



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 9, 2023

Leone Swanberg  
5329 McCords  
Alto, MI 49302

RE: License #: AM410016238  
Investigation #: 2023A0467030  
Swanberg - Countryside AFC

Dear Ms. Swanberg:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM410016238
<b>Investigation #:</b>	2023A0467030
<b>Complaint Receipt Date:</b>	02/06/2023
<b>Investigation Initiation Date:</b>	02/07/2023
<b>Report Due Date:</b>	04/07/2023
<b>Licensee Name:</b>	Leone Swanberg
<b>Licensee Address:</b>	5329 McCords Alto, MI 49302
<b>Licensee Telephone #:</b>	(616) 893-6613
<b>Administrator:</b>	Ben Visel
<b>Licensee Designee:</b>	Leone Swanberg
<b>Name of Facility:</b>	Swanberg - Countryside AFC
<b>Facility Address:</b>	6575 Whitneyville Road Alto, MI 49302
<b>Facility Telephone #:</b>	(616) 868-6003
<b>Original Issuance Date:</b>	03/10/1995
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/06/2022
<b>Expiration Date:</b>	03/05/2024
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
The bathrooms are dirty and smell like urine.	Yes
The food is consistently burned and not suitable for consumption.	No

## III. METHODOLOGY

02/06/2023	Special Investigation Intake 2023A0467030
02/06/2023	Phone call made to complainant
02/07/2023	Special Investigation Initiated - On Site
02/09/2023	APS Referral – Complaint sent to APS via email.
02/09/2023	Exit conference completed with administrator, Ben Visel on behalf of the licensee designee.

### **ALLEGATION: The bathrooms are dirty and smell like urine.**

**INVESTIGATION:** On 2/6/23, I received a BCAL online complaint stating that Resident A disclosed to his therapist on 1/12/23 that the bathrooms at the AFC had not been cleaned in two months and smell like urine. Resident A reportedly offered to clean the bathroom and was told it would be addressed. However, the bathroom remained uncleaned.

On 2/6/23, I left a voicemail message for the complainant requesting a call back. As of the completion of this investigation, I have not received a return call.

On 2/7/23, I made an unannounced onsite investigation to the facility. Upon arrival, live-in staff member Kailee Shipley answered the door and allowed entry into the home. Ms. Shipley and I spoke in the office in the basement. Ms. Shipley stated that the home has two bathrooms on the main floor of the home. Ms. Shipley stated the bathrooms do get dirty, especially since one of the residents has been having diarrhea lately. Ms. Shipley shared that she typically cleans the bathrooms once a week. However, due to a resident having diarrhea, she has cleaned the bathroom more often.

Ms. Shipley denied the bathrooms being dirty for a two-month period. Ms. Shipley stated that Resident A moved out of the home approximately two weeks ago. Prior to leaving the home, Resident A cleaned the bathroom himself without being prompted. Ms. Shipley stated that the residents have chores as part of their service plan but cleaning the bathroom is not one of them. Ms. Shipley stated that the only time she has told residents that she would not clean the bathroom is if she was

prepping dinner, to which she explained she would address after. The last time the bathrooms were cleaned was this past Sunday, 2/5/23. Ms. Shipley explained that the toilet in one of the bathrooms upstairs has a dark substance on it and that some of the stains only clear up "lightly" after cleaning them.

Ms. Shipley showed me the first bathroom at the top of the stairs. Immediately upon opening the door, I detected a strong urine smell. The toilet seat had what appeared to be dried feces on it. There also appeared to be dried feces inside the toilet bowl. The base of the toilet bowl and the side of it was also dirty and would benefit greatly from a deep cleaning. Ms. Shipley then showed me the second bathroom on the main floor, which had a trash can overflowing and a toilet that would also benefit from a deep cleaning. Ms. Shipley stated that she was unaware of the trash overflowing.

I was unable to interview Resident A as he moved to a different AFC home approximately two weeks ago. I was unable to interview Resident B due to being in rehab from a fall that occurred last month. Resident C was present and agreed to speak to me individually. Resident C stated that things are going well for him and he likes living in the home. When asked about the condition of the bathrooms, Resident C stated that, "the bathroom by the stairs is dirty and never cleaned." When asked about the 2<sup>nd</sup> bathroom being cleaned, Resident C stated, "not really." Although Resident C has reportedly observed staff cleaning the bathroom in the past, this is not something that he consistently sees take place.

After speaking to Resident C, I spoke to Resident D in his bedroom. Resident D stated that the bathrooms in the home are, "not that clean." He acknowledged that staff try to clean the bathroom when one of the other residents have an accident and make a mess.

After speaking to Resident D, I spoke to Resident E. Resident E stated that he has lived in the home for less than a year. Resident E stated that the bathrooms in the house are "a little dirty" and need to be cleaned near the base of the toilet and on the toilet seat. Except for the condition of the bathrooms, Resident E stated that he likes the AFC home and, "it's better than the last place I was at."

After speaking to Resident E, I spoke to Resident F. Resident F stated that he's lived in the home for a while and, "it's fun here" and things are going well for him. Resident F denied any concerns with the cleanliness of the bathrooms. He also denied having any other concerns in the home.

On 02/09/23, I conducted an exit conference with the administrator, Ben Visel. He was informed of the investigative findings and agreed to complete a CAP within 15 days of receipt of this report.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	<b>(7) All water closet compartments, bathrooms, and kitchen floor surfaces shall be constructed and maintained so as to be reasonably impervious to water and to permit the floor to be easily kept in a clean condition.</b>
<b>ANALYSIS:</b>	<p>Resident C, Resident D and Resident E all stated that the bathrooms in the home are dirty and need to be cleaned.</p> <p>I observed the bathrooms during my onsite inspection. The bathroom near the stairs smelled like urine and had dried feces on the toilet seat and inside the toilet bowl. The base of the toilet bowl also needed to be cleaned. The second bathroom in the home had trash overflowing and a dirty toilet.</p> <p>Ms. Shipley denied that the bathrooms have been dirty for two months but she did acknowledge that the bathrooms get dirty.</p> <p>Based on the information provided and observed, there is a preponderance of evidence to support the allegation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION: The food is consistently burned and not suitable for consumption.**

**INVESTIGATION:** On 2/6/23, I received a BCAL online complaint stating that the food being provided is not adequate, noting it is consistently burned, improperly prepared for consumption, and is not adequate for residents' nutritional needs.

On 2/6/23, I left a voicemail for the complainant requesting a call back. As of the completion of this report, I have not received a returned call.

On 2/7/23, I made an unannounced onsite investigation to the facility and spoke to live-in staff member, Kailee Shipley. Ms. Shipley stated that she takes pictures of the food she prepares in the home since Resident A and Resident B have reportedly talked to her about this in the past. Ms. Shipley acknowledged that she is not the best cook and has burned some of the food in the past. However, Ms. Shipley was adamant that this is not something that happens consistently. Ms. Shipley showed me pictures of several meals that she's made for residents, none of which looked burned or inadequate.

Ms. Shipley stated that approximately two weeks ago, she made pizza rolls for

residents. The day after she served the food, Resident A and B told her that the pizza rolls did not have “filings” inside of them. Ms. Shipley stated that since this was relayed to her after it occurred, she was unable to address the issue. Ms. Shipley stated that she “felt horrible” when this was relayed to her.

Resident A no longer lives in the home so he was not interviewed. Resident B is currently in rehab due to a fall that occurred last month. I did speak to Resident C privately and he stated that he likes living in the home, “because she (Ms. Shipley) makes me good food.” Resident C denied any concerns with how the food is prepared or it’s consistency. He also denied the food being burned.

After speaking to Resident C, I spoke to Resident D. Resident D stated that he only likes some of the food that is made at the house because, “it didn’t look so good to me.” Due to this, Resident D sometimes gives his food away to his peers. Despite Resident D not liking all of the food cooked in the home, his only expressed concern was that sometimes, “the food is too hot for my throat.” To address this, Resident D stated he uses, “Vick’s vapor rub to cool my throat down.” He denied any other concerns related to the food. It should be noted that Resident D was fixated on talking about anything other than the allegation and had to be redirected multiple times.

After speaking to Resident D, I spoke to Resident E. Resident E stated that he has been at the home for less than a year and he enjoys the food made by Ms. Shipley. Resident E was adamant that Ms. Shipley does a “great job” preparing meals and denied any concerns related to this.

After speaking to Resident E, I spoke to Resident F. Resident F stated that the food made by Ms. Shipley “taste good” and he denied any concerns with how the food is prepped. He also denied the food being burned. Resident F was thanked for his time and this interview concluded.

On 02/09/23 I conducted an exit conference with the administrator, Ben Visel. He was informed of the investigative findings and denied having any questions.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.</b>
<b>ANALYSIS:</b>	Ms. Shipley stated that she has burned food in the past but this is not something that occurs consistently. Ms. Shipley showed me several pictures of food she has prepared for residents, which did not appear to be burned or inadequate.

	Resident C, Resident E and Resident F all spoke highly of the food prepared by Ms. Shipley. All three residents denied the food being burned or listed any concerns regarding the consistency of the meals. Resident D stated that he only likes some of the food prepared in the home and sometimes he gives his food to his peers. He did not state that food is burned or not prepared correctly. Therefore, there is no evidence to support the allegation.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend no change to the current license status.

*Anthony Mullins*

02/09/2023

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Anthony Mullins  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

02/09/2023

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Jerry Hendrick  
Area Manager

Date