



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

March 8, 2023

Jeremiah Johnson  
Bickford of Canton  
5969 N Canton Center Rd  
Canton, MI 48187

RE: License #: AH820395445  
Investigation #: 2023A0585014  
Bickford of Canton

Dear Mr. Johnson:

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 (517) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads 'Brender Howard'.

Brender Howard, Licensing Staff  
Bureau of Community and Health Systems  
611 W. Ottawa Street, P.O. Box 30664  
Lansing, MI 48909  
(313) 268-1788  
Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AH820395445
<b>Investigation #:</b>	2023A0585014
<b>Complaint Receipt Date:</b>	12/07/2022
<b>Investigation Initiation Date:</b>	12/08/2022
<b>Report Due Date:</b>	02/06/2023
<b>Licensee Name:</b>	Bickford of Canton, LLC
<b>Licensee Address:</b>	Suite 301 13795 S Mur-Len Rd. Olathe, KS 66062
<b>Licensee Telephone #:</b>	(913) 782-3200
<b>Administrator:</b>	Chanda Pantano
<b>Authorized Representative:</b>	Jeremiah Johnson
<b>Name of Facility:</b>	Bickford of Canton
<b>Facility Address:</b>	5969 N Canton Center Rd Canton, MI 48187
<b>Facility Telephone #:</b>	(734) 656-5580
<b>Original Issuance Date:</b>	04/02/2020
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/02/2022
<b>Expiration Date:</b>	10/01/2023
<b>Capacity:</b>	78
<b>Program Type:</b>	AGED ALZHEIMERS

**ALLEGATION(S)**

	<b>Violation Established?</b>
Facility did not discuss any rate increases with the family.	No
Staff did not perform any resident health assessments.	Yes
Additional Findings	No

The complainant identified some concerns that were not related to licensing rules and statutes for Home for the Aged. Therefore, only those rules that applies to Home for the Aged was investigated.

**II. METHODOLOGY**

12/07/2022	Special Investigation Intake 2023A0585014
12/08/2022	Special Investigation Initiated - Letter Emailed referral to Adult Protective Services (APS).
12/14/2022	Inspection Completed On-site Completed with observation, interview and record review.

**ALLEGATION:**

**Staff did not discuss any rate increases with the family.**

**INVESTIGATION:**

On 12/7/2022, the department received a complainant via the BCHS Online Complaint website. The complainant alleges that the facility did not provide documents or have any discussions before raising the residents' rates. The following letter was received from the complainant:

"I'm sending this correspondence as an advocate for our elderly parents as well as the seniors that still remain at Bickford of Canton Senior Living. We are providing information as a complainant against this facility and are requesting an investigation. We are forced to move our elderly parents to another facility after 2 ½ years living at this facility. During the times at the facility, they did not perform any resident health

assessment and discuss any rate increases. We believe that this issue that took place, we'd like LARA to investigate the following:

Yearly assessments and reviews of resident's needs. Providing documents and discussions with family members before raising residents' rates. Back billing residents after monthly invoices have been paid.

We bring these concerns as advocates for our elderly parents as well as those who still remain at the facility. We believe there has been abuse to the laws and licensing agreement that the State of Michigan directs these facilities to follow."

On 12/14/2022, I interviewed the administrator Chanda Pantano at the facility. Ms. Pantano stated that she is new to the facility and will provide the documents that she can locate. Ms. Pantano provided me with a copy a resident's contract/admission statement, along with a copy of a letter regarding rate increase.

The facility shared a copy of the letter sent to POA and/or residents with a fee increase. The letter was dated for 11/22/2021 and states that there was a rate increase, effective 1/1/2022.

A review of resident agreement/contract, page 5 and signed by POA reads as follows:

Bickford shall have the right, upon thirty (30) days prior written notice to resident or the resident's representative to adjust the terms of admission agreement, change the amount rent owed, or the overall fee structure.

<b>APPLICABLE RULE</b>	
<b>R 325.1922</b>	<b>Admission and retention of residents.</b>
	<b>(3) At the time of an individual's admission, a home or the home's designee shall complete a written resident admission contract between the resident and/or the resident's authorized representative, if any, and the home. The resident admission contract shall, at a minimum, specify all of the following:</b>  <b>(b) The services to be provided and the fees for the services.</b> <b>(c) The notice to be provided by the home to the resident and/or the resident's authorized representative, if any, upon any change in fees.</b>

<b>ANALYSIS:</b>	The resident was provided a thirty-day notice which is in line with what is stated in the signed licensing agreement. Therefore, this claim could not be substantiated.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Staff did not perform any resident health assessments.**

**INVESTIGATION:**

Ms. Pantano stated that assessments are completed every 180 days or when there is a change of conditions. She stated that the residents' POA is notified of any change of condition.

The service plans reviewed did not show assessments completed within the 180 days. Resident A show the last assessment completed July 22, 2022, and Resident B's assessment completed 4/13/2022 for a change of condition.

Service plan for Resident A read, "RNC to complete a nurse review every 90 days to help in determining if there has been a significant change in condition that would warrant a new service assessment to be completed. RNC to do a service assessment every 180 days or with any change of condition. RNC to obtain input from her family and BFM".

Service plan for Resident B read, "RNC to review and update Resident B's service plan in 30 days and every 90 days or change in condition with the input from family and BFM."

<b>APPLICABLE RULE</b>	
<b>R 325.1922</b>	<b>Admission and retention of residents.</b>
	<b>(5) A home shall update each resident's service plan at least annually or if there is a significant change in the resident's care needs. Changes shall be communicated to the resident and his or her authorized representative, if any.</b>

<b>ANALYSIS:</b>	Based on interview of records, assessments were not completed with the 180 days. The service plan was not signed by residents or their POA. Therefore, this claim was substantiated.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

### III. RECOMMENDATION

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

*Brender d. Howard*

03/08/2023

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Brender Howard  
Licensing Staff

Date

Approved By:

*Andrea L. Moore*

03/07/2023

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Andrea L. Moore, Manager  
Long-Term-Care State Licensing Section

Date