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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 21, 2021

Deborah Daly
Summertree Residential Centers, Inc.
210 N Lake Street
Boyer City, MI 49712

RE: License #: AS280069661
Investigation #: 2021A0230040
Elmwood AFC

Dear Ms. Daly:

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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Rhonda Richards".

Rhonda Richards, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4942

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS280069661
Investigation #:	2021A0230040
Complaint Receipt Date:	09/22/2021
Investigation Initiation Date:	09/23/2021
Report Due Date:	11/21/2021
Licensee Name:	Summertree Residential Centers, Inc.
Licensee Address:	210 N Lake Street, Boyne City, MI 49712
Licensee Telephone #:	(231) 582-2225
Administrator:	Deborah Daly
Licensee Designee:	Deborah Daly
Name of Facility:	Elmwood AFC
Facility Address:	5861 Tilton Road, Traverse City, MI 49684
Facility Telephone #:	(231) 946-7939
Original Issuance Date:	02/21/1996
License Status:	REGULAR
Effective Date:	03/11/2021
Expiration Date:	03/10/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Staff member Trisha Roark has been verbally abusive to Resident A and B and making degrading comments such as saying they have no brains and behave like dogs.	Yes

III. METHODOLOGY

09/22/2021	Special Investigation Intake 2021A0230040
09/23/2021	Special Investigation Initiated - On Site Interview with staff members Mary Lautner and Sue Randall and Residents A, B, C and D
09/28/2021	Contact - Telephone call made Staff member Trisha Roark
10/04/2021	Contact - Telephone call made Resident A's Guardian/Mother
10/20/2021	Exit Conference With Licensee Designee Deb Daly

ALLEGATION: Staff member Trisha Roark has been verbally abusive to Residents A and B and making degrading comments such as saying they have no brains and behave like dogs.

INVESTIGATION: On 09/23/2021, I conducted an unannounced on-site investigation at the facility. While there, I interviewed staff members Mary Lautner and Sue Randall as well as Residents A, B, C and D regarding the above allegation.

Staff member Mary Lautner told me that on 09/18/2021, while Resident A was on her I-Pad speaking with her mother, staff member Trisha Roark made a comment to Resident A "Well, you didn't have many brains to begin with." Ms. Lautner noted that Resident A's mother became silent and suddenly Ms. Roark apologized and stated she was sorry and was only joking. Later on, the same day Ms. Lautner noted Resident B began to wheel himself in his wheelchair toward his room as he had to urinate. He did not make it in time and accidentally urinated on himself. When Ms. Roark discovered this, she yelled at Resident B and said "You know who pees on the floor? Dogs do that!" She then stated to Ms. Lautner "I think he did it on

purpose.” Ms. Lautner then went on to assist in cleaning up Resident B and reassured him that he had not done anything wrong.

Ms. Randall stated she had observed Ms. Roark treat residents disrespectfully with her tone of voice and rolling her eyes. Ms. Randall stated she also tries to scare Resident C as he startles easily, and she thinks that is funny to startle him. Ms. Randall stated she has had to speak to Ms. Roark about this behavior.

Resident A did not speak in detail at the time of my inspection but was able to confirm that Ms. Roark had made a comment about her “not having any brains.”

Resident B stated that he had “an accident” He stated that he did not like Ms. Roark because “She came in and called me a dog. She said dogs pee on the floor.”

Regarding Ms. Roark, Resident C stated” I don’t like how she is every night with (Resident B). She is rude and talks over him and down to him. She tries to scare me and it’s not funny. She comes around the corner and thinks it’s funny. I don’t like it.”

Resident D stated that Ms. Roark upsets her because she swears and “uses the F word all the time”

09/28/2021 I interviewed staff member Trisha Roark. She told me that she had quit her job and walked out of the facility during her shift on 09/25/2021 because she “couldn’t take it anymore and everyone was treating me so bad.” She denied that she treated residents in a rude manner or swore at them. She acknowledged that she told Resident A she did not have any brains but stated she quickly apologized as she knew that was wrong. She denied that she had said anything toward Resident A referencing him urinating or behaving like a dog.

On 10/04/2021 I spoke with Resident A’s mother who confirmed that she heard Ms. Roark state that Resident A “Didn’t have any brains” while she was speaking with her daughter on her I-Pad.

On 10/20/2021, I conducted an exit conference with Licensee Designee Deb Daly and reviewed the findings of the investigation. She had no additional questions and stated she was relieved that Ms. Roark no longer worked for the Summertree Corporation. Ms. Roark’s employment was officially terminated by the company.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.

ANALYSIS:	<p>Residents were not treated with dignity as four residents all described some form of disrespect on the part of staff member Trisha Roark. Staff member Mary Lautner directly witnessed Ms. Roark state Resident A did not have any brains as did Resident A's mother. Ms. Roark also acknowledged that she made this statement.</p> <p>Staff member Mary Lautner observed Ms. Roark yell at Resident B referencing him "peeing on the floor like a dog" after he accidentally urinated on himself and the floor. Resident B confirmed Ms. Roark made this statement.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan I recommend the status of this license remain unchanged.

Rhonda Richards

10/21/2021

Rhonda Richards
Licensing Consultant

Date

Approved By:

Jerry Hendrick

10/21/2021

Jerry Hendrick
Area Manager

Date