



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

November 3, 2023

Suzanne Lange  
5065 S. Schwass Road  
Scottville, MI 49454

RE: License #: AS530311141  
Investigation #: 2024A0870001  
Country Care AFC

Dear Suzanne 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 was required. On October 30, 2023, you submitted an acceptable written corrective action plan. It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 blue ink that reads "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**

<b>License #:</b>	AS530311141
<b>Investigation #:</b>	2024A0870001
<b>Complaint Receipt Date:</b>	10/03/2023
<b>Investigation Initiation Date:</b>	10/04/2023
<b>Report Due Date:</b>	12/02/2023
<b>Licensee Name:</b>	Suzanne Lange
<b>Licensee Address:</b>	5065 S. Schwass Road Scottville, MI 49454
<b>Licensee Telephone #:</b>	(231) 233-0050
<b>Name of Facility:</b>	Country Care AFC
<b>Facility Address:</b>	5065 S. Schwass Road Scottville, MI 49454
<b>Facility Telephone #:</b>	(231) 233-0050
<b>Original Issuance Date:</b>	08/09/2011
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/09/2022
<b>Expiration Date:</b>	02/08/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
The Licensee has a tenant, "Jen" who was told to move out by "The State".	No
The Licensee's husband "Mike" is "legally" not allowed to care for the residents as he had been inappropriate with a resident previously.	No
Staff are "uncertified."	Yes
Resident A is not allowed to use the phone.	No
Resident B is not allowed to leave his room at night, even to go to the bathroom.	No
The meals that are fed to the residents are not consistent with what is in the books.	No
Resident C is charged an extra \$30 per month for TV channels.	No

**III. METHODOLOGY**

10/03/2023	Special Investigation Intake 2024A0870001
10/04/2023	Special Investigation Initiated - Telephone Telephone call with Licensee Suzanne Lange by Consultant Rhonda Richards.
10/06/2023	Contact - Telephone call made. Telephone interview with Complainant.
10/06/2023	Inspection Completed On-site Interview with Licensee Suzanne Lange, facility staff and residents.
10/11/2023	APS Referral Referral made to Michigan Department of Health and Human Services, Protective Services Centralized Intake unit.
10/23/2023	Contact - Telephone call made. Telephone call with Licensee Suzanne Lange.

10/30/2023	Inspection Completed On-site Follow-up interviews with Ms. Lange, facility staff and residents.
10/30/2023	Exit Conference Completed with Licensee Suzanne Lange.
10/30/2023	Inspection Completed-BCAL Sub. Compliance
10/30/2023	Corrective Action Plan Requested and Due on 10/30/2023.
10/30/2023	Corrective Acton Plan approved.

**ALLEGATION:** The Licensee has a tenant, “Jen” who was told to move out by “The state”.

**INVESTIGATION:** On October 4, 2023, AFC Licensing Consultant Rhonda Richards spoke with Licensee Suzanne Lange and explained the above stated allegations. Ms. Richards informed Ms. Lange that I would be conducting this special investigation and would contact her to schedule a meeting.

Ms. Richards informed me that “Jen” is a tenant who resides in a basement apartment of the AFC facility. She noted that the apartment has a separate entrance/exit whereas any tenant can come and go without entering the AFC areas of the home. Ms. Richards further explained that “Jen” was formerly a staff member but had left the facility residents unattended for brief periods of time. Ms. Richards noted that Licensee Suzanne Lange was cited for this rule noncompliance, but there is no requirement that “Jen” had to “move out” of the basement apartment.

On October 6, 2023, I conducted an on-site special investigation at the Country Care AFC home. I met with Licensee Suzanne Lange and reviewed the above allegations with her. Ms. Lange stated that although her tenant Jennifer Diamond continues to reside in the basement apartment, she was terminated as an employee and has not served as a staff member “for quite some time.” Ms. Lange provided for my review a copy of Ms. Diamonds criminal background check, a current negative Tb test, and a physical exam. All of these documents were from her previous employment file.

On October 6, 2023, I spoke with staff member Tressa Steffes. She confirmed that Ms. Diamond is no longer a staff member.

On October 30, 2023, I spoke with staff member Cara Ramsey. She confirmed that Ms. Diamond is not a staff member.

<b>APPLICABLE RULE</b>	
<b>R 400.14201</b>	<b>Qualifications of administrator, direct care staff, licensee, and members of the household; provision of names of employee, volunteer, or member of the household on parole or probation or convicted of felony; food service staff.</b>
	<b>(10) All members of the household, employees, and those volunteers who are under the direction of the licensee shall be suitable to assure the welfare of residents.</b>
<b>ANALYSIS:</b>	Licensee Suzanne Lange provided, for my review, a criminal background check with no “exclusionary findings”, a current negative TB test and a physical exam noting no concerning conditions for Tenant/member of the household and former staff member Jennifer Diamond.  Ms. Diamon, as a tenant/member of the household, is “suitable.”
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** The Licensee’s husband “Mike” is “legally” not allowed to care for the residents as he had been inappropriate with a resident previously.

**INVESTIGATION:** Ms. Richards informed me that approximately 13 years ago, Ms. Lange’s husband Mike had “inappropriate conduct” with a resident of another AFC home licensed to Ms. Lange. She noted that facility has since closed and that Mike Lange was not criminally charged.

Ms. Lange informed me that her husband Mike Lange does “occasionally” work as a staff member in the facility. She noted he does not have any criminal record and there are no restrictions on his working at the facility.

Ms. Lange provided me, for my review, a copy of Mike Lange’s eligibility letter which is provided following a criminal background check through the Michigan Long Term Care Partnership background check system. This eligibility letter verifies that Mr. Lange is not prohibited from working with adult foster care residents. She also provided copies of his current negative Tb test result and a current physical exam.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(2) Direct care staff shall possess all of the following qualifications:</b> <b>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b>

<b>ANALYSIS:</b>	Mike Lange is suitable to act as a direct care staff member.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**ALLEGATION: Staff are “uncertified.”**

**INVESTIGATION:** Ms. Lange provided, for my review, staff files for her four staff members. I reviewed training records for staff members Sandra Dwyer, Cara Ramsey, Tressa Steffes and Mike Lange. I noted that Ms. Lange had documentation of training/staff competency for each staff member in the required area noted in the below rule, except for First Aid and Cardiopulmonary Resuscitation for Mr. Lange and Ms. Ramsey.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<p><b>(3) A licensee or administrator shall provide in-service training or make training available through other sources to direct care staff. Direct care staff shall be competent before performing assigned tasks, which shall include being competent in all of the following areas:</b></p> <ul style="list-style-type: none"> <li><b>(a) Reporting requirements.</b></li> <li><b>(b) First aid.</b></li> <li><b>(c) Cardiopulmonary resuscitation.</b></li> <li><b>(d) Personal care, supervision, and protection.</b></li> <li><b>(e) Resident rights.</b></li> <li><b>(f) Safety and fire prevention.</b></li> <li><b>(g) Prevention and containment of communicable diseases.</b></li> </ul>
<b>ANALYSIS:</b>	The Licensee does not have documentation verifying current competency in First Aid and Cardiopulmonary Resuscitation for staff members Mike Lange and Cara Ramsey.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION: Resident A is not allowed to use the phone.**

**INVESTIGATION:** Ms. Lange stated that Resident A is allowed to use the phone and does so many times daily. She further explained that one of her “house rules” is that residents are not to talk on the phone during nighttime quiet hours, generally 9:00 p.m. to 8:00 a.m. Ms. Lange noted that this rule applies to all facility residents.

On October 6, 2023, I attempted to conduct an in-person interview with Resident A. I observed that Resident A is very hard of hearing and am not sure if she understood my question regarding telephone use. Resident A appeared happy and smiled as I repeatedly asked about her ability to use the phone. During my questioning of Resident A, Resident D overheard my questions and commented that “she (Resident A) uses the phone all the time.” Resident D further stated that all the residents are able to use the phone.

Staff member Tressa Steffes states that Resident A speaks daily, often many times per day, with her daughter. She noted that all residents can use the phone.

Staff member Cara Ramsey stated that the facility residents can use the house phone and noted that some residents have their own personal cell phones. She stated Resident A speaks with her family daily and that Resident A is not being restricted on her phone usage.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</b></p> <p style="padding-left: 40px;"><b>(e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.</b></p> <p><b>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</b></p>
<b>ANALYSIS:</b>	The Licensee is respecting and safeguarding Resident A's right to have reasonable access to the home telephone.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Resident B is not allowed to leave his room at night, even to go to go to the bathroom.**

**INVESTIGATION:** Ms. Lange stated that “that is not true at all.” She explained that Resident B’s mother, who is not his guardian but handles his affairs, has agreed that Resident B should go to his bedroom at 9:00 p.m., “otherwise he will stay up all night and sleep during the day.” Ms. Lange noted that Resident B is not confined to his room, nor is he denied the ability to go to the bathroom as needed. Ms. Lange further explained that she encourages all the facility residents to “head up to their bedrooms” around 9:00 p.m. so that all the residents are on a normal sleeping schedule and as to not disturb other residents during the night.

On October 30, 2023, I conducted an interview with Resident B. He stated that he goes to his room around 9:00 p.m., as do all the residents. Resident B noted that he does not mind this and that he is allowed to leave his room to go to the bathroom if he needs.

Staff member Cara Ramsey stated that all residents are encouraged to go up to their bedrooms “around 9:00 p.m.”, but they are not “forced to go” if they do not want. She denied that Resident B is being confined to his room or that he is denied use of the bathroom during the night.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(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: (d) Confine a resident in an area, such as a room, where egress is prevented, in a closet, or in a bed, box, or chair or restrict a resident in a similar manner.</b>
<b>ANALYSIS:</b>	Resident B is not being confined in his bedroom nor are his movements being restricted.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: The meals that are fed to the residents are not consistent with what is in the books.**

**INVESTIGATION:** Ms. Lange stated that the meals served to the facility residents correspond with the posted menu. She provided me with copies of previous months menus, and we reviewed the current week menu. During my October 6, 2023, on-site investigation, lunch was being served. I observed that the food items served to



the residents corresponded with the menu for that day. I spoke with five residents who were eating their lunch. All expressed satisfaction with the food served at the facility.

Staff member Tressa Steffes stated that “what is listed on the menu is what is served.”

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(4) Menus of regular diets shall be written at least 1 week in advance and posted. Any change or substitution shall be noted and considered as part of the original menu.</b>
<b>ANALYSIS:</b>	The Licensee is posting a menu in advance and is serving meals which correspond with what is written on the menu.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**ALLEGATION: Resident C is charged an extra \$30 per month for TV channels.**

**INVESTIGATION:** Ms. Lange stated that Resident C has his own “Dish TV” cable line, which is not accessible to the other residents. She noted that the facility provides basic television for the residents but Resident C, because he has the income to do so, decided to purchase satellite television for his own use. Ms. Lange noted that since the account is at the facility, which she owns, the Dish TV account is listed in her name, which she pays monthly. She is then reimbursed by Resident C \$30 each month for this service. Ms. Lange stated that Resident C’s guardian sends him \$300 each month to pay for the Dish TV and any other expenses he may have. She said that Resident C reimburses her for the Dish TV from that money.

Ms. Lange provided, for my observation, Resident C’s *Resident Funds Part II (BCAL-2319)*. I noted that this form notes monthly payment, from Resident C to Ms. Lange, for “Dish TV.”

<b>APPLICABLE RULE</b>	
<b>R 400.14315</b>	<b>Handling of resident funds and valuables.</b>
	<b>(12) Charges against the resident's account shall not exceed the agreed price for the services rendered and goods furnished or made available by the home to the resident.</b>

<b>ANALYSIS:</b>	The Licensee is not charging Resident C for Dish TV, but is being reimbursed for the expense that he has incurred, which is billed to Ms. Lange.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

On October 30, 2023, I provided Licensee Suzanne Lange with an exit conference. I explained my findings as noted above. Ms. Lange stated she understood and developed a corrective action plan to address the established rule violation. Ms. Lange had no further information to provide, or questions, concerning this special investigation.

#### IV. RECOMMENDATION

An acceptable corrective action plan has been submitted. I recommend the status of the license remain unchanged.



November 3, 2023

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Bruce A. Messer  
Licensing Consultant

Date

Approved By:



November 3, 2023

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Jerry Hendrick  
Area Manager

Date