



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 27, 2025

Sharon Cuddington
Trinity Continuing Care Services
Suite 200
20555 Victor Parkway
Livonia, MI 48152

RE: License #: AL740261122
Investigation #: 2025A0580048
Mercy Village #1

Dear Sharon Cuddington:

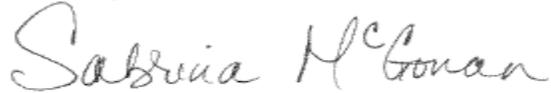
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 cursive script that reads "Sabrina McGowan". The signature is written in black ink and is positioned above the typed name and address.

Sabrina McGowan, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 835-1019

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL740261122
Investigation #:	2025A0580048
Complaint Receipt Date:	09/05/2025
Investigation Initiation Date:	09/05/2025
Report Due Date:	11/04/2025
Licensee Name:	Trinity Continuing Care Services
Licensee Address:	Suite 200 20555 Victor Parkway Livonia, MI 48152
Licensee Telephone #:	(810) 989-7492
Administrator:	Crystal Campagne
Licensee Designee:	Sharon Cuddington
Name of Facility:	Mercy Village #1
Facility Address:	4170 24th Ave Fort Gratiot, MI 48059
Facility Telephone #:	(810) 989-7440
Original Issuance Date:	04/28/2005
License Status:	REGULAR
Effective Date:	05/21/2024
Expiration Date:	05/20/2026
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
On 8/30/2025 and numerous other days, the facility failed to meet the required 1:12 staffing ratio for AFC homes due to severe understaffing.	Yes

III. METHODOLOGY

09/05/2025	Special Investigation Intake 2025A0580048
09/05/2025	APS Referral
09/05/2025	Special Investigation Initiated - Telephone I contacted APS Centralized Intake and completed a referral.
09/25/2025	Inspection Completed On-site Unannounced onsite.
09/25/2025	Contact - Face to Face Interviewed Direct Staff, Robin Charest.
09/25/2025	Contact - Face to Face Interviewed Direct Staff, Katelyn Jordan.
09/25/2025	Contact - Face to Face Interviewed Direct Staff, Florence Durant.
10/14/2025	Inspection Completed On-site Unannounced onsite. Contact with Shonna Valor, Manager.
10/14/2025	Contact - Face to Face Interviewed Direct Staff, Tina Bertossi.
10/14/2025	Contact - Face to Face Follow-up interview, Robin Charest.
10/14/2025	Contact - Face to Face Interviewed Residents A-F.
10/14/2025	Contact - Face to Face Interviewed Relative G.

10/16/2025	Contact - Document Received Documents requested were received via email.
10/20/2025	Contact - Telephone call made Call to Relative A.
10/20/2025	Contact - Telephone call made Call to Relative B.
10/20/2025	Contact - Telephone call made Call to Relative C.
10/20/2025	Contact - Telephone call made Call to Relative F.
10/20/2025	Contact - Telephone call made Call to Relative H.
10/20/2025	Contact - Telephone call made Call to Relative I.
10/20/2025	Contact - Telephone call made Call to Relative E.
10/20/2025	Contact - Telephone call made Call to Relative J.
10/20/2025	Contact - Telephone call made Call to Relative K.
10/20/2025	Contact - Telephone call made Call to Relative L.
10/24/2025	Contact - Telephone call made Call to Admin Campagne.
10/27/2025	Contact - Telephone call made Call to Admin Campagne.
10/27/2025	Contact – Document Received Fire Drills received.
10/27/2025	Exit Conference Exit conference with Admin Campagne.

ALLEGATION:

On 08/30/2025 and numerous other days, the facility failed to meet the required 1:12 staffing ratio for AFC homes due to severe understaffing.

INVESTIGATION:

On 09/05/2025, I received a complaint via LARA-BCHS-Complaints.

On 09/05/2025, I made a referral to Adult Protective Services (APS) sharing the allegations alleged in this complaint.

On 09/15/2025, I spoke with the complainant who reported that the facility is short-staffed, with 2 staff caring for 25 residents.

On 09/25/2025, I conducted an unannounced onsite inspection at Mercy Village 1. Contact was made with Administrator, Crystal Campagne. Admin Campagne does not agree that the facility is short-staffed. Admin Campagne explained that Mercy Village I, consisting of bedrooms 104-129. Staff are assigned by carts. Bedrooms 104-111 are considered Cart 1, consisting of 9 residents, while Bedrooms 113-117, 123, 125, 127, and 129 are considered Cart 2, consisting of 9 residents as well. There are currently 18 residents in total.

While onsite, I reviewed a copy of the Resident Register, which reflects that there are 18 residents residing in the facility. While onsite, I also received a copy of the staff schedule, beginning 06/22/2025-09/25/2025. The staff schedule reflects that there are 2 staff on duty during 1st 2nd and 3rd shift.

On 09/25/2025, while onsite, I interviewed Direct Staff, Robin Charest, a 24 yr employee. Staff Charest stated that she checks and/or changes residents that are assigned to her care every 1 ½ to 2 hours, unless they request assistance. Residents have call buttons that directly access to staff on duty. Staff Charest had no complaints regarding short staffing in this facility.

On 09/25/2025, while onsite, I interviewed Direct Staff, Katelyn Jordan 4-year employee. Staff Jordan estimates that she changes residents at least 3 times during her shift. Staff Jordan had no complaints regarding short staffing in this facility.

On 09/25/2025, while onsite, I interviewed Direct Staff, Florence Durant, 11-year employee. Staff Durant stated that residents' briefs are changed as often as needed, however, she tries to check every 2 hours while on duty. Staff Durant stated that she believes that the facility is efficiently staffed.

On 09/25/2025, while onsite, I interviewed Direct Staff, Sophie Norton, employed for the last 16 months. Staff Norton stated that all the staff float in order to assist the memory care, a separately licensed AFC facility located upstairs. Residents are changed every 1 ½ hours, plus before and after meals. Staff Norton had no complaints regarding short staffing in this facility.

On 10/14/2025, I conducted a follow-up onsite inspection at Mercy Village I. Contact was made with Nurse Manager (NM) on duty, Shawna Ballor. NM Ballor identified Tina Bertossi and Robin Charest as the 2 direct staff currently working today on 1st shift. Copies of the AFC Assessment plans for residents were requested.

On 10/14/2025, while onsite, I interviewed Direct Staff, Tina Bertossi, currently working on 1st shift. Staff Bertossi stated that she has been employed with the corporation for 15 years. Staff Bertossi stated that she has no problems meeting the needs of the residents that she is assigned to her care. Staff Bertossi denied that the facility is short staffed, adding that the employees need to step up and do their jobs. Staff Bertossi is currently assigned to work with residents in rooms 113-117 as well as rooms 123, 125, 127, and 129, totaling 9 residents. Staff Bertossi stated that she does hourly checks for brief changes. Staff Bertossi stated that at times, staff working at Mercy Village 1 provides breaks for staff working upstairs at Mercy Village II.

On 10/14/2025, while onsite, I interviewed Direct Staff Robin Charest, currently working on 1st shift. Staff Charest stated that she is currently assigned to residents in rooms 104-111, consisting of 9 residents, with 1 resident requiring a 2-person assist. Staff Charest stated that she and staff Bertossi assist one another as needed. Staff Charest denied the allegations that the facility is short staffed. Staff Charest added that the newer staff on 2nd and 3rd shift don't do their work, with the slack having to be picked up by 3rd shift.

On 10/14/2025, while onsite, I interviewed Residents A-F. Each resident was interviewed in their individual rooms. Each resident was adequately clothed and groomed. No concerns regarding their care were noted. Resident A stated that she has resided at the facility since May of this year. Resident A stated that staff respond very fast and are pleasant when they arrive. Resident A stated that she has no complaints and likes living at the facility.

Resident B stated that staff do a good job at responding when assistance is requested. Resident B stated that she requires limited assistance from staff. Overall Resident B stated that she likes living here, however, she adds that one of her priceless heirlooms was stolen from her room.

Residents C and D stated that they have resided in the facility for a couple of years. Both Residents C and D stated that staff response time is an estimated 15 minutes, however, it depends on the shift. Resident C stated that he has waited up to an hour for staff assistance at night. Resident C stated that he requires a 2-person assist for

toileting and showering, however, sometimes there is only 1 staff. Resident D stated that she does not require staff assistance.

Resident E stated that he has resided in the facility for 2 months. Resident E denied that the facility is short staffed. Resident E described his experience living at the facility as great, with no complaints. While Resident E requires assistance with his showers, Resident E does his own toileting.

Resident E stated that he usually waits about 15 minutes for shower. assistance. Resident F stated that in her opinion, the facility could use more staff. Resident F stated that she requires assistance with showers, waiting an estimated 5 minutes for staff assistance. Resident F does her own toileting Resident. Resident F stated that overall, they provide good care and she likes the place.

On 10/14/2025, while onsite, I interviewed Relative G, who was currently visiting with Resident G. Relative G stated that the staff are good with Resident G and she has no complaints. Resident G has resided in the facility for 3 years and requires assistance with both brief changes, showering and getting dressed. Relative G stated that Resident G is always clean when she arrives. Relative G stated that she has no staff response time complaints and is overall satisfied with the care Resident G is receiving. Resident G was observed sitting in her wheelchair while watching television. Resident G was adequately dressed and groomed. No concerns regarding her care were noted.

On 10/16/2025, I reviewed the assessment plans for Residents A-G. The assessment plan for Resident A indicates that Resident A requires staff assistance with toileting due to poor eyesight. Resident A also requires staff assistance with bathing, grooming dressing, personal hygiene. Staff are also required to assist as needed with mobility. Resident A utilizes a walker and wheelchair as needed. Resident A does not require assistance with eating.

The assessment plan for Resident B indicates that Resident B requires assistance with toileting, with staff assisting with transfers and escorting Resident B to the bathroom and hygiene as needed. Resident B requires staff assistance with showers, dressing the lower half of her body, and personal hygiene assistance as needed. Resident B requires staff assistance with mobility. Resident B can ambulate a few steps with walker assistance and self-propels in wheelchair. Staff to assist with wheelchair for long distances as needed. Resident B does not require assistance with eating.

The assessment plan for Resident C indicates that Resident C requires the assistance of a 2-person assist using a Gait Belt for toileting. Resident C requires a 2-person assist transferring in and out of the shower. 1 person can assist in completing the shower, with staff or Resident C's wife assisting as needed. Resident C requires a 1-person assist with dressing, staff to assist with personal hygiene needs as needed. Resident C requires a 2-person assist for mobility, using a walker for very short distances and transfers, and a wheelchair at all other times for transfers and ambulation. Resident C does not require assistance with eating.

The assessment plan for Resident D indicates that Resident D does not require assistance with eating, toileting, bathing, dressing personal hygiene or mobility.

The assessment plan for Resident E indicates that staff are to assist Resident E with toileting as needed. Staff are to stand by and assist with showering, dressing and personal hygiene as needed. Resident E is not ambulatory and uses a wheelchair. Resident E does not require assistance with eating.

The assessment plan for Resident F indicates that staff are to stand by and assist with toileting as needed. Resident F requires staff assistance with showering and grooming. Staff will set Resident F's clothes out and assist as needed with getting dressed. Resident F does not require assistance with personal hygiene. For mobility, Resident F requires staff assistance with her walker and an escort by wheelchair for long distances. Resident F does not require assistance with eating.

The assessment plan for Resident G indicates that Resident G requires staff assistance with toileting as needed. Resident G also requires assistance with showering. Hospice assist with showering twice a week, staff are to assist as needed. Staff will assist with grooming as needed. Staff are to set up, remind, and assist as needed with dressing and personal hygiene as needed. Resident G requires the use of a wheelchair for mobility for all transfers/ambulation. Staff are to stand by, providing a 1-person assist as needed. Resident G does not require assistance with eating.

On 10/20/2025, I spoke with Relative A. Relative A stated that he relies on Resident A to provide information as to her care and satisfaction with the facility. Relative A stated that Resident A loves it there and has not mentioned any complaints.

On 10/20/2025, I placed a call to Relative B. Relative B stated Resident B has received excellent care since residing at the facility. The staff are very accommodating and Resident B seems happy living there. While Relative B assumes that all AFC facilities could more than likely benefit from additional staff, there has been no concern regarding the current staffing and care.

On 10/20/2025, I spoke with Relative C, Trustee for Residents C and D. Relative C stated that both Residents C and D, who he sees quite often, appear quite comfortable and have not made any complaints regarding their care. Relative C stated that neither resident has complained that they wait long periods of time for care, however, Relative C will inquire with Residents C and D for their input.

On 10/20/2025, I placed a call to Relative E. There was no answer. A voice mail message was left requesting a return call.

On 10/20/2025, I placed a call to Relative F. There was no answer. A voice mail message was left requesting a return call.

On 10/20/2025, Relative H stated that he visited with Resident H on yesterday, 10/19/2025. Relative H stated that he has no problems with the care being provided to Resident H, the facility appears to be adequately staffed and Resident H has not made any complaints. Staff recognizes Resident H and assists her as needed.

On 10/20/2025, I placed a call to Relative I. There was no answer. A voice mail message was left requesting a return call.

On 10/20/2025, I placed a call to Relative J. There was no answer. A voice mail message was left requesting a return call.

On 10/20/2025, I spoke with Relative K. Relative K stated that she visits with Resident K at least once if not twice per week. During the visits the facility always appears to be properly staffed. Resident K can dress herself, however, she needs reminders to finish the steps of toileting, i.e. pulling up clothes, wiping and flushing. Relative K stated that she has noticed a lot of new staff and expects a learning curve as they learn their residents' needs. Relative K adds that she has no worries or complaints and is pleased with the care being provided to Resident K, so much so that she has referred 2 other individuals to the facility for residency.

On 10/20/2025, I spoke with Relative L. Relative L stated that she has no concerns regarding the care Resident L is being provided at the facility. Relative L adds that her mother was also a former resident at the facility, therefore it was an easy decision when locating a facility for Resident L. Relative L added that she believes that the staffing is adequate, caring and accommodating to Resident L. Staff do well with communicating Resident L's needs as well as keeping Resident L toileted and clean.

On 10/24/2025, I consulted with Administrator Campagne regarding Mercy Village I staff providing breaks to staff at the separately licensed facility upstairs in the same building. Upon inquiring regarding fire drills, Amin Campagne stated that 1st shift fire drills are an "all hands on deck" setting in which all staff, i.e., care staff, kitchen staff, maintenance staff, etc., all assist with evacuating the residents.

On 10/27/2025, I conducted a follow-up interview with Administrator Campagne. Administrator Campagne stated that staff working at Mercy Village I typically provide breaks for one another while on shift. At times, Mercy Village I staff have provided breaks for staff working at Mercy Village II, however since being informed during this investigation that this is not allowed, the facility is working on making changes. A copy of the fire drills conducted during the last quarter were requested.

The fire drill log for July 2025 indicates that there were 11 staff who assisted with the evacuation of 15 residents during 2nd shift. This drill lasted 4 minutes. In August 2025 there were 17 staff who assisted with the evacuation of 15 residents during 1st shift. This drill lasted 4 minutes. In September 2025, there were 4 staff that assisted with the evacuation of 15 residents during 3rd shift. This drill lasted 4 minutes.

APPLICABLE RULE	
R 400.15206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.
ANALYSIS:	<p>It was alleged that the facility failed to meet the required 1:12 staffing ratio for AFC homes due to severe understaffing.</p> <p>License Administrator Crystal Campagne stated that at times, Mercy Village I staff have provided breaks for staff working at Mercy Village II.</p> <p>The Resident Register reflects that there are 18 residents residing in the facility.</p> <p>The July, August and September 2025 Fire Drill Log reviewed indicates that extra staff, other than caregiver staff, are used to assist timely resident evacuations.</p> <p>The staff schedule reviewed, beginning 06/22/2025-09/25/2025. The staff schedule reflects that there are 2 staff on duty during 1st 2nd and 3rd shift.</p> <p>Direct Staff, Katelyn Jordan, Florence Durant, Sophie Norton, Tina Bertossi, denied that the facility is short staffed. Staff Bertossi and Robin Charest all denied the allegations that the facility is short staffed.</p> <p>Staff Norton stated that all the staff float in order to assist the memory care, a separately licensed AFC facility. Staff Bertossi stated that at times, staff working at Mercy Village 1 provides breaks for staff working upstairs at Mercy Village II.</p> <p>Resident A stated that staff respond very fast likes and she likes living at the facility. Resident B stated that staff do a good job at responding when assistance is requested and she likes living at the facility. Resident C stated that staff response time is an estimated 15 minutes, however, it depends on the shift.</p> <p>Resident C stated that he has waited up to an hour for staff assistance at night. Resident C stated that he requires a 2-person assist for toileting and showering, however, sometimes there is only 1 staff.</p>

	<p>Resident D stated that she does not require staff assistance.</p> <p>Resident E denied that the facility is short staffed. Resident E stated that he usually waits about 15 minutes for shower. Resident E described his experience living at the facility as great, with no complaints.</p> <p>Resident F stated that she requires assistance with showers, waiting an estimated 5 minutes for staff assistance and in her opinion, the facility could use more staff. Resident F stated that overall, they provide good care and she likes the place.</p> <p>The assessment plans for Residents A-G were reviewed. Relatives, A, B, C, G, H, K and L had no concern regarding the care being provided by staff at the facility.</p> <p>Based on interviews with staff and residents, and review of facility documents, the facility does not have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 10/27/2025, I conducted an exit conference with the license Administrator, Crystal Campagne. Administrator Campagne was informed of the findings of this investigation.

IV. RECOMMENDATION

Upon the receipt of an approved corrective action plan, no change to the status is recommended.

Sabrina McGowan October 27, 2025

Sabrina McGowan Date
Licensing Consultant

Approved By:

Mary Holton October 27, 2025

Mary E Holton Date
Area Manager