



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 23, 2020

Jennia Woodcock
Community Health Care Management
1805 E Jordan
Mt. Pleasant, MI 48858

RE: License #: AL370068815
Investigation #: 2020A0867021
Country Place Senior Care Center

Dear Ms. Woodcock:

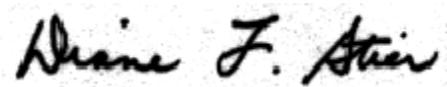
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (231) 922-5309.

Sincerely,

A handwritten signature in black ink that reads "Diane L. Stier". The signature is written in a cursive style with a large initial "D".

Diane L Stier, Licensing Consultant
Bureau of Community and Health Systems
1919 Parkland Drive
Mt. Pleasant, MI 48858-8010
(989) 948-0560

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL370068815
Investigation #:	2020A0867021
Complaint Receipt Date:	01/02/2020
Investigation Initiation Date:	02/01/2020
Report Due Date:	02/01/2020
Licensee Name:	Community Health Care Management
Licensee Address:	2033 Westbrook Ionia, MI 48846
Licensee Telephone #:	(989) 855-3784
Administrator:	Jennia Woodcock
Licensee Designee:	Jennia Woodcock, Designee
Name of Facility:	Country Place Senior Care Center
Facility Address:	1805 E. Jordan Road Mount Pleasant, MI 48858
Facility Telephone #:	(989) 773-6320
Original Issuance Date:	02/01/1996
License Status:	REGULAR
Effective Date:	03/31/2018
Expiration Date:	03/30/2020
Capacity:	20
Program Type:	MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Staff informed the licensee that the Home Manager "lit into" a resident's husband and the husband left very upset.	Yes
Home Manager Brooke Sorsen is generally disrespectful of residents.	Yes
The home manager has taken things from the residents without permission.	Yes
Additional Findings	Yes

III. METHODOLOGY

01/02/2020	Special Investigation Intake 2020A0867021
01/02/2020	Special Investigation Initiated - On Site Interviews, records
01/07/2020	Contact - Telephone call received Relative A1
01/08/2020	Contact - Document Received Additional info/referral from APS.
01/08/2020	Contact - Telephone call made Licensee Designee
01/16/2020	Contact – Document Received Interview notes from Consultant Bridget Vermeesch
01/17/2020	Exit Conference Licensee Designee Jennia Woodcock

ALLEGATION: Staff informed the licensee that the Home Manager "lit into" a resident's husband and the husband left very upset.

INVESTIGATION:

On 1/2/20, Licensee Designee and Administrator Jennia Woodcock reported that she had received information that morning from Direct Care Worker (DCW) David Zimmerman that when Home Manager (HM) Brooke Sorsen returned from bringing Resident B home from the hospital, Ms. Sorsen had "lit into" Resident A's husband [Relative A1] about Resident A lying flat on her bed. According to the information Ms. Woodcock received, Relative A1 was visibly upset by the incident.

On 1/2/20, DCW David Zimmerman reported that he had worked on 1/1/20 from 8 AM – 4 PM. Mr. Zimmerman said, "When I left, I had the cabinet keys [for the laundry and cleaning products] with me, so I brought them back around 6:30 or 7:00 [PM]." Mr. Zimmerman said that when he walked into the facility at that time, DCW Dara Hagerman was filling out Resident A's *Progress Notes*. Mr. Zimmerman said, "Dara [Hagerman] mentioned that Brooke [Sorsen] had come in and kind of freaked out on (Relative A1), was kind of snappy." Mr. Zimmerman reported that Ms. Hagerman told him that Ms. Sorsen was mad that Resident A was flat on her bed and "said some things" to Relative A1. Mr. Zimmerman said that Ms. Hagerman told him Relative A1 came out of Resident A's room and asked Ms. Hagerman if she had heard what Ms. Sorsen had said to him. Mr. Zimmerman said, "Dara [Hagerman] said she had put (Resident A's) bed down flat because she was getting ready to change her and had stepped out to get what she needed, and that's when Brooke [Sorsen] came by and saw (Resident A) flat."

On 1/2/20, I interviewed Relative A1 by telephone and then in person later that day. When I first asked Relative A1 if something had happened at the AFC home the previous evening when he was there with Resident A, Relative A1 said did not know what I was talking about. Then Relative A1 said, "Brooke [Sorsen] came in [to Resident A's bedroom] and asked, 'What's she [Resident A] doing laying down?'" Relative A1 added, "She might have said a few other words, but that's just Brooke's approach to things." Relative A1 said, "I hate to put the hammer down on someone." When I spoke with Relative A1 later in the day in person, Relative A1 said that he could not say enough good about Administrator Jennia Woodcock and Assistant Administrator Jamie Blizzard. Relative A1 said that he did have concerns about how Resident A was treated by some of the staff, however. Relative A1 finally said that HM Brooke Sorsen had said some things to him, and he had heard her talking to other residents and staff. Relative A1 said, "I did ask myself how she acts when no one else is here or watching." Relative A1 declined to be any more specific.

On 1/2/20, DCW Dara Hagerman reported that she worked from 3PM 1/1/20 to 12AM 1/2/20 with DCW Shannon Mackety, and that she went to check on Resident A shortly after she punched the time clock at 3 PM. Ms. Hagerman said, "Shannon [Mackety] had gone out to her car to get something, so I put (Resident A's) bed flat, waiting for Shannon to get back to help pull her up in the bed." Ms. Hagerman said that Relative

A1 was in Resident A's bedroom at the time. Ms. Hagerman said, "While I had her down, I decided to check her brief. She'd had a BM and I didn't have gloves with me, so I left her with the bedrails up and the bed flat and went to get gloves and the peri-care stuff, out by the med [medication] cart." Ms. Hagerman said that when she turned around at the medication cart, HM Brooke Sorsen was walking in with Resident B. Ms. Hagerman said, "Then I could hear her yelling at (Relative A1), something about the bed being down, why would you do that, you're not supposed to move her." Ms. Hagerman said that Ms. Sorsen came out of Resident A's bedroom and told Ms. Hagerman that Resident A needed to be shifted in bed. Ms. Hagerman said she told Ms. Sorsen that she [Ms. Hagerman] was on her way to do that and was also going to change Resident A's brief. Ms. Hagerman reported that Ms. Sorsen then gave her a report on Resident B's hospital visit and left. Ms. Hagerman said, "Then (Relative A1) came out to me and said, 'Did you hear what she said to me? She came in yelling at me.' I said I'd heard part of it, and I told him I had told Brooke that I was the one who put (Resident A's) bed down." Ms. Hagerman said that this was not an isolated incident. Ms. Hagerman said, "She yelled at (Relative A1) once for trying to feed his wife, saying he wasn't supposed to do that."

On 1/2/20, DCW Shannon Mackety reported that she arrived for work on 1/1/20 at 3:05 PM. Ms. Mackety said that DCW Dara Hagerman told her HM Brooke Sorsen was not back yet from taking Resident B to the hospital. Ms. Mackety said, "I ran out to the car to get something and on my way back in, Brooke and (Resident B) were coming in. I asked if she needed help and she said no, and then said at least I could open the door for her." Ms. Mackety said that Ms. Sorsen and she followed Resident B into the building. Ms. Mackety said, "Brooke stopped to poke her head in (Resident A's) room and then turned and asked me why she was laying flat, and I said I didn't know, because (Resident A) had been sitting up when I walked out to the car." Ms. Mackety said that Ms. Sorsen walked back into the kitchen area looking around and then put down what she had in her hands. Ms. Mackety said, "Then Brooke walked back into (Resident A's) room and asked (Relative A1) in a very rude manner what he was doing laying her flat. She assumed (Relative A1) had done it." Ms. Mackety said that DCW Dara Hagerman came out of the laundry room at that moment, with the things she needed to change Resident A, and Ms. Sorsen started asking Ms. Hagerman why Relative A1 had laid the bed flat. Ms. Mackety said, "I heard Dara say she had put the bed down flat because she was going to change (Resident A) and had been waiting for me to help." Ms. Mackety said that she [Ms. Mackety] then got gloves and went into Resident A's bedroom. Ms. Mackety said that Relative A1 had left the room and was sitting out in his truck at this time. Ms. Mackety said that once Ms. Sorsen had left, Relative A1 came back into the building and said, "Did you hear what she [Brooke Sorsen] said to me? Yelling at me about laying my wife flat and didn't want to hear that you guys were the ones who did it." Ms. Mackety said, "Dara explained to him that she had told Brooke she laid the bed flat. She told him she didn't know why but Brooke had been upset when she came in the door [of the facility]." Ms. Mackety said she had heard Ms. Sorsen "getting after" Relative A1 on another occasion when he was feeding Resident A. Ms. Mackety said, "She went in with a stern tone of voice, saying there's a

reason we were feeding her the way we were. (Relative A1) said it was more like starving her.”

I received and reviewed a copy of Resident A’s *Progress Notes* completed by DCW Dara Hagerman for the 3P – 12A shift on 1/1-1/2/20. Ms. Hagerman noted that Resident A “had a terrible BM and was scrunched in bed at beginning of shift.” Ms. Hagerman reported that staff did get the resident cleaned and resituated in bed. Ms. Hagerman wrote, “(Relative A1) was pretty offended. When staff came in w/ PC [peri-care] stuff for (Resident A) he said management [HM Brooke Sorsen] was rude to him about staff laying (Resident A’s) bed down to be changed and cleaned up.”

On 1/2/19, HM Brooke Sorsen said, “I came back [from the hospital with Resident B] just before 4 and walked past (Resident A’s) room. I asked, ‘Why is she laying flat?’ with curiosity in my voice. I asked Dara [Hagerman] and she said they were getting ready to head into (Resident A’s) room.” Ms. Sorsen said Ms. Mackety was outside in her car at this time. Ms. Sorsen said she quickly filled Ms. Hagerman in on her trip to the ER with Resident B and then left. Ms. Sorsen said, “(Relative A1) didn’t seem upset about anything. On Tuesday [12/31/19] (Relative A1) told me what a great job I do taking care of (Resident A).”

Regarding an occasion when Relative A1 was attempting to feed Resident A and Ms. Sorsen objected, Ms. Sorsen said, “We feed (Resident A) the way hospice has told us to. We give her only small amounts. He was trying to feed her too much.” Ms. Sorsen said she was simply trying to make sure that Resident A was being fed properly. Ms. Sorsen said it was the staff’s job to feed Resident A, not something Relative A1 should have been doing.

On 1/2/20, during our exit conference at the end of the day of interviews, Licensee Designee Jennia Woodcock reported that she had terminated HM Brooke Sorsen’s employment at Country Place. Ms. Woodcock reported that Ms. Sorsen had worked in the facility several years before and had been terminated at that time for her manner with residents. Ms. Woodcock said, “When she reapplied, she said that a lot of the stress that was in her life previously was gone now, so I thought she deserved another chance.” Ms. Woodcock said Ms. Sorsen is efficient but does not work well with people apparently.

On 1/7/20, I received a phone call from Relative A1. Relative A1 said, “I just want to thank you for getting things resolved.” Relative A1 said that he felt bad that Ms. Sorsen lost her job but was relieved and felt that “all the rest of the staff here are top notch.” Relative A1 said he no longer had any concerns about the care his wife was receiving in the AFC home.

APPLICABLE RULE	
R 400.15201	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.
	(11) A licensee, direct care staff, and an administrator shall be willing to cooperate fully with a resident, the resident's family, a designated representative of the resident and the responsible agency.
ANALYSIS:	Home Manager Brooke Sorsen failed cooperate with Relative A1 when she “yelled” at him for lowering the head of Resident A’s bed and argued with him about feeding Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Home Manager Brooke Sorsen is generally disrespectful of residents.

INVESTIGATION:

DCW David Zimmerman reported that he works “quite often” with HM Brooke Sorsen. When asked about Ms. Sorsen’s interactions with residents, Mr. Zimmerman said, “She can be a little snippy.” When asked for an example, Mr. Zimmerman said that residents who smoke are on a schedule to smoke every hour. Mr. Zimmerman said the cigarettes and lighters are locked in the medication cart, so the residents have to ask for their cigarettes. Mr. Zimmerman said, “The residents will come to ask for their cigarettes, because they watch the time, but she’ll try to put them off for another half hour to an hour. She’ll tell them it’s not time yet, or she’ll say she’s busy with something else.” Mr. Zimmerman said he suggested that the cigarettes and lighters be locked in another cabinet so that the second staff on duty could take care of getting them for the residents, but the cigarettes and lighters remain in the medication cart. Mr. Zimmerman said, “She [Ms. Sorsen] just asked me why I had to question everything. She’s very controlling.”

DCW Dara Hagerman said that HM Brooke Sorsen is “ruthless” about residents’ cigarette schedule. Ms. Hagerman said, “She’ll repeatedly put them off, and is rude about it. She’ll tell them they have to wait even when she is not doing anything else.” Ms. Hagerman said that Ms. Sorsen is “gruff” with both residents and staff.

On 1/2/20, DCW Shannon Mackety said, “(Resident C) will ask for pop and Brooke will tell her it’s not there, but we found (Resident C’s) pop hidden in a drawer in the laundry room.” Ms. Mackety said, “Brooke just doesn’t like certain residents, especially (Resident C). She nitpicks things.”

On 1/2/20, DCW Shannon Mackety said that HM Brooke Sorsen “likes being antagonistic.” Ms. Mackety said, “Other staff can’t get into the med cart where the cigarettes are, because Brooke is always the med passer. Then she’ll make the residents wait for their cigarettes anywhere from a few minutes to an hour. Once she made them wait for a four-hour block.”

On 1/2/20, Resident E reported that he smokes cigarettes. Resident E said that Ms. Sorsen takes privileges away from residents. Resident E said, “I can understand that the distribution of drugs [medications] comes before cigarettes, but there are two people working. One could do the drugs [medications] and the other give us the cigarettes.” Resident E described Ms. Sorsen as “rude.”

On 1/2/20, Resident C said she has problems with HM Brooke Sorsen. Resident C said, “She thinks she’s being efficient, but she’s very rude.” Resident C said that Ms. Sorsen is “very abrupt.” Resident C said, “Her tone of voice is getting out of hand. It’s mean, especially the way she talks to some of the smokers, the guys.”

On 1/7/20, Relative C1 reported, “Brooke [Sorsen] told (Resident C) that she did not see her bra and underwear in the laundry and yelled at her to go change it while in the dining room in front of both male and female clients.”

On 1/2/20, HM Brooke Sorsen was asked if she is conscious of being short with people or rude. Ms. Sorsen said, “I have been short before if I’m asked a question and am on the run to do something else. But then I usually go back to the person and apologize if I was short and explain that I had to do something else first.” When asked about making residents wait for cigarettes, Ms. Sorsen said, “They are on a schedule and if they smoke more than that, then they run out of cigarettes before the end of the month. We tried putting the cigarettes in the [locked] food cabinet once, and that was a disaster, because other staff will just give in to the residents and then they run out.”

APPLICABLE RULE	
R 400.15304	Resident rights; licensee responsibilities.
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p style="padding-left: 40px;">(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>

ANALYSIS:	Home Manager Brooke Sorsen failed to treat residents with consideration and respect by being overly controlling about cigarette schedules and by discussing a resident's hygiene in front of others. According to statements from both residents and staff, Ms. Sorsen's language and tone in speaking to others is disrespectful.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: The home manager has taken things from the residents without permission.

INVESTIGATION:

On 1/2/20, DCW David Zimmerman reported that Resident C told him that she thought that AFC Licensing was at the AFC home to investigate the Brooke [Sorsen] took away some new clothes that Resident C had gotten for Christmas. Mr. Zimmerman said, "Brooke [Sorsen] supposedly said that they weren't (Resident C's) size so she didn't need them." Mr. Zimmerman said that Ms. Sorsen also is suspected of taking away a small book that belonged to Resident D. Mr. Zimmerman said, "It was a book that had her [Resident D's] husband's name in it, and we thought it was lost for about three weeks, but we found it in the laundry room yesterday on top of the freezer, where Brooke puts things."

DCW Dara Hagerman said, "A lot of the residents have come to me saying that Brooke [Sorsen] has gone through their rooms and taken stuff, clothes." Ms. Hagerman reported that Resident C had just returned from a home visit with her sister and brought back some jeans she bought. Ms. Hagerman said, "(Resident C) said she thought Brooke had taken them. She asked about one pair she had put in the laundry, and said she had no idea where the other four pair of jeans had gone." Ms. Hagerman said that she looked in the laundry room on the night of 1/1/20 and found a big garbage bag full of clothes near the bottle return bin. Ms. Hagerman said, "Under that big bag, there was a Walmart bag tied closed. (Resident C's) jeans were in there." Ms. Hagerman said that she put Resident C's initials in all of the jeans and gave them back to Resident C. Ms. Hagerman said, "When I left last night at 12 [midnight], they [the jeans] were on hangers in (Resident C's) closet." Ms. Hagerman reported that there was also a bag full of Resident F's socks on top of the refrigerator in the laundry room. Ms. Hagerman said she had no idea why the socks were not in Resident F's room, since they were marked with his initials. Ms. Hagerman said, "(Resident D's) book with her husband's name in it is also on top of the fridge. Brooke must have taken that, too." When asked how she knew it was Resident D's book, Ms. Hagerman said, "I opened the book and saw (Resident D's) name." When asked why she thought it was Ms. Sorsen who took the book, Ms. Hagerman said, "That's Brooke's stashing place, on top of the fridge."

On 1/2/20, HM Brooke Sorsen said that Resident D "has a planner that ended up in the med cart." Ms. Sorsen said, "She [Resident D] also has an address book with her

husband's phone number in it. She would sit with that book and just cry, so I contacted the guardian about setting the book aside to help with her being upset." Ms. Sorsen said she took the address book and put it on top of the refrigerator in the laundry room. Ms. Sorsen said, "I forgot it was up there. I had let the staff know. This was when (Resident D) first came." Ms. Sorsen said she was trying to help Resident D by taking the book away. Ms. Sorsen said that this helped keep Resident D from crying so often.

On 1/2/20, DCW Shannon Mackety said, "For a while, (Resident D) had an address book and kept saying that she had to call her husband. Then the book was gone, and we didn't know where." Ms. Mackety said that Resident D does have times when she cries. Ms. Mackety said, "Yesterday she was crying with her pillow, talking about her husband." Ms. Mackety said that Resident D has not improved since the book went missing.

During my onsite investigation on 1/2/20, I went into the laundry room and observed that there was a small book with other papers inserted into it on top of the refrigerator. The book was the "address book" belonging to Resident D as described by DCWs Mackety and Hagerman and HM Sorsen. The book contained Resident D's name identifying it as hers, and also contained Resident D's husband's name. I also observed a plastic grocery bag full of socks with Resident F's initials on them. I also observed a large garbage bag full of clothing near a box of returnable bottles.

On 1/2/20, Resident C said she has been "going in rounds" with HM Brooke Sorsen over her pants. Resident C said, "I got some new jeans – six pair. I went shopping over the holidays with my sister to a resale shop." Resident C said that she had put one pair of them in laundry to be washed but had not gotten them back. Resident C said, "Dara [Hagerman] helped me. We found my bag of jeans in the laundry room by the bottle returns [at the other end of the room from the washer and dryer], but they didn't appear to have been washed. I took them back. Then Brooke came into my room and took them again."

On 1/2/20, HM Brooke Sorsen was asked about Resident C's jeans. Ms. Sorsen said, "(Resident C's) new jeans were done in the laundry and we had them set aside. The new jeans were size 6 and she's currently wearing size 12. I wasn't trying to be mean but was under the impression that she's supposed to wear clothes that fit her." Ms. Sorsen said she told Resident C that they were going to set the new jeans aside for the time being. Ms. Sorsen said, "On Tuesday (12/31/19) when I washed them, I explained to her that because the size was so different, we needed to set them aside." Ms. Sorsen said, "The guardian had sent us a paper to go through (Resident C's) things and take out what didn't fit her." Ms. Sorsen said that she asked Assistant Administrator Jamie Blizzard what to do about them, and Ms. Blizzard told her to "put them up" until Ms. Blizzard contacted Resident C's guardian to find out what they should do with the jeans.

I received and reviewed a copy of a typed note from Guardian C1 dated 7/22/19. In the note, Guardian C1 gives permission for staff to go through Resident C's clothing and "get rid of clothing that is too small for."

On 1/2/20, Resident C told me she was wearing a pair of the jeans she had purchased that were labeled as size 6. From my observation, the jeans fit Resident C snugly, but they did fit.

On 1/2/20, Assistant Administrator Jamie Blizzard said that Ms. Sorsen did talk to her about Resident C bringing home some jeans that were too small for her. Ms. Blizzard said, "Brooke told me she would contact (Guardian C1) about it. I didn't tell her to do anything with them. I would have told her to wait for the guardian to verify what we should do." Ms. Blizzard said that if Resident C was able to wear the jeans, there was no reason to take them.

DCW Shannon Mackety reported that Resident C gave everyone little necklaces for Christmas. Ms. Mackety said, "I watched (Resident C) put them on everyone. The next day they were gone." Ms. Mackety said that Resident G told her he was hiding his, so he still had it. Ms. Mackety said that the next day, Brooke Sorsen said she had taken the necklaces because they were too tight. Ms. Mackety said, "She yelled at (Relative C1) about the necklaces. She wouldn't let (Resident C) or (Relative C1) redo them, either. She told them that the necklaces already belonged to the residents so they couldn't take them back."

In the course of another investigation, Relative C1 was interviewed by AFC Licensing Consultant Bridget Vermeesch. Relative C1 said that Resident C made bracelets or necklaces for all of the residents. According to Relative C1, Resident C told her that after the jewelry was handed to the residents, HM Brooke Sorsen took all of the jewelry away from the residents. Relative C1 reported that she approached Ms. Sorsen and inquired about the jewelry and Ms. Sorsen stated that she had taken the jewelry away because it was too small for people to wear around their necks and was a choking hazard. Relative C1 reported that she asked Ms. Sorsen for the jewelry so that she and Resident C could lengthen the necklaces so that they would be safe for the residents to wear and Ms. Sorenson stated that she could not give the jewelry to Resident C or Relative C1 because it now was the residents' property and said that the bracelets and necklaces were locked in the medicine cabinet.

On 1/2/20, Licensee Designee and Administrator Jennia Woodcock reported that Ms. Sorsen did tell her that she was worried about the necklaces. Ms. Woodcock said, "Brooke told me she thought (Resident H's) necklace was too tight, and that (Resident H) wouldn't know it was too tight. I didn't know about her taking them all." Ms. Woodcock said, "Apparently (Resident F) hid his in his pocket and (Resident G hid his under his shirt so she [Ms. Sorsen] couldn't take them."

On 1/2/20, Resident C said, "It's another argument to even get my curling iron." Resident C said that Ms. Sorsen always has some excuse why Resident C cannot use the curling iron.

On 1/13/20, Relative C1 reported, "Brooke took (Resident C's) curling iron as she thought (Resident C) was taking too long in the bathroom."

On 1/2/20, Home Manager Brooke Sorsen said, "(Resident C) hasn't asked to use her curling iron. If she wants to use it, she can do it in the bathroom. She hasn't asked me, and it hasn't been reported that she's asked anyone else." Ms. Sorsen said that she has asked Resident C if she wants to take the curling iron when goes with her sister, and Resident C declined.

I received and reviewed a copy of a typed note from Guardian C1 dated 7/22/19. In the note, Guardian C1 gives permission for restrict Resident C's use of her curling iron to times when staff is present and to use in the bathrooms only.

Licensee Designee and Administrator Jennia Woodcock said that the guardian placed restriction on Resident C's use of her curling iron after the device was found on the resident's bed while still plugged in. Ms. Woodcock said that she would assure that staff provide Resident C with the opportunity to use her curling iron with supervision.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights: (j) The right of reasonable access to and use of his or her personal clothing and belongings. (2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.

ANALYSIS:	While it appears that the restriction on Resident C's use of her curling iron is reasonable for safety concerns and with the permission of the guardian, the other instances of HM Brooke Sorsen removing residents' belongings are without documented cause. Resident C's new jeans did fit her, as I observed, and thus were not subject to the guardian's permitted removal of items that were too small. The removal of the jewelry from residents without their permission, and Ms. Sorsen's refusal to allow Resident C or Relative C1 to adjust the jewelry if it was, in fact, too small, is another instance of violation of the residents' rights to their belongings.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14307	Resident behavior interventions generally.
	(2) Interventions to address unacceptable behavior shall be specified in the written assessment plan and employed in accordance with that plan. Interventions to address unacceptable behavior shall also ensure that the safety, welfare, and rights of the resident are adequately protected. If a specialized intervention is needed to address the unique programmatic needs of a resident, the specialized intervention shall be developed in consultation with, or obtained from, professionals who are licensed or certified in that scope of practice.
ANALYSIS:	HM Brooke Sorsen reported that she took away Resident D's address book to prevent the resident from seeing her husband's name and getting upset to the point of crying. Ms. Sorsen reported that she did this after consultation with Resident D's guardian. This intervention was not mentioned in Resident D's <i>Assessment Plan for AFC Residents</i> and violated Resident D's right of reasonable access to her belongings.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 1/2/20, Resident E reported that HM Brooke Sorsen has restricted him from being able to take the bus to town on his own. Resident E said, “She [Ms. Sorsen] took my bus privileges away.” Resident E said that he has lived at the facility for two years and originally could carry his own cigarettes and lighter and could take the bus to town.

On 1/2/20, HM Brooke Sorsen said, “(Resident E’s) guardian decided he couldn’t take the bus to town anymore. The guardian told me this when she stopped letting him take his own spending money.”

On 1/2/20, DCW Dara Hagerman said that Resident E’s brother comes to take Resident E out occasionally. Ms. Hagerman reported that HM Brooke Sorsen told staff and Resident E that he may not take the bus by himself.

I received and reviewed a copy of a memo from Mid-Michigan Guardianship Services, Inc. (MMGS), dated January 30, 2019, addressed to “Country Place AFC Home.” The memo notes: “Until further notice (Resident E) cannot go into town by himself. He must be accompanied by a staff person from the AFC Home. Staff are available to take him to town at least once a week. (Resident E) will not be able to go into town without staff until he can demonstrate the ability to follow the house rules and make good decisions for himself.”

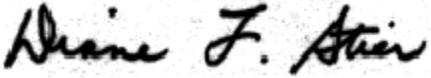
I received and reviewed a copy of Resident E’s written *Assessment Plan for AFC Residents*, completed by Assistant Administrator Jamie Blizzard on 2/11/19 and signed on 2/13/19 by Guardian E1 from MMGS and by Licensee Designee Jennia Woodcock. According to this document, Resident E “Moves Independently in Community.” No restrictions on Resident E’s use of the bus or other means to go into town alone is in the plan.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.

ANALYSIS:	While Resident E's guardian did issue a restriction on Resident E's ability to go into town without staff supervision, the resident's written assessment plan has no such restriction noted and was signed at a date after that of the original restriction. The licensee failed to provide supervision according to Resident E's written assessment plan when Resident E was prevented from moving independently in the community after 2/13/19.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

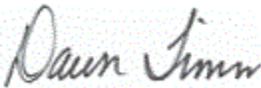


Diane L Stier
Licensing Consultant

January 17, 2020

Date

Approved By:



01/23/2020

Dawn N. Timm
Area Manager

Date