



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 19, 2021

Martha Rodriguez  
Regency Assisted Living LLC  
30700 Telegraph Road  
Bingham Farms, MI 48025

RE: License #: AL290408542  
Investigation #: 2021A1029025  
Regency Assisted Living

Dear Ms. Rodriguez:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 "Jennifer Browning".

Jennifer Browning, Licensing Consultant  
Bureau of Community and Health Systems  
[Browningj1@michigan.gov](mailto:Browningj1@michigan.gov)  
(989) 444-9614

Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL290408542
<b>Investigation #:</b>	2021A1029025
<b>Complaint Receipt Date:</b>	08/24/2021
<b>Investigation Initiation Date:</b>	08/25/2021
<b>Report Due Date:</b>	10/23/2021
<b>Licensee Name:</b>	Regency Assisted Living LLC
<b>Licensee Address:</b>	30700 Telegraph Road, Bingham Farms, MI 48025
<b>Licensee Telephone #:</b>	(313) 549-7708
<b>Administrator:</b>	Martha Rodriguez
<b>Licensee Designee:</b>	Martha Rodriguez
<b>Name of Facility:</b>	Regency Assisted Living
<b>Facility Address:</b>	211 West Wallace St, Ashley, MI 48806
<b>Facility Telephone #:</b>	(989) 847-2188
<b>Original Issuance Date:</b>	08/01/2021
<b>License Status:</b>	TEMPORARY
<b>Effective Date:</b>	08/01/2021
<b>Expiration Date:</b>	01/31/2022
<b>Capacity:</b>	16
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

ALLEGATION(S)

	<b>Violation Established?</b>
The dining room area ceiling has a leak in the corner of the room when it rains.	No
Regency Assisted Living has bricks crumbling off the side of the building.	No
The bathrooms are not clean and the resident toilets do not flush well.	No
The bedding was outdated and there were no hand or bath towels for the residents to use.	No
The medication room is in disarray with medication cups all over the room.	No

**II. METHODOLOGY**

08/24/2021	Special Investigation Intake 2021A1029025
08/24/2021	Contact - Telephone call made to complainant
08/25/2021	Special Investigation Initiated – Telephone from complainant
08/31/2021	Contact - Face to Face with direct care staff member, Susan Moore, and Howie Wherry at Regency Assisted Living. Did not go in due to COVID.
09/14/2021	Contact - Telephone call made to Martha Rodriguez
09/21/2021	Contact - Telephone call made to direct care staff member, Jason Edel, no answer
09/21/2021	Contact - Telephone call made to direct care staff member, Angela Blankenbaker
09/21/2021	Contact - Telephone call made to Guardian A1
09/22/2021	Contact - Face to Face with Resident B, Martha Rodriguez, and Howard Wherry at Regency Assisted Living.
09/22/2021	Contact - Telephone call made to Resident A

09/23/2021	Contact - Telephone call made to Jason direct care staff member, Edel
09/23/2021	Contact - Telephone call made to direct care staff member, Brenda Burtch
09/23/2021	Exit Conference with Martha Rodriguez

**ALLEGATION:**

- **The dining room area ceiling has a leak in the corner of the room when it rains.**
- **Regency Assisted Living has bricks crumbling off the side of the building.**
- **The bathrooms are not clean and the resident toilets do not flush well.**
- **The bedding was outdated and there were no hand or bath towels for the residents to use.**
- **The medication room is in disarray and there are medication cups all over the room.**

**INVESTIGATION:**

On August 24, 2021, a complaint was received to the BCHS online complaint system alleging various maintenance concerns at Regency Assisted Living. There were concerns about a leak in the dining room ceiling, bricks crumbling on the building, bathrooms needing cleaned, outdated bedding and towels, and the medication room being a mess.

On August 25, 2021, I interviewed Complainant who reported that while being in training she was told the residents could sit outside anywhere which Complainant found concerning given the crumbling bricks observed around the building. She observed a leak in the dining room but was not aware if the administration of the facility knew about the leak. Complainant reported there were very few linens for the residents including only a few towels and washcloths. Complainant denied reporting a resident bathroom did not work. Complainant described the medication room as being a “mess” because there were empty medication cups all over the room. She also believed there should always be two people passing medications at a time instead of one like she observed while she was employed.

On August 31, 2021, I interviewed direct care staff member Susan Moore in the parking lot of Regency Assisted Living. The facility recently had a staff member test positive for coronavirus so I did not enter the facility. Ms. Moore stated she has worked at the facility for thirteen years. They currently have thirteen residents. They are COVID testing once per day since a staff member within the facility tested positive for coronavirus. She denied there was any exterior issues with bricks crumbling on the

building. There was a leak in the past in the dining room, but Mr. Wherry has fixed this. Since the building is older, they do have older pipes and some of the bathrooms occasionally have plumbing issues resulting in the toilet backing up. Ms. Moore stated this is resolved by plunging the toilet but some work has also been done to widen the pipes. To her knowledge, the toilet that had the issue most recently was the employee bathroom. Ms. Moore stated all resident bathroom toilets flush well unless someone puts too much toilet paper in the toilet.

I interviewed Howard Wherry, who completes all the maintenance at Regency Assisted Living. He has worked at Regency Assisted Living for thirteen years. He stated the roof has some issues because it is a flat roof and he has to use seal-all in order to prevent further leaks. Mr. Wherry stated maintenance staff also have to go up on the flat roof and squeegee the water off of it when there is a heavy rain or a lot of snow. If too much water sits on the roof, then it will leak into the ceilings. Mr. Wherry stated at this time, all of the resident bathroom toilets are flushing. However, Mr. Wherry stated if there is a concern with a bathroom, direct care staff members will contact him so he can use a plunger or snake the drain. Mr. Wherry stated drainage was added around the buildings and work was done on the pipes to ensure the toilets work consistently. Mr. Wherry stated sometimes residents have collected several towels and/or washcloths in their rooms after not turning them in to be laundered by direct care staff members. Mr. Wherry stated when this happens, direct care staff members collect the towels from resident bedrooms. Mr. Wherry stated the AFC building was in decent condition for a building built in the 1960s. I was able to walk around the exterior of the building with Mr. Wherry and there were no bricks crumbling off the side of the building.

On September 14, 2021, I interviewed Regency Assisted Living licensee designee and administrator, Martha Rodriguez. She stated a former employee told some of the residents the building was not safe and was crumbling. Ms. Rodriguez stated the residents were panicked when they heard this, but she assured them that the building was not crumbling. Ms. Rodriguez stated there was a small leak in the dining room but it was fixed. Ms. Rodriguez stated she had not heard anything about the toilets not working. Ms. Rodriguez stated the facility has adequate bedding, towels, and linens in the home and resident linens are changed each time a resident showers which usually is three times per week. Ms. Rodriguez stated she has certain staff members that are trained to pass medications and the medication room is always organized.

On September 22, 2021, I interviewed Resident B at Regency Assisted Living. She has lived here for a couple of years. Resident B stated Mr. Wherry fixes everything that needs repairs. If he can't fix it right away, he will buy new parts and keep working on it. Sometimes things are a couple days to finish a project. Resident B stated there was a dining room leak that was patched up because she saw the ladder and the caulk supplies in the dining room. Resident B stated sometimes resident bathroom toilets get stopped up, but once plunged, the toilets are usually okay. Resident B stated she has never observed any bricks coming off the building and she goes outside often. She is able to go outside and sit wherever she wants, which she enjoys in the summer. Resident B stated she has enough sheets, pillowcases, bath towels, and hand towels

which she launders all of it herself. She has never noticed the medication room having cups all over it, but sometimes there are books and papers out on the desk.

While at Regency Assisted Living, I also interviewed licensee designee, Martha Rodriguez who stated there were no current maintenance concerns. Ms. Rodriguez stated she reminds residents when they have towels in their room because that is typically when they run out.

Mr. Wherry gave me a tour of the facility and there were no safety concerns present for the residents. I observed some caulk showing on the dining room ceiling where a visible leak was repaired. There was no water on the floor or water damage anywhere in the room. I observed the medication room to be neat and free of medication cups around the room. Resident medication was in a locked cabinet and the room was organized.

I observed multiple resident bathrooms which Mr. Wherry stated he cleans the bathrooms each day. I observed the resident facility linen closet to have plenty of bed linens and towels for the residents. The supply of bath towels was low because he stated they just went to retrieve them from the resident bedrooms. I was able to confirm they were doing laundry at the time of my visit, and Ms. Rodriguez sent a picture of a fully stocked shelf of towels by the end of the day.

On September 21, 2021, I interviewed Guardian A1. He has never observed any maintenance concerns with the building. The building is not new but he has never observed any safety concerns when he has visited a few times per year to see Resident A. He stated he has not observed any toilets overflowing or leaks in the building when he has been there.

On September 22, 2021, I interviewed Resident A. She stated that she did see that the ceiling leaking in the dining room because the building is older. She always had bedding, towels, washcloths to use that were clean. She noticed that there was a point that the toilets were not flushing well in the past because the pipes were old. She last observed these concerns around the beginning of September. They are fixed by Mr. Wherry when there is a concern.

On September 23, 2021, I interviewed direct care staff members Jason Edel and Brenda Burtch. On September 21, 2021, I interviewed direct care staff member, Angela Blankenbaker. None of the direct care staff member had concerns regarding maintenance or repairs not being done timely at Regency Assisted Living. They all shared similar concerns regarding flat roof and stated Mr. Wherry snakes the toilets and works on the drains when there are concerns. The building was built in the 1960's and the pipes sometimes cause the toilets to back up and there is a flat roof causing snow to build up causing leaks in the ceiling at times. Mr. Wherry has recently done some work to fix the drainage pipes. None of the direct care staff members interviewed has observed bricks to be crumbling. Mr. Edel stated sometimes they do run out of towels because the residents will keep them in the bedroom and they have to go around to get

them from the rooms and then the direct care staff member will wash the towels and restock the linen closet. Ms. Blankenbaker stated there are over 100 sheets in the linen closet and has never observed cups all over the medication room.

<b>APPLICABLE RULE</b>	
<b>R 400.15403</b>	<b>Maintenance of premises.</b>
	<b>(4) A roof, exterior walls, doors, skylights, and windows shall be weathertight and watertight and shall be kept in sound condition and good repair.</b>
<b>ANALYSIS:</b>	<p>Based on the onsite investigation and the interviews with Mr. Wherry, Ms. Rodriguez, Ms. Blankenbaker, Mr. Edel, and Ms. Burtch there is a lack of evidence that the building has bricks crumbling off the side of the facility.</p> <p>The facility has a flat roof and Mr. Wherry has to use a squeegee on the top of the building to get the water off the building but sometimes when there is a lot of rain or slow, the dining room ceiling will have a leak. When this happens, he is able to fix the problem in a timely manner. There is no indication that the leaks have ever caused a safety concern for the residents.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.15403</b>	<b>Maintenance of premises.</b>
	<b>(6) All plumbing fixtures and water and waste pipes shall be properly installed and maintained in good working condition. Each water heater shall be equipped with a thermostatic temperature control and a pressure relief valve, both of which shall be in good working condition.</b>
<b>ANALYSIS:</b>	<p>Based on the onsite investigation and the interviews with Mr. Wherry, Ms. Rodriguez, Ms. Blankenbaker, Mr. Edel, and Ms. Burtch there is a lack of evidence the resident toilets are not working correctly. It appears the last bathroom that had an issue with the toilet overflowing was the employee bathroom and this was fixed in a timely manner. Mr. Wherry stated he has completed work on widening the pipes and expanding drains around the building to help alleviate further issues.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.15403</b>	<b>Maintenance of premises.</b>
	<b>(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.</b>
<b>ANALYSIS:</b>	<p>Based on my observations at the onsite investigation and interviews with Mr. Wherry, Ms. Moore, Ms. Hernandez, Resident A, and Resident B there is lack of evidence to indicate the resident bathrooms or medication room was not maintained in a way to present a comfortable, clean, and orderly appearance.</p> <p>Mr. Wherry stated that he cleans the bathrooms daily for each resident and the employees.</p> <p>Observation of the medication room showed a large office with a medication cart that was also clean and orderly. There were no medication cups lying around the room.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.15411</b>	<b>Linens.</b>
	<p><b>(1) A licensee shall provide clean bedding that is in good condition. The bedding shall include 2 sheets, a pillow case, a minimum of 1 blanket, and a bedspread for each bed. Bed linens shall be changed and laundered at least once a week or more often if soiled.</b></p> <p><b>(3) A licensee shall provide bath towels and washcloths. Towels and washcloths shall be changed and laundered not less than twice weekly or more often if soiled.</b></p>



<b>ANALYSIS:</b>	Regency Assisted Living residents were provided clean bedding that is in good condition. Resident bedrooms that were observed had adequate bedding on the bed including two sheets, a pillow, and a blanket. The residents do their own laundry in the facility and wash their bedding unless assistance from a direct care staff member is needed. There is a linen closet with extra sheet sets and blankets that is more than adequate for the size of the facility.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

### III. RECOMMENDATION

I recommend no change in the license status.

*Jennifer Browning*

Jennifer Browning  
Licensing Consultant

9/27/2021

Date

Approved By:

*Dawn Timm*

10/19/2021

Dawn N. Timm  
Area Manager

Date