



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 24, 2022

Michael Crosby
Country Easy Living, LLC
5478 210th Ave.
Reed City, MI 49677

RE: License #: AM670280009
Investigation #: 2022A0870019
Country Easy Living

Dear Mr. Crosby:

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 dark ink, appearing to read "Bruce A. Messer".

Bruce A. Messer, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4939

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM670280009
Investigation #:	2022A0870019
Complaint Receipt Date:	03/10/2022
Investigation Initiation Date:	03/10/2022
Report Due Date:	05/09/2022
Licensee Name:	Country Easy Living, LLC
Licensee Address:	1030 Cotey St. Cadillac, MI 49601
Licensee Telephone #:	(231) 920-9003
Administrator:	Michael Crosby
Licensee Designee:	Michael Crosby
Name of Facility:	Country Easy Living
Facility Address:	5478 210th Avenue Reed City, MI 49677
Facility Telephone #:	(231) 465-4020
Original Issuance Date:	03/17/2006
License Status:	REGULAR
Effective Date:	10/30/2020
Expiration Date:	10/29/2022
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL DEVELOPMENTALLY DISABLED, AGED

II. ALLEGATION(S)

	Violation Established?
The homeowners, Mike Crosby and Teresa Perry, degrade and verbally abuse Resident A.	No
Staff hung a pully used for physical therapy over Resident A's light fixture.	Yes
Resident A's bedroom had an overwhelming smell of urine, and the base board heat register is severely damaged.	No
Resident A's mattress is very worn and has a hole in it from urine soaking into it.	Yes

III. METHODOLOGY

03/10/2022	Special Investigation Intake 2022A0870019
03/10/2022	Special Investigation Initiated - Telephone Telephone interview with Resident A's guardian, Jessica Spalo.
03/10/2022	Contact – Telephone call made Referral to Jane Gilmore, Office of Recipient Rights for Community Mental Health for Central Michigan.
03/15/2022	Inspection Completed On-site Interviews conducted with Licensee Designee Mike Crosby, Resident A and other facility residents.
03/15/2022	Inspection Completed-BCAL Sub. Compliance
03/15/2022	Exit Conference Completed with Licensee Designee Mike Crosby.

ALLEGATION: The homeowners, Mike Crosby and Teresa Perry, degrade and verbally abuse Resident A.

INVESTIGATION: On March 10, 2022, I made a referral to the Office of Recipient Rights at Community Mental Health for Central Michigan. I spoke with Jane Gilmore and provided her with the above stated allegation. Ms. Gilmore stated she would accompany me during my on-site investigation.

On March 10, 2022, I conducted a telephone interview with Jessica Spalo. Ms. Spalo stated she is the court appointed guardian for Resident A. Ms. Spalo relayed that she has been informed by Resident A that Licensee Designee Mike Crosby and staff member Teresa Perry have stated to her that she is “too big” and needs to “stop eating.” She also relayed that Resident A has been teased that she “has critters in her hair” when she recently had head lice, and that “CMH isn’t paying enough.” Ms. Spalo stated that Resident A does not eat at the table because she is afraid of being teased by staff and other facility residents.

On March 15, 2022, I conducted an unannounced on-site special investigation at the Country Easy Living AFC home. I met with Licensee Designee Mike Crosby and staff Teresa Perry. I informed them of the above allegation. Accompanying me was Ms. Gilmore from CMHCM Office of Recipient Rights (ORR). Mr. Crosby and Ms. Perry denied speaking to Resident A in a degrading or abusive manner.

On March 15, 2022, I conducted a private interview with Resident A, accompanied by Ms. Gilmore. We met in Resident A’s bedroom at the facility. Resident A stated she does not feel that she is talked to in a way that is “bad” or belittling.” She stated she “has no problem” with how Mr. Crosby, Ms. Perry or any other staff speak to her. Resident A noted that “they are very patient with me” and “they really are good to me.”

On March 15, 2022, I conducted sperate interviews, in private, with Resident B, C and D. Each reported that Mr. Crosby, Ms. Perry and other staff are “nice”, “kind”, “not rude at all”, and “don’t talk bad.”

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	<p>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</p> <ul style="list-style-type: none"> (f) Subject a resident to any of the following: <ul style="list-style-type: none"> (i) Mental or emotional cruelty. (ii) Verbal abuse. (iii) Derogatory remarks about the resident or members of his or her family. (iv) Threats.
ANALYSIS:	<p>Mr. Crosby and Ms. Perry deny speaking to Resident A in a degrading or abusive manner.</p> <p>Resident A stated she does not feel that she is talked to in a way that is “bad” or belittling.”</p>

	Residents B, C and D all state that staff are nice, kind, not rude and don't talk "bad." There is no information that indicates that facility staff are subjecting Resident A to mental or emotional cruelty, verbal abuse, derogatory, remarks or threats.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Staff hung a pully used for physical therapy over Resident A's light fixture.

INVESTIGATION: Upon entry to Resident A's bedroom, I observed a rope pully device hanging from the light fixture. Mr. Crosby stated this was used by Resident A for physical therapy. He noted he was unaware it was hanging from the light fixture, agreed with me that this was potentially a safety or fire hazard, and immediately removed it from the fixture. Mr. Crosby later informed staff not to place this device on the light fixture.

APPLICABLE RULE	
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.
ANALYSIS:	A rope pully device used by Resident A was observed to be affixed, hanging, from a light fixture in Resident A's bedroom. This is considered a safety and/or fire hazard.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Resident A's bedroom had an overwhelming smell of urine, and the base board heat register is severely damaged.

INVESTIGATION: Upon entry to Resident A's bedroom, I did not note any urine or foul odor. I observed a bottle of cleaning and odor spray on Resident A's dresser. Her bedding had been removed from the mattress prior to my arrival on this day and was being laundered.

Resident A stated that she has urinary incontinence and often wets her bedding. She stated that facility staff "regularly change my bed" and she feels that they "are doing a wonderful job."

I observed the heat register in Resident A's bedroom. I noted that it appears slightly damaged/dented with some paint chips and scratches. It is noted Resident A uses a power wheelchair and states she bumps into it occasionally. I do not feel that the current condition of the heat register poses a hazard to Resident A. I suggested to Mr. Crosby that he replace the register cover prior to the license renewal inspection, scheduled for this coming October.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	Housekeeping standards do present a comfortable, clean and orderly appearance.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Resident A's mattress is very worn and has a hole in it from urine soaking into it.

INVESTIGATION: Mr. Crosby informed me that Resident A has a hospital bed with a medical grade mattress, which is paid for by her Medicaid insurance. He stated that she is eligible for a new mattress on a yearly basis but "it's been a couple years" since she had a new mattress. He noted that Resident A is incontinent of urine and often "soaks" through to the mattress. During the investigation Mr. Crosby telephoned medical supplier "CareLink" to initiate the order of a new mattress. He informed me that Carelink stated Resident A is eligible for a new mattress and they will contact her physician for an order.

I did observe Resident A's mattress. It appears to be at the end of its usefulness, has tears and a hole.

APPLICABLE RULE	
R 400.14410	Bedroom furnishings.
	(5) A licensee shall provide a resident with a bed that is not less than 36 inches wide and not less than 72 inches long. The foundation shall be clean, in good condition, and provide adequate support. The mattress shall be clean, comfortable, in good condition, well protected, and not less than 5 inches thick or 4 inches thick if made of synthetic materials. The use of a water bed is not prohibited by this rule.

ANALYSIS:	Resident A's mattress has tears and a hole. It is not in good condition.
CONCLUSION:	VIOLATION ESTABLISHED

On March 15, 2022, I conducted an exit conference with Licensee Designee Mike Crosby. I explained my findings as noted above. Mr. Crosby stated he understood and would submit a corrective action to address the areas of noncompliance. He did remove the pully device from Resident A's light fixture during the on-site investigation and also initiated contact with his medical supplier regarding Resident A's mattress replacement.

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remain unchanged.

March 24, 2022

Bruce A. Messer
Licensing Consultant

Date

Approved By:

March 24, 2022

Jerry Hendrick
Area Manager

Date