



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 3, 2024

Jennifer Herald
Oliver Woods Retirement Village LLC
Suite 200
3196 Kraft Ave SE
Grand Rapids, MI 49512

RE: License #: AL780314126
Investigation #: 2024A0584022
Oliver Woods #4

Dear Ms. Herald:

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) 284-9727.

Sincerely,

A handwritten signature in dark ink, reading "Candace Coburn" with a long, horizontal flourish extending to the right.

Candace Coburn, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL780314126
Investigation #:	2024A0584022
Complaint Receipt Date:	03/06/2024
Investigation Initiation Date:	03/06/2024
Report Due Date:	05/05/2024
Licensee Name:	Oliver Woods Retirement Village LLC
Licensee Address:	Suite 200, 3196 Kraft Ave SE Grand Rapids, MI 49512
Licensee Telephone #:	(810) 334-8809
Administrator:	Kim Gaunt
Licensee Designee:	Jennifer Herald
Name of Facility:	Oliver Woods #4
Facility Address:	1340 W. Oliver Street Owosso, MI 48867
Facility Telephone #:	(989) 729-6060
Original Issuance Date:	04/02/2012
License Status:	REGULAR
Effective Date:	10/02/2022
Expiration Date:	10/01/2024
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Staff Laurie Reed did not allow Resident A to participate in a facility event.	No
Additional Findings	Yes

III. METHODOLOGY

03/06/2024	Special Investigation Intake - 2024A0584022.
03/06/2024	APS Referral sent via email to Central Intake.
03/06/2024	Special Investigation Initiated – email to administrator Kim Gaunt.
03/08/2024	Contact - Face to Face interview with Resident A, and administrator Kim Gaunt.
03/13/2024	Contact - Face to face interview with Resident B and care coordinator Laurie Reed.
04/30/2024	Exit Conference with licensee designee Jennifer Herald.

ALLEGATION:

Staff Laurie Reed did not allow Resident A to participate in a facility event.

INVESTIGATION:

On 3/6/2024, the Bureau of Community and Health Systems (BCHS) received the above allegations via telephone.

On 3/08/2024, I conducted an unannounced investigation at the facility and interviewed Resident A and administrator Kim Gaunt.

Resident A stated he was close friends with a former resident, Resident B, who now resides at a neighboring facility. Resident A confirmed that about 10 days ago, he attended Bingo, a community event held for both the facility and the neighboring facility. Resident A stated he saw Resident B at a table by herself and sat down next to her. According to Resident A, staff Laurie Reed asked him “was he supposed to be there”. Resident A stated he got upset and left the event.

Ms. Gaunt provided me with Resident A and B’s facility file for review. Ms. Gaunt confirmed that Resident B’s guardian requested she be moved to another facility

however, she was not aware of an order or request by the guardian to specifically prohibit Resident A from socializing with Resident B at community events.

I reviewed Resident A and B's *Assessment Plan for AFC Residents* (assessment plan). Documentation on both assessment plans indicated Residents A and B had independent access within the community and were free to participate in community events with others.

On 3/13/2024, I interviewed Ms. Reed at the facility. Ms. Reed stated she had heard from facility staff members that Resident B moved to the facility to prevent constant contact with Resident A. Ms. Reed stated she saw both Resident A and B sitting together during the Bingo event and asked Resident A if he was supposed to be sitting at the table. Ms. Reed stated that Resident A got upset and immediately left the event. Ms. Reed denied telling Resident A he had to leave the event.

I interviewed Resident B at the facility, who stated she did not know why she moved to the neighboring facility. Resident B stated she was confused as to why Resident A left the Bingo game so quickly. Resident B confirmed she is not concerned about visiting with Resident A, and looks forward to seeing him at community events.

APPLICABLE RULE	
R 400.15303	Resident care; licensee responsibilities.
	(4) A licensee shall provide the following: (c) An opportunity for community-based recreational activities.
ANALYSIS:	Based on interviews with facility staff members, and Residents A and B, as well as a review of Resident A and B's assessment plans, there is not sufficient evidence to substantiate the allegation that Ms. Reed prevented Resident A from participating in a facility event.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDING:

On 3/08/2024, I reviewed Resident A's *Resident Care Agreement*. There was no payment amount for services indicated on the form.

APPLICABLE RULE	
R 400.15301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	<p>(6) At the time of a resident's admission, a licensee shall complete a written resident care agreement. A resident care agreement is the document which is established between the resident or the resident's designated representative, the responsible agency, if applicable, and the licensee and which specifies the responsibilities of each party. A resident care agreement shall include all of the following:</p> <p>(b) A description of services to be provided and the fee for the service.</p>
ANALYSIS:	It has been established that Resident A's <i>Resident Care Agreement</i> did not have an amount entered on the form for care and services provided by the facility.
CONCLUSION:	VIOLATION ESTABLISHED

On 4/30/2024, I conducted an exit conference with Jennifer Herald licensee designee via email and informed her of the findings of this investigation.

IV. RECOMMENDATION

Upon receipt of an acceptable correction action plan, I recommend no changes in the status of this license.



4//30/2024

Candace Coburn
Licensing Consultant

Date

Approved By:



5/3/2024

Michele Streeter
Area Manager

Date