



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

June 13, 2024

Deborah Pettyplace  
The Barton Woods Group, Inc.  
9472 Kochville Road  
Freeland, MI 48623

RE: License #: AL730352302  
Investigation #: 2024A0572036  
Barton Woods Assisted Living East

Dear Deborah Pettyplace:

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) 643-7960.

Sincerely,

A handwritten signature in black ink that reads "Anthony Humphrey". The signature is written in a cursive style with a large, looping flourish at the end.

Anthony Humphrey, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(810) 280-7718

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL730352302
<b>Investigation #:</b>	2024A0572036
<b>Complaint Receipt Date:</b>	04/22/2024
<b>Investigation Initiation Date:</b>	04/22/2024
<b>Report Due Date:</b>	06/21/2024
<b>Licensee Name:</b>	The Barton Woods Group, Inc.
<b>Licensee Address:</b>	9472 Kochville Road Freeland, MI 48623
<b>Licensee Telephone #:</b>	(989) 695-2014
<b>Administrator:</b>	Rebecca Williams
<b>Licensee Designee:</b>	Deborah Pettyplace
<b>Name of Facility:</b>	Barton Woods Assisted Living East
<b>Facility Address:</b>	9472 Kochville Road Freeland, MI 48623
<b>Facility Telephone #:</b>	(989) 695-5380
<b>Original Issuance Date:</b>	07/29/2014
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/29/2023
<b>Expiration Date:</b>	01/28/2025
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
There is not adequate staffing to meet the needs of the residents.	Yes
Additional Findings	Yes

**III. METHODOLOGY**

04/22/2024	Special Investigation Intake 2024A0572036
04/22/2024	Special Investigation Initiated - On Site 1st Shift Supervisor, Samantha Kettle; Staff, Abigail Turner; Staff, Alex McDonald; Administrator, Rebecca Williams; Resident Care Supervisor, Kelsey Freuchel, and Resident Care Assistant Supervisor, Skylar Arizola.
04/22/2024	Exit Conference Administrator, Rebecca Williams.
06/10/2024	Inspection Completed-BCAL Sub. Compliance
06/10/2024	Contact - Face to Face Resident Care Supervisor, Kelsey Freuchel; Administrator, Rebecca Williams, Resident A, Resident B and Resident C.
06/10/2024	Exit Conference Administrator, Rebecca Williams.
06/13/2024	APS Referral APS referral was made.

**ALLEGATION:**

There is not adequate staffing to meet the needs of the residents.

**INVESTIGATION:**

On 04/22/2024, the local licensing office received a complaint for investigation. There were no other investigative entities involved with this complaint. An APS referral will be made.

On 04/22/2024, I made an unannounced onsite at Barton Woods Assisted Living, located in Saginaw County Michigan. Interviewed were 1st Shift Supervisor, Samantha Kettle; Staff, Abigail Turner; Staff, Alex McDonald; Resident Care Supervisor, Kelsey Freuchel; Administrator, Rebecca Williams and Resident Care Assistant Supervisor, Skylar Arizola.

On 04/22/2024, I interviewed 1st Shift Supervisor, Samantha Kettle regarding the allegation. Samantha Kettle informed that she is aware that the building contains two separate 20-bed licenses at its location. The issue with the staffing occurred when one staff was terminated and 4 or 5 staff followed by quitting. They have just hired 4 new staff and they are going to training. Although there were some staffing issues, they maintained coverage by mandating workers to stay over if they didn't volunteer to do so. They normally have 2 staff, but it's currently 1 staff because they have new workers that need to be trained. The managers are very good with helping when they need any assistance.

On 04/22/2024, I interviewed Staff, Abigail Turner regarding the allegation. Abigail Turner was not aware the location contains two separate 20-bed licenses. She is unsure why one of the staff members were terminated but knows that they lost maybe 4 or 5 more staff all at the same time. Although they lost a lot of workers, the remaining staff worked 12- and 16-hour shifts to help with coverage until the facility hires more staff. Barton Woods just had a job fair last week, so they are continuing to look to hire more staff. They usually have 2 staff, -but due to the staffing issues, they have been scheduling 1 staff member from 7am to 7pm, with one being a floater. The office managers are always helping on the floor if they get very busy. The Direct Care Manager is often scheduled to work on the floor as well.

On 04/22/2024, I interviewed Staff, Alex McDonald regarding the allegation. Alex McDonald was not aware that the facility contains two separate 20-bed licenses. He informed that the facility has two new caregivers training on 3<sup>rd</sup> shift. He was called in this morning for coverage. There are currently 1 staff right now for this facility. Skylar Arizola is the Direct Care Supervisor, and she usually comes on the floor to help out.

On 04/22/2024, I interviewed Administrator, Rebecca Williams regarding the allegation. Rebecca Williams informed that they had lost 4 workers at one time. One of the workers was found to be ineligible. For some reason, this made some of the staff upset, so 3 other workers quit. They have just hired 5 new staff, but they need

to be trained and gradually learn the job or they will get overwhelmed and quit. When staff calls in, there are times when she or Resident Care Supervisor, Kelsey Freuchel will leave home and come to work until they can find coverage. They usually have 2 staff on shift from 7am to 7pm. The facility always maintains enough coverage, even if staff are asked to stay over.

On 04/22/2024, I interviewed Resident Care Supervisor, Kelsey Freuchel regarding the allegation. Kelsey Freuchel denied that the facility is not providing enough coverage for the residents. There have never been any major issues where her or Rebecca Williams had to work on the floor, but they do help sometimes and their Direct Care Supervisor, Skylar Arizola is always working on the floor. Kelsey Freuchel informed that staff sometimes don't realize that they will have busy times and slow times and that these times are unpredictable. Some staff think that they are just in the office not doing anything because they don't realize what all their jobs' entails. The staffing became an issue when they had to let a worker go and then several other staff quit at the same time. Staff don't like to be mandated, so they give them the option to pick up certain shifts, and if there's a shift that isn't picked up, then a staff member will have to get mandated.

On 04/22/2024, I interviewed Direct Care Supervisor, Skylar Arizola regarding the allegation. Skylar Arizola denied that they do not have enough coverage for each shift. They currently have 8 caregivers working for the company. Skylar Arizola stated, "I have been conducting training for our 4 new workers all week and there's two more people who they are planning to hire soon. There is 1 worker on the floor today, but 2 if I include myself because I'm working on the floor today too." Skylar Arizola informed that she has been working on the floor a lot to ensure that they are not understaffed. When they had several staff quit unexpectedly, they immediately started filling shifts. Staff would volunteer for extra shifts, but if shifts weren't picked up, they had to mandate workers. Both Kelsey Freuchel and Rebecca Williams helps out when they can. There have been some staff complaining about the staffing issues, but this is something that they began to address immediately, but it's not an immediate fix.

On 04/22/2024, I reviewed the staff schedule for the facility, and it shows that there is not adequate staffing when one staff is scheduled. There are days were there is 1 staff scheduled and there are days when there are 2 staff scheduled during waking hours. It also has Direct Care Supervisor, Skylar Arizola on the schedule for both office and working on the floor. The kitchen staff does not provide care and supervision and has their own schedule.

On 04/22/2024, I observed 1 staff working on the floor and Direct Care Supervisor, Skylar Arizola was also working on the floor.

On 06/10/2024, I made another unannounced onsite to Barton Woods Assisted Living. Resident Care Supervisor, Kelsey Freuchel informed that they had 17 residents during the time of the complaint and printed off a copy of the population to

confirm. Kelsey Freuchel indicated that they do not have any residents that require one-on-one supervision.

On 06/10/2024, I interviewed Administrator, Rebecca Williams. She informed that they had more than 15 residents at the time of the incident. They do not accept any residents who require one-on-one supervision because they are unable to meet their needs.

On 06/10/2024, I interviewed Resident A regarding staffing. Resident A informed that there was not enough staff because some staff quit. Barton Woods used to have 2 staff working on both sides of the building. Things are beginning to correct itself. Staff were working almost 24 hours days and were getting tired.

On 06/10/2024, I interviewed Resident B regarding staffing. Resident B stated, "Yes, there's enough staff." Resident B informed that all of Resident B's needs are being met.

On 06/10/2024, I interviewed Resident C regarding staffing. Resident C informed that there is enough staff. There are some good staff at the facility and they help Resident C needs be met. Most of the time, staff are able to assist right away, but sometimes they are busy with another resident.

On 06/12/2024, I received a list of all the residents who have dementia and/or require assistance for emergency evacuation. Out of the 17 residents residing at Barton Woods Assisted Living East, 3 residents are diagnosed with dementia. Out of those same 17 residents, 7 of them would need assistance for an emergency evacuation, two of those residents have dementia and require assistance.

<b>APPLICABLE RULE</b>	
<b>R 400.15206</b>	<b>Staffing requirements.</b>
	<b>(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of the residents and to provide the services specified in the resident's resident care agreement and assessment plan.</b>
<b>ANALYSIS:</b>	There was 1 worker on the floor during my onsite. Management that was interviewed informed that they usually have 2 workers scheduled, but if they run 3, then the 3 <sup>rd</sup> person is a floater.  They also have management assist with coverage and one of the managers is added to the schedule to maintain appropriate coverage.

	<p>Out of the 17 residents residing at Barton Woods Assisted Living East, 3 residents are diagnosed with dementia. Out of those same 17 residents, 7 of them would need assistance for an emergency evacuation. Two of those residents have dementia and require assistance.</p> <p>The staff schedule indicates dates when there is only one staff scheduled to provide care and supervision to the residents. The home currently has 17 residents. Staff also reported one staff providing care and supervision. Based on my interviews with employees, management and my review of the employee schedule, there is enough evidence to establish a rules violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

The facility is utilizing a “Floater” position, without identifying the floater’s work assignment/location. In review of the staff schedules, there is not a designated area for the floater position.

<b>APPLICABLE RULE</b>	
<b>R 400.15208</b>	<b>Direct care staff and employee records.</b>
	<b>(3) A licensee shall maintain a daily schedule of advance work assignments, which shall be kept for 90 days. The schedule shall include all of the following information: (e) Any scheduling changes.</b>
<b>ANALYSIS:</b>	In review of the staff schedules, there is not a designated area for the floater position.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 04/22/2024, I held an exit conference with Administrator, Rebecca Williams in place of the Licensee Designee, Deborah Pettyplace regarding the results of the investigation.

On 06/10/2024, I held another exit conference with Administrator, Rebecca Williams in place of the Licensee Designee, Deborah Pettyplace regarding the results of the investigation. She was informed that there would be a citation regarding staffing requirements and due to not having an assigned location for the “Floaters”.



**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable plan of correction, I recommend that no change be made to the licensing status of this large adult foster care group home (Capacity 1-20).



06/13/2024

---

Anthony Humphrey  
Licensing Consultant

Date

Approved By:



6/13/2024

---

Mary E. Holton  
Area Manager

Date