



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 16, 2021

Connie Clauson
Baruch SLS, Inc.
Suite 203
3196 Kraft Avenue SE
Grand Rapids, MI 49512

RE: License #: AL700289601
Investigation #: 2021A0583031
Georgetown Manor - West

Dear Mrs. Clauson:

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 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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script, appearing to read "Toya Zylstra".

Toya Zylstra, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 333-9702

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL700289601
Investigation #:	2021A0583031
Complaint Receipt Date:	05/25/2021
Investigation Initiation Date:	05/25/2021
Report Due Date:	06/24/2021
Licensee Name:	Baruch SLS, Inc.
Licensee Address:	Suite 203 3196 Kraft Avenue SE Grand Rapids, MI 49512
Licensee Telephone #:	(616) 285-0573
Administrator:	Marcus Ribant
Licensee Designee:	Connie Clauson
Name of Facility:	Georgetown Manor - West
Facility Address:	141 Port Sheldon Road Grandville, MI 49418
Facility Telephone #:	(616) 457-3050
Original Issuance Date:	02/21/2013
License Status:	REGULAR
Effective Date:	08/15/2019
Expiration Date:	08/14/2021
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED

II. ALLEGATION(S)

	Violation Established?
On 05/25/2021 the facility was understaffed.	Yes

III. METHODOLOGY

05/25/2021	Special Investigation Intake 2021A0583031
05/25/2021	Special Investigation Initiated - Telephone Staff Angela Adrianse
05/26/2021	Inspection Completed On-site Administrator Marcus Ribant, Resident A, Resident B, Resident C, Resident D
05/26/2021	Contact - Telephone call Staff Lydia Villegas
05/27/2021	Contact - Telephone call Staff Lydia Villegas
05/31/2021	Contact - Email Administrator Marcus Ribant
06/01/2021	Contact - Telephone call Staff Lydia Villegas
6/1/2021	Contact - Telephone call Staff Amy James
06/04/2021	Contact - Telephone call Staff Kathy Visser
06/04/2021	Contact - Telephone call Staff Peggy Bouwman
06/07/2021	Inspection Completed On-site Administrator Marcus Ribant, Community Navigator Katie Reimink, LARA Consultant Anthony Mullins
06/10/2021	Contact - Telephone call Staff Tim Houston
06/10/2021	Contact - Telephone call

	Staff Denise Balding
06/16/2021	Exit Conference Licensee Designee Connie Clauson

ALLEGATION: On 05/25/2021 the facility was understaffed.

INVESTIGATION: On 05/25/2021 I received complaint allegations from the BCAL online reporting system stating that on 05/25/2021 from 3:00 a.m. until 7:00 a.m. and 12:00 p.m. until 3:00 p.m. the facility was understaffed.

On 05/25/2021 I interviewed Staff Angela Adrianse via telephone. Ms. Adrianse stated that she is the facility staff “scheduler”. Ms. Adrianse stated on 05/24/2024 from 11:00 pm until 05/25/2021 at 7:00 am Staff Lydia Villegas worked as the only staff for Georgetown East (AL700289600) and Georgetown West (AL700289601), which are adjoining facilities with separate Adult Foster Care licenses. Ms. Adrianse stated that on 05/25/2021 she was scheduled to work at the facility from 7:00 am until 3:00 pm independently. Ms. Adrianse stated the facility provides care to nineteen residents. Ms. Adrianse stated she “pulled housekeeping” staff Peggy Bouwman to “work on the floor” providing direct care to residents from “7:00 am until noon”. Ms. Adrianse stated Ms. Bouwman is trained to provide direct care to residents. Ms. Adrianse stated Ms. Bouwman left the facility at noon leaving Ms. Adrianse to provide care independently to residents from “noon to 3:00 pm”.

On 05/26/2021 I completed an unannounced onsite inspection at the facility and privately interviewed Administrator Marcus Ribant, Resident A, Resident B, Resident C, and Resident D.

Mr. Ribant stated he had no knowledge of Staff Lydia Villegas working independently on 05/24/2024 from 11:00 pm until 05/25/2021 at 7:00 am at Georgetown East and Georgetown West. Mr. Ribant stated he was unaware of Ms. Adrianse working alone on 05/25/2021 from 7:00 am until 3:00 pm. Mr. Ribant stated that if Ms. Adrianse is the only scheduled direct care staff during first shift; she can “pull kitchen and activity staff” to provide direct care to residents because all staff are trained to do so. Mr. Ribant stated on 05/25/2021 there were eighteen residents residing at Georgetown East and eighteen residents residing at Georgetown West.

Resident A, Resident B, Resident C, and Resident D each stated they do not know how many staff worked at the facility on 05/24/2021 and 05/25/2021 third shift. Resident A, Resident B, Resident C, and Resident D each stated they do not know how many staff worked at the facility on 05/25/2021 first shift.

On 05/31/2021 I received an email from Administrator Marcus Ribant which included the names and contact information for staff that worked at the facility on 05/25/2021

from 7:00 am until 3:00 pm. I reviewed the email listed the following “West Kitchen Staff Denise Balding”, “Activity Staff Kathy Visser”, and “Housekeeping Staff Peggy Bouwman”.

On 06/01/2021 I interviewed Staff Lydia Villegas via telephone. Ms. Villegas stated she worked as the only staff at Georgetown East and Georgetown West on 05/25/2021 from 3:00 am until 7:00 am. Ms. Villegas stated Staff Timothy Houston worked independently at Georgetown East until 05/25/2021 at 3:00 am and then left Ms. Villegas to provide care independently at Georgetown East and Georgetown West simultaneously until 7:00 am. Ms. Villegas stated there were no “kitchen or housekeeping staff” at the facility while she worked independently from 3:00 am until 7:00 am at Georgetown East and Georgetown West.

On 06/04/2021 I interviewed staff Kathy Visser via telephone. Ms. Visser stated she is the “activity” staff scheduled for “multiple facilities”. Ms. Visser stated she is scheduled to “do activities” with residents at “multiple units” and is never scheduled for floor. Ms. Visser stated that on 05/25/2021 from 9:00 am until 4:00 pm she was scheduled to work on “multiple units” to “do activities”. Ms. Visser stated she is trained to direct care to residents as she “used to be an aide” but maintained that “it’s not my job” to provide direct care. Ms. Visser stated on 05/25/2021 she observed staff Angela Adrianse working alone first shift. Ms. Visser stated she was “never asked by anyone to fill in” as direct care staff and assist Ms. Adrianse with patient care. Ms. Visser stated she did however “help as best I could” by answering “call lights” for a short period of time. Ms. Visser stated she did not remember how long she helped Ms. Adrianse “answer call lights” on 05/25/2021.

On 06/04/2021 I interviewed staff Peggy Bouwman via telephone. Ms. Bouwman stated she works at the facility as “housekeeping” but is trained to provide resident care when requested. Ms. Bouwman stated on 05/25/2021 she was “pulled” from her housekeeping duties to provide resident care with staff Angela Adrianse. Ms. Bouwman stated she was “pulled” to work with Ms. Adrianse from 7:00 am until 12:00 pm. Ms. Bouwman stated when she left the facility at 12:00 pm “no-one helped” Ms. Adrianse “after I left”.

On 06/07/2021 I completed an unannounced onsite investigation at the facility and interviewed Administer Marcus Ribant. Community Navigator Katie Reimink and Adult Foster Care Licensing Consultant Anthony Mullins were present.

Administrator Marcus Ribant stated the facility’s electronic staff time system indicated Staff Lydia Villegas clocked into work at 05/24/2021 at 7:49 pm and clocked out of work on 05/25/2021 at 7:28 am. Mr. Ribant stated the electronic time system indicated Staff Tim Houston clocked into work on 05/24/2021 at 2:49 pm and clocked out of work on 05/25/2021 at 3:06 am. Mr. Ribant stated the electronic time system indicated “kitchen staff” Denise Balding was the next staff to clock into work on 05/25/2021 at 5:53 AM. Mr. Ribant stated the electronic system does not specify which facility the staff have clocked into.

On 06/10/2021 I interviewed Staff Tim Houston via telephone. Mr. Houston stated he worked at Georgetown East from 05/24/2021 at 2:49 pm until 05/25/2021 at 3:06 am. Mr. Houston stated he worked independently at the facility from 05/24/2021 at 11:00 pm until 05/25/2021 at 3:06 am when he left the facility. Mr. Houston stated Staff Lydia Villegas came to the facility to relieve Mr. Houston on 05/24/2021 at 3:00 am and the two staff “counted medications” together before Mr. Houston gave Ms. Villegas “the keys” and left the facility. Mr. Houston stated when he left the facility at 3:06 am Ms. Villegas was working independently.

On 06/10/2021 I interviewed staff Denise Balding via telephone. Ms. Balding stated she is employed as “kitchen staff”. Ms. Balding stated she is scheduled to work simultaneously as kitchen staff for Georgetown East and Georgetown West and she flows between the two facilities which are connected by a door. Ms. Balding stated she is trained to provide resident care. Ms. Balding stated she “helps out a lot” with resident care when requested but doesn’t remember assisting staff Angela Adrianse on 05/25/2021 from 12:00 pm until 3:00 pm. Ms. Balding stated she does know that she “never helped” Ms. Adrianse provide resident care “for three hours” on 05/25/2021.

On 06/16/2021 I completed an Exit Conference with Licensee Designee Connie Clauson via telephone. Ms. Clauson stated she would complete an acceptable Corrective Action Plan.

APPLICABLE RULE	
R 400.15206	Staffing requirements.
	(1) The ratio of direct care staff to residents shall be adequate as determined by the department, to carry out the responsibilities defined in the act and in these rules and shall not be less than 1 direct care staff to 15 residents during waking hours or less than 1 direct care staff member to 20 residents during normal sleeping hours.
ANALYSIS:	<p>On 05/25/2021 the facility milieu totaled eighteen residents.</p> <p>On 05/25/2021 staff Tim Houston departed Georgetown East at 3:06 am leaving staff Lydia Villegas alone to provide care to all of the residents at both of the facilities until 05:53 am.</p> <p>On 05/25/2021 Staff Angela Adrianse worked independently and provided care to facility residents from “noon to 3:00 pm”.</p> <p>There is a preponderance of evidence to substantiate repeat violation of R 400.15206 (1).</p>

CONCLUSION:	REPEAT VIOLATION ESTABLISHED 2020A0583023 6/29/20
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IV. RECOMMENDATION

Upon receipt of an acceptable Corrective Action Plan, I recommend the license remain unchanged.

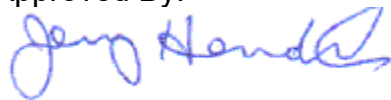


06/16/2021

Toya Zylstra
Licensing Consultant

Date

Approved By:



06/16/2021

Jerry Hendrick
Area Manager

Date