the sent email as proof of submittal.

LICENSEE IS FURTHER NOTIFIED that failure to file a written appeal of this action within 30 days will result in refusal to renew the license.

DATED:

March 24, 2014


James S. Sinnamon, Director
Adult Foster Care Division
Bureau of Children and Adult Licensing

This is the last and final page of a NOTICE OF INTENT in the matter of AS630316591, consisting of 16 pages, this page included.

KMM

STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
BUREAU OF CHILDREN AND ADULT LICENSING

In the matter of

License #: AS630316591
SIR #: Renewal Inspection
Report

Veronique Ndri

NOTICE OF COMPLIANCE CONFERENCE

Date: May 5, 2014

Time: 11:00 a.m.

Location: 51111 Woodward Avenue, Pontiac MI 48342

Pursuant to the Administrative Procedures Act, MCL 24.292(1), you are afforded the opportunity to attend an informal compliance conference. The purpose of the compliance conference is to allow you to show that you were in compliance with the Adult Foster Care Facility Licensing Act and the licensing rules promulgated thereunder. You have the right, at your expense, to have an attorney represent you at the compliance conference. You may also bring one support person to the compliance conference.

To enable a thorough discussion of the Notice of Intent at the compliance conference, please bring any documents, pictures, etc. that you would like the Department to consider. You may also submit documents to the Department prior to the compliance conference by emailing them to DAUappeals@Michigan.gov.

If you are unable to attend the compliance conference at the scheduled date and time, you may request, in writing, that the Department change the date and/or time. The Department will make all reasonable attempts to accommodate your request, but will not reschedule the compliance conference to a date more than 10 days after the scheduled date. If you promptly notify the Department of your inability to attend the compliance conference as scheduled, the Department may be able to schedule the compliance conference to a date earlier than originally scheduled.

If you are unable to show that you were in compliance with the Adult Foster Care Facility Licensing Act and licensing rules, and a resolution cannot be reached, the Department will forward the matter to the Michigan Administrative Hearing System for the scheduling of a formal administrative hearing. The Michigan Administrative Hearing System will subsequently notify you of the date, time, and location of the administrative hearing.

All Department meetings and hearings are conducted in compliance with the Americans with Disabilities Act in buildings that accommodate mobility-impaired individuals and have accessible parking. If you require additional accommodations to participate in the compliance conference, please notify the Department at least one week in advance to make the necessary arrangements.

Please direct all written communications regarding the compliance conference or administrative hearing, including your license number, to the individual listed below:

Kelly Maltby, Departmental Analyst
Disciplinary Action Unit
Bureau of Children and Adult Licensing
Michigan Department of Human Services
Victor Office Center
201 North Washington Square, 4th Floor
P.O. Box 30650
Lansing, MI 48909-8150

STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
BUREAU OF CHILDREN AND ADULT LICENSING

In the matter of

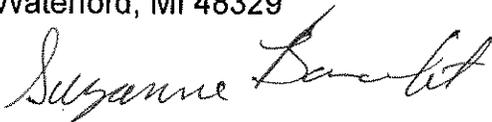
License#: AS630316591
SIR #: Renewal
Inspection Report

Veronique Ndri

PROOF OF SERVICE

The undersigned certifies that a copy of a Notice of Intent to refuse to renew the license in the above matter was served upon the following persons by mailing the same to them at their address of record by certified mail on March 26, 2014.

Veronique Ndri
3815 Percy King Court
Waterford, MI 48329



Suzanne Bancroft
Bureau of Children and Adult Licensing