



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

December 3, 2024

Connie Clauson
Baruch SLS, Inc.
Suite 203
3196 Kraft Avenue SE
Grand Rapids, MI 49512

RE: License #: AL200337124
Investigation #: 2025A0360001
Northern Pines Assisted Living

Dear Mrs. Clauson:

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. In the event that I am not available and you need to speak to someone immediately, please contact the local office at 616-356-0100.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist".

Matthew Soderquist, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa Ave NW Unit #13
Grand Rapids, MI 49503
989-370-8320

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL200337124
Investigation #:	2025A0360001
Complaint Receipt Date:	10/08/2024
Investigation Initiation Date:	10/08/2024
Report Due Date:	12/07/2024
Licensee Name:	Baruch SLS, Inc.
Licensee Address:	Suite 203 3196 Kraft Avenue SE Grand Rapids, MI 49512
Licensee Telephone #:	(616) 285-0573
Licensee Designee/Administrator:	Connie Clauson
Name of Facility:	Northern Pines Assisted Living
Facility Address:	130 Mary Ann Street Grayling, MI 49738
Facility Telephone #:	(989) 344-2010
Original Issuance Date:	06/25/2013
License Status:	REGULAR
Effective Date:	12/25/2023
Expiration Date:	12/24/2025
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED

II. ALLEGATION(S)

	Violation Established?
Resident call lights are not answered timely.	No

III. METHODOLOGY

10/08/2024	Special Investigation Intake 2025A0360001
10/08/2024	Special Investigation Initiated - Telephone complaint source
10/29/2024	Inspection Completed On-site Home supervisor Andrea Ashton, DCS Maverick Laveck, DCS Kerri Heinz, Activities Director Trisha Jones, Resident A, B, C.
10/29/2024	Contact - Face to Face Mary Laforge, Carelinc Hospice
11/18/2024	Contact - Telephone call made Darla Ames, Compassus Hospice
11/22/2024	Exit Conference

ALLEGATION:

Resident call lights are not answered timely.

INVESTIGATION:

On 10/08/24, I contacted the complaint source by telephone. The complaint source stated they have had several relatives at the facility. They stated that resident call lights often go unanswered for a long period of time.

On 10/29/24, I conducted an unannounced onsite inspection at the facility. The home supervisor Andrea Ashton stated that the facility always has a minimum of two staff on duty. Ms. Ashton denied that call lights go unanswered. She stated there was little or no delay in call light response. Ms. Ashton provided me a schedule which documented at least two staff per shift. Ms. Ashton stated there is often more than

two staff per shift. She stated today there was herself, two direct care staff, a cook, and an activities director. She stated the facility currently has 16 residents.

On 10/29/24, while at the facility I interviewed direct care staff (DCS) Maverick Laveck. Mr. Laveck stated there are always two direct care staff in addition to other staff. He stated there are no delays in resident call lights response. Mr. Laveck stated it takes at the longest one or two minutes for most call lights. I then interviewed DCS Kerri Heinz. Ms. Heinz stated there is often four to five staff at the facility during the day and at a minimum two direct care staff at night. Ms. Heinz stated there was little or no response delay to call lights. I then interviewed the activities director Trisha Jones. Ms. Jones stated their staffing levels are very good. She stated they always have two direct care staff in addition to several supplemental staff like cooks, herself and administration.

On 10/29/24, while at the facility I interviewed Resident A. Resident A stated the staff respond quickly to call lights. She stated the staff are well trained and work hard to care for her. I then interviewed Resident B. Resident B stated the staff respond very fast to call lights. She stated she has no complaints. I then interviewed Resident C. Resident C stated it is usually just a couple of minutes before staff respond to call lights and that he had no complaints.

On 10/29/24, while at the facility I interviewed Carelinc Hospice staff Mary Laforge. Ms. Laforge stated she has several patients at the facility and that she does not have any concerns regarding the staff caring for residents and responding to call lights.

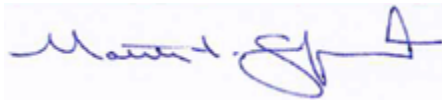
On 11/18/24, I contacted Darla Ames from Compassus Hospice by telephone. Ms. Ames stated Northern Pines is one of the best facilities that she works with. She stated she has no concerns about the care of the residents at the facility.

APPLICABLE RULE	
R 400.15305	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:	Interviews with Ms. Ashton, Mr. Laveck, Ms. Heinz, Ms. Jones, Ms. Laforge, Ms. Ames, in addition to Resident's A, B, and C revealed no concern with the care of the residents or the response to call lights.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 11/22/24 I conducted an exit conference with licensee designee Connie Clauson. Ms. Clauson concurred with the findings of the investigation.

IV. RECOMMENDATION

I recommend no change in the status of the license.

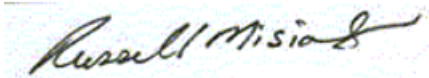


12/3/24

Matthew Soderquist
Licensing Consultant

Date

Approved By:



12/3/24

Russell B. Misiak
Area Manager

Date