



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

Superior Health Support Systems
Suite 120
1501 W. 6th Ave.
Sault Ste. Marie, MI 49783

June 11, 2026

RE: License #: AS170382196
Investigation #: 2026A0873013 - The Merlin Home

Dear Superior Health Support Systems:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 black ink, appearing to read "Garrett Peters".

Garrett Peters, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(906) 250-9318
enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS170382196
Investigation #:	2026A0873013
Complaint Receipt Date:	04/14/2026
Investigation Initiation Date:	04/19/2026
Report Due Date:	06/13/2026
Licensee Name:	Superior Health Support Systems
Licensee Address:	Suite 120 1501 W. 6th Ave. Sault Ste. Marie, MI 49783
Licensee Telephone #:	(906) 632-9886
Licensee Designee:	Tiffany Marchbanks (acting LD)
Name of Facility:	The Merlin Home
Facility Address:	1703 Hyde Street Sault Ste. Marie, MI 49783
Facility Telephone #:	(906) 259-7373
Original Issuance Date:	06/02/2016
License Status:	REGULAR
Effective Date:	12/02/2024
Expiration Date:	12/01/2026
Capacity:	6
Program Type:	AGED ALZHEIMERS

II. ALLEGATION

	Violation Established?
Resident A had eloped several times and abused employees.	No
Additional Findings	Yes

III. METHODOLOGY

04/14/2026	Special Investigation Intake 2026A0873013
04/19/2026	Special Investigation Initiated - Letter Email to regional manager Ms. Robinson
04/29/2026	Inspection Completed On-site
04/29/2026	Contact - Face to Face Interviews with employees
05/06/2026	Contact - Telephone call made Attempted contact 2 employees
06/01/2026	Contact - Telephone call made Attempted contact 2 employees
06/09/2026	Exit Conference with Ms. Marchbanks

ALLEGATION:

Resident A had eloped several times and abused employees.

INVESTIGATION:

On 4/14/26, I received a complaint that Resident A had eloped several times and abused employees.

On 4/29/26, I interviewed employee Wanita Turley at the facility. There have been no issues with elopement. Resident A has opened and closed the door of the facility, setting the door alarm off, but she is easily redirected away from the doors or back into the facility. She was not aware of any physical abuse suffered by employees. During the day shift they had a hands-off approach with Resident A, letting her do

what she wanted assuming she is no a danger. If employees tried to stop her from doing something Resident A had been known to act out. Employees had given her a PRN to calm her down.

On 4/29/26, I interviewed home manager Rachel Soloman at the facility. Resident A had attempted to elope in the past but was easily redirected back to the facility. Resident A was not aggressive with employee and has benefitted from a PRN to calm her down. Less experienced employees may have had issues with Resident A.

On 4/29/26, I attempted to interview Resident A at the facility. Her dementia diagnosis made it difficult for her to communicate. She appeared happy eating and sitting with other residents.

APPLICABLE RULE	
R 400.671	Resident care.
	(4) A licensee shall provide supervision, protection, and personal care as specified in a resident's assessment plan.
ANALYSIS:	After interviewing several employees of the facility, I found no evidence that Resident A is a threat or harm to herself or others.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 4/29/26, I conducted an inspection of the facility. I noted that the outside ramp had a significant bow to it near the top of the porch, creating a trip hazard.

APPLICABLE RULE	
R 400.647	Safety and maintenance of premises.
	(1) A facility must be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	The outside ramp is no longer flush with the top of the deck, creating a trip hazard.
CONCLUSION:	VIOLATION ESTABLISHED

On 6/9/26, I explained the findings of my report to the incoming licensee designee Tiffany Marchbanks. She thanked me.

IV. RECOMMENDATION

Upon receipt of an appropriate corrective action plan, I recommend no changes to the status of this license.

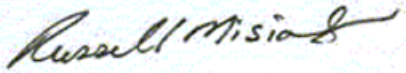


6/9/26

Garrett Peters
Licensing Consultant

Date

Approved By:



6/10/26

Russell B. Misiak
Area Manager

Date