



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 6, 2023

Lela Shank
Country House Care, L.L.C.
1395 Seneca Street
Adrian, MI 49221

RE: License #: AM460389110
Investigation #: 2023A1032006
Maple City Assisted Living

Dear Ms. Shank:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If 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, appearing to read "Dwight Forde".

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616)-240-3850

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM460389110
Investigation #:	2023A1032006
Complaint Receipt Date:	10/25/2022
Investigation Initiation Date:	10/28/2022
Report Due Date:	11/24/2022
Licensee Name:	Country House Care, L.L.C.
Licensee Address:	1395 Seneca Street, Adrian, MI 49221
Licensee Telephone #:	(517) 442-2164
Licensee Designee:	Lela Shank
Name of Facility:	Maple City Assisted Living
Facility Address:	518 State Street Adrian, MI 49221
Facility Telephone #:	(517) 442-2161
Original Issuance Date:	09/17/2018
License Status:	REGULAR
Effective Date:	03/17/2021
Expiration Date:	03/16/2023
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

ALLEGATION(S)

	Violation Established?
The licensee mistreated Resident A, based on race.	No
Additional Findings	No

II. METHODOLOGY

10/25/2022	Special Investigation Intake 2023A1032006
10/28/2022	Special Investigation Initiated - On Site
10/28/2022	Contact - Face to Face Interviews with Resident A and Employee #1
10/28/2022	Contact - Telephone call received Interview via telephone with Lela Shank
11/23/2022	Contact - Telephone call received
01/04/2023	Exit Conference

ALLEGATION:

The licensee mistreated Resident A based on her race.

INVESTIGATION:

On 10/28/22, I interviewed Employee #1 at the home. Employee #1 reported that Resident A does not want to move, despite being given a 30-day notice for failure to pay her rent. Employee #1 reported that Resident A has taken items into her room such as food, that she is not supposed to do. Employee #1 described Resident A as someone who "Tries to take over things."

I interviewed Resident A in the home. Resident A reported that she was served with a 30-day notice to move out of the home. Resident A asked if she would have to leave at the end of the 30 days. I explained that she is supposed to leave, but that if she does not, then the licensee can initiate eviction proceedings against her. Resident A stated that she advised the owner, Lela Shank, that she had applied for housing assistance and was waiting on the outcome of an eligibility determination. Resident A detailed how a threat was made to throw her belongings onto the street and that Ms. Shank and the staff had mentioned on multiple occasions that she has to leave at the end of the 30 days. Resident A stated that she had observed that a case of water was removed from her room and stated that at one point, the closet was disheveled, on account of staff members going into her room and removing belongings. She advised that when she first came to the home, things were fine, but the relationship between her and Ms. Shank deteriorated of late. She mentioned that house rules, such as not having food in the room and not more than one bottle, snack times and access to snacks, were being haphazardly applied. Resident A also discussed differences in the rent among the residents. She mentioned that the resident next to her, Resident B, had a similar room but paid a different rate. I observed Resident A's room to be clean and her closet was quite orderly. She then directed Resident B to show me the room.

Resident B allowed me to view her room. The room appeared clean and orderly, with furnishings that were following applicable rules. I noted that there was no evidence of food in the room.

I interviewed licensee designee Lela Shank, via telephone. Ms. Shank reported that she had served Resident A with a 30-day notice. She stated that she noticed that Resident A did not appear to be making much effort to pack up her belongings, so she would periodically remind her of the need to do so. Ms. Shank denied being rude or disrespectful in tone toward Resident A. She stated that Resident A recently called the police to the home to lay harassment charges, because staff had entered the room to clean and had noticed that there was contraband there, such as food and excess beverages. Ms. Shank reported that the police had advised Resident A that this action was allowed. Ms. Shank stated that she asked Resident A if help was needed to pack up her things, and that Resident A declined the offer. She reported that she had invited Resident A to speak to me the day the police were called, but that Resident A declined.

On 11/23/22, I interviewed licensee Lela Shank again. Ms. Shank shared that Resident A was still in the home and that she had initiated eviction proceedings for non-payment of rent. She advised that Resident A had asked for assistance with payment through use of an emergency funds request, in the past. Ms. Shank explained that such funds are only used if there is a past due notice, and that at the time, Resident A was not fully in arrears. Subsequently, the request for funds was denied. Ms. Shank further explained that rates are set based on income, and therefore there would from time to time be differences in rates. She denied that she in any way, targeted Resident A or applied rules differently to Resident A, such as

food and beverages not being in the room. Ms. Shank stated that the house rules are made clear when residents are admitted, but that Resident A may have been able to flout the rules undetected for a few months before being noticed.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	After interviewing the staff members, the licensee and Resident A, and observing the rooms in the home, there does not appear to be sufficient evidence to suggest that Resident A was being mistreated, based on her race. Resident A was served with a 30-day notice and the reason for the notice was provided. There does not seem to be enough of a pattern established, that house rules are being applied against Resident A, as it was noted that Resident B did not appear to have any restricted items such as food, in her room.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 1/4/23, I conducted an exit conference with licensee designee, Lela Shank. I shared the results of my findings and Ms. Shank agreed with the conclusions reached.

III. RECOMMENDATION

I recommend no change to the status of this license.

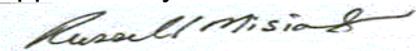


1/6/23

Dwight Forde
Licensing Consultant

Date

Approved By:



1/26/23

Russell B. Misiak
Area Manager

Date