



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 15, 2022

Suzanne Lange
5065 S. Schwass Road
Scottville, MI 49454

RE: License #: AS530311141
Investigation #: 2023A0230013
Country Care AFC

Dear Ms. Lange:

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 #:	AS530311141
Investigation #:	2023A0230013
Complaint Receipt Date:	12/07/2022
Investigation Initiation Date:	12/08/2022
Report Due Date:	02/05/2023
Licensee Name:	Suzanne Lange
Licensee Address:	5065 S. Schwass Road Scottville, MI 49454
Licensee Telephone #:	(231) 233-0050
Name of Facility:	Country Care AFC
Facility Address:	5065 S. Schwass Road Scottville, MI 49454
Facility Telephone #:	(231) 233-0050
Original Issuance Date:	08/09/2011
License Status:	REGULAR
Effective Date:	02/09/2022
Expiration Date:	02/08/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A and Resident B are without heat in their bedrooms.	Yes

III. METHODOLOGY

12/07/2022	Special Investigation Intake 2023A0230013
12/07/2022	APS referral
12/08/2022	Special Investigation Initiated - On Site Interview with staff member Thressa Steffes, Resident A, B, C & D
12/08/2022	Contact - Telephone call made Interview Licensee Suzanne Lange
12/12/2022	Contact - Telephone call made Interview staff member Chris Cutler-Reviewed photos via text
12/14/2022	Inspection Completed On-site Interview staff member Thressa Steffes
12/14/2022	Exit Conference With Licensee Suzanne Lange

ALLEGATION: Resident A and Resident B are without heat in their bedrooms.

INVESTIGATION: On 12/08/2022, I conducted an on-site investigation at the facility and spoke with staff member Thressa Steffes and Residents A, B, C and D. Upon arrival at the facility, I observed Ms. Steffes wrapped up in a blanket in the living room on the couch. Several residents were sitting in the room with her watching television. Ms. Steffes stated it was cold in the facility.

Ms. Steffes and I walked through the facility and observed residents' bedrooms. I observed five resident bedrooms upstairs with thermometers which read 60 degrees, 62 degrees, 70 degrees, 68 degrees, and 68 degrees. The two downstairs rooms which belonged to Resident A and Resident B did not have thermometers, but the temperature was noticeably cold.

Resident A stated he felt cold in his room. Resident B stated she was "freezing". She also added that she did not wish to open her door to take in heat from the living areas because she did not want the house cats in her room.

Residents C and D stated they layered clothing a bit to stay warm in their rooms but overall, they were not bothered by the temperature.

Ms. Steffes explained to me that there are no heating ducts in the bedrooms. The upstairs bedrooms are warmer because they have some smaller holes drilled in the stairway to have the heat flow up.

I contacted Licensee Suzanne Lange by telephone as she is out of state. She stated that when she left the weather was warm and she had the thermostat set at 64 degrees. She contacted Ms. Steffes and told her to turn it up to 75 degrees. She stated only she and Ms. Steffes have keys to the thermostat to be able to turn it up or down.

On 12/12/2022 I contacted staff member Chris Cutler and had him take photos of the thermometers and send them to me. He did this immediately. It was evident that the temperatures had risen by the new numbers which were now 72 degrees, 72 degrees, 68 degrees, 70 degrees, and 70 degrees. Resident A's room was only registering at 62 degrees and Resident B's room was now 68 degrees. I also observed a photo of the main thermostat which was set at 75 degrees but only reading 70 degrees.

On 12/14/2022, I conducted an exit conference with Ms. Lange and reviewed the findings of the investigation. She agreed that all residents should be able to have their door shut and still have the temperature of 68 to 72 degrees. She stated she would have staff turn up the heat again and she will have them purchase more thermometers so that each resident bedroom is supplied with one. Ms. Lange will provide a plan of correction.

On 12/14/2022, I conducted an on-site inspection at the facility as I was there on another matter. I observed the thermometers once again. The main thermometer was now set to 80 degrees and was reading 73 degrees. Residents' bedroom temperatures continued to rise and were within acceptable levels with the exception of Resident A still only getting up to 65 degrees.

APPLICABLE RULE	
R 400.14406	Room temperature.
	All resident-occupied rooms of a home shall be heated at a temperature range between 68- and 72-degrees Fahrenheit during non-sleeping hours. Precautions shall be taken to prevent prolonged resident exposure to stale, noncirculating air that is at a temperature of 90 degrees Fahrenheit or above. Variations from the requirements of this rule shall be based upon a resident's health care appraisal and shall be addressed in the resident's written assessment plan. The resident care agreement shall

	address the resident's preferences for variations from the temperatures and requirements specified in this rule.
ANALYSIS:	There were several bedrooms observed to not be heated to a temperature range between 68 and 72 degrees. Two bedrooms registered at 60 degrees and one registered at 65 degrees.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable plan of correction I recommend the status of the license remain unchanged.

Rhonda Richards

12/15/2022

Rhonda Richards
Licensing Consultant

Date

Approved By:

Jerry Hendrick

12/15/2022

Jerry Hendrick
Area Manager

Date