



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 2, 2022

Pamala Schmitt
Aspen Assisted Living LLC
32408 W Seven Mile Rd
Livonia, MI 48152

RE: License #: AL820398863
Investigation #: 2022A0119037
Aspen Assisted Living LLC

Dear Ms. Schmitt:

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 (313) 456-0380.

Sincerely,

A handwritten signature in black ink that reads "Shatonla Daniel". The signature is written in a cursive, flowing style.

Shatonla Daniel, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 919-3003

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL820398863
Investigation #:	2022A0119037
Complaint Receipt Date:	05/03/2022
Investigation Initiation Date:	05/03/2022
Report Due Date:	07/02/2022
Licensee Name:	Aspen Assisted Living LLC
Licensee Address:	32408 W Seven Mile Rd Livonia, MI 48152
Licensee Telephone #:	(248) 987-4460
Administrator:	Pamala Schmitt
Licensee Designee:	Pamala Schmitt
Name of Facility:	Aspen Assisted Living LLC
Facility Address:	32408 Seven Mile Rd Livonia, MI 48152
Facility Telephone #:	(248) 987-4460
Original Issuance Date:	03/08/2021
License Status:	REGULAR
Effective Date:	09/08/2021
Expiration Date:	09/07/2023
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
There are bedbugs in the facility.	No
Only one staff member in the facility taking care of the residents.	Yes
Additional Findings	Yes

III. METHODOLOGY

05/03/2022	Special Investigation Intake 2022A0119037
05/03/2022	Special Investigation Initiated - Telephone Licensee Designee/ Administrator- Pamala Schmitt and complainant
05/03/2022	APS Referral Made
05/03/2022	Contact - Document Received Extermination reports
06/14/2022	Contact - Telephone call made Resident A's guardian
06/17/2022	Contact - Telephone call made Resident B's guardian
06/22/2022	Inspection Completed On-site Licensee Designee- Pamala Schmitt
07/06/2022	Contact - Telephone call made Residents C, D, E guardians
07/26/2022	Exit Conference Licensee Designee- Pamala Schmitt

ALLEGATION:

There are bedbugs in the facility.

INVESTIGATION:

On 05/03/2022, I telephoned and interviewed the complainant and Licensee Designee/ Administrator – Pamala Schmitt regarding the above allegations. The complainant stated staff was calling off because of the bed bugs in the facility. The complainant stated she observed bed bugs on all of the couches and on residents.

Ms. Schmitt stated the facility did have bed bugs and was treated for bed bugs on 04/26/2022. Ms. Schmitt stated she was informed about the bed bugs by the weekend staff on 04/23/2022 and the earliest Eradico extermination service could come to the facility was on a Tuesday, 04/26/2022. She stated Eradico treated three areas in the facility including the living room. She stated Eradico has returned on 05/03/2022 and completed a walk through with maintenance staff to ensure the facility had been properly treated and had no signs of bed bugs.

On 05/03/2022, I received extermination documentation from Ms. Schmitt that shows Eradico coming to the facility on 04/26/2022 and 05/02/2022. These inspection reports indicated there was no live activity at the time of service on both days.

On 06/14/2022, I telephoned and interviewed Resident A’s guardian regarding the above allegations. She stated she was made aware of the bed bugs in the facility because her mother’s rooms was treated by the exterminator.

On 06/17/2022, I telephoned and interviewed Resident B’s guardian regarding the above allegations. Resident B’s guardian stated she has had a great experience with the facility and visits with her mother frequently. Resident B’s guardian stated she has no knowledge of bed bugs.

On 07/06/2022, I telephoned and interviewed Residents C- E guardians regarding the above allegations. Residents C- E guardians stated they have no knowledge of the facility having bed bugs.

APPLICABLE RULE	
R 400.15401	Environmental health.
	(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents.

ANALYSIS:	<p>Ms. Schmitt stated the facility did have bed bugs and was treated for bed bugs on 04/26/2022 and 05/03/2022. She stated Eradico treated three areas in the facility including the living room.</p> <p>I received extermination documentation from Ms. Schmitt that shows Eradico coming to the facility on 04/26/2022 and 05/02/2022. These inspection reports indicated there was no live activity at the time of service on both days.</p> <p>Resident A's guardian stated she was made aware of the bed bugs in the facility because her mother's rooms was treated by the exterminator.</p> <p>Residents B- E's guardians stated they have no knowledge of the facility having bed bugs.</p> <p>Therefore, the facility had a pest control program maintained as necessary in order to continually protects the health of residents.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Only one staff member in the facility taking care of the residents.

INVESTIGATION:

On 05/03/2022, I telephoned and interviewed the complainant regarding the above allegations. The complainant stated she worked alone in this facility six times in which time she was responsible for the medication cart and resident care. The complainant stated even though Pamala Schmitt, Linda Jaroos, and Brittney McCaffee are working during the day shift, they barely assisted in resident care. The complainant stated it is impossible to take care of the resident needs with only one staff working.

On 06/14/2022, I telephoned and interviewed Resident A's guardian regarding the above allegations. Resident A's guardian stated she has observed only one staff working caring for residents during her visits.

On 06/17/2022, I telephoned and interviewed Resident B's guardian regarding the above allegations. Resident B's guardian stated she has had a great experience with the facility and visits with her mother frequently. Resident B's guardian stated

she enters the facility unannounced regularly and is unable to say whether or not there is only one staff working.

On 06/22/2022, I completed an onsite inspection and interviewed Staff- Angel McGee, and Business coordinator- Linda Jaroos regarding the above allegations.

Ms. McGee stated there is not always two staff working in the facility. She stated when the facility is short staffed, the outside staffing agency- PRN is called to in to assist with resident care. Ms. McGee stated Ms. Schmitt and Ms. Jaroos help the direct care staff as much as they can and still do their jobs.

Ms. Jaroos stated she has worked on the weekends when the facility is short staff. Ms. Jaroos stated there has been times when there has only been one staff working but it has been infrequent.

On 06/22/2022, I reviewed residents written assessment plans and staff schedules for March and April 2022. According to Residents A, C- K's written assessment plans were reviewed and it indicates all of these residents were incontinent briefs and require staff assistance with toileting. In addition, Residents A and H are fall risks.

On 07/06/2022, I telephoned and interviewed Residents C- E guardians regarding the above allegations. Resident C- E guardians stated they have observed two staff working in the facility.

APPLICABLE RULE	
R 400.15206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.

ANALYSIS:	<p>Resident A's guardian stated she has observed only one staff working caring for residents during her visits.</p> <p>According to 11 written assessment plans, Residents A, C- K's indicates all of these residents were incontinent briefs and require staff assistance with toileting. In addition, Residents A and H are fall risks.</p> <p>Ms. McGee stated there is not always two staff working in the facility. She stated when the facility is short staffed, the outside staffing agency- PRN is called to in to assist with resident care.</p> <p>Ms. Jaroos stated she has worked on the weekends when the facility is short staff. Ms. Jaroos stated there has been times when there has only been one staff working but it has been infrequent.</p> <p>Therefore, the residents did not always have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's assessment plan.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 06/22/2022, I completed an onsite inspection and interviewed Licensee Designee/ Administrator- Pamala Schmitt. Ms. Schmitt stated she uses an outside staffing company named PRN for purposes of ensuring the facility has appropriate staffing. She stated she uses these trained Certified Nurses Assistants and Licensed Practical Nurses on an as needed basis. Ms. Schmitt stated these staff only do resident care, light housekeeping, and clean tables. Ms. Schmitt stated they do not pass medications and do not cook. Ms. Schmitt stated she has no knowledge if these staff received direct care worker training. Ms. Schmitt stated she did not have an employee file as they are contracted staff from an outside agency. Ms. Schmitt stated these staff have been fingerprinted.

According to staff schedules for month of March 2022, there were 12 times the facility used employees from PRN and only one staff on midnights for the entire month. For the month of April 2022, there were seven times the facility used employees from PRN.

APPLICABLE RULE	
R 400.14208	Direct care staff and employee records.
	<p>(1) A licensee shall maintain a record for each employee. The record shall contain all of the following employee information:</p> <ul style="list-style-type: none"> (e) Verification of training. (f) Verification of reference checks. (h) Medical information, as required. (i) Required verification of the receipt of personnel policies and job descriptions.
ANALYSIS:	<p>Licensee Designee/ Administrator- Pamala Schmitt. Ms. Schmitt stated she uses an outside staffing company named PRN for purposes of ensuring the facility has appropriate staffing. She stated she uses these trained Certified Nurses Assistants and Licensed Practical Nurses on an as needed basis. Ms. Schmitt stated she has no knowledge if these staff received direct care worker training. Ms. Schmitt stated she did not have verification of training, verification of reference checks, medical information, as required, required verification of the receipt of personnel policies and job descriptions as they are contracted staff from an outside agency.</p> <p>According to staff schedules for the month of March 2022, there were 12 times the facility used employees from PRN and only one staff on midnights for the entire month. For the month of April 2022, there were seven times the facility used employees from PRN.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon an acceptable corrective action plan, I recommend that the status of the license remains the same.



07/28/2022

Shatonla Daniel
Licensing Consultant

Date

Approved By:



08/02/2022

Ardra Hunter
Area Manager

Date