



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 14, 2019

Rhonda and Richard Ranville
3581 N US 131
Cadillac, MI 49601

RE: License #: AF830016214
Investigation #: 2019A0870033
Country Oaks

Dear Rhonda and Richard Ranville:

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 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 (231) 922-5309.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bruce A. Messer". The signature is written in a cursive style with a large initial "B".

Bruce A. Messer, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4939

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF830016214
Investigation #:	2019A0870033
Complaint Receipt Date:	05/06/2019
Investigation Initiation Date:	05/06/2019
Report Due Date:	07/05/2019
Licensee Name:	Rhonda Ranville, Richard Ranville
Licensee Address:	3581 N US 131 Cadillac, MI 49601
Licensee Telephone #:	(231) 775-6687
Name of Facility:	Country Oaks
Facility Address:	3581 N US 131 Cadillac, MI 49601
Facility Telephone #:	(231) 775-6687
Original Issuance Date:	04/20/1995
License Status:	REGULAR
Effective Date:	11/02/2017
Expiration Date:	11/01/2019
Capacity:	6
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
Resident A, who is 97 years old, was found outside walking on the side of the road with no shoes. She was wearing only a coat, nightgown and socks. She was not able to say where she was staying, what town she was in, or her last name. When the police took her to the AFC, staff were unaware she was gone.	Yes

III. METHODOLOGY

05/06/2019	Special Investigation Intake 2019A0870033
05/06/2019	APS Referral This referral was made by the Michigan Department of Health and Human Services, Adult Protective Services worker Jane Weaver.
05/06/2019	Special Investigation Initiated - Telephone Telephone call with MDHHS, APS worker Jane Weaver.
05/06/2019	Inspection Completed On-site Interviews conducted with Licensees Rhonda and Richard Ranville, Family member-1 and Resident A.
05/14/2019	Exit Conference Completed with Licensee Rhonda Ranville.

ALLEGATION: Resident A, who is 97 years old, was found outside walking on the side of the road with no shoes. She was wearing only a coat, nightgown and socks. She was not able to say where she was staying, what town she was in, or her last name. When the police took her to the AFC, staff were unaware she was gone.

INVESTIGATION: On May 6, 2019, I spoke with Jane Weaver, Adult Protective Services worker with the Michigan Department of Health and Human Services, Wexford County. We discussed the above stated allegation. Ms. Weaver and I coordinated an on-site investigation to be conducted later this date.

On May 6, 2019, I conducted an unannounced on-site special investigation at the Country Oaks AFC home. I met with Licensees Rhonda and Randy Ranville. Ms. Ranville stated that on Sunday May 5, 2019, she woke up at approximately 7:30 a.m., looked in on the facility's residents, including Resident A, and noted that

Resident A was awake, sitting in her bedroom and dressed in her nightgown. Ms. Ranville stated she then proceeded to take a shower and upon exiting the shower she heard a knock on the home's door. She stated that when she answered the door a deputy from the Wexford County Sheriff department and Resident A were standing outside the doorway. Ms. Ranville stated the deputy informed her that Resident A had been observed by a community member walking down the side of the road, US-131 business, dressed only in a coat, nightgown and socks. She affirmed that she was unaware that Resident A had left the facility. Ms. Ranville stated Resident A appeared to be confused and did not recognize Mr. Ranville, who was then present at the doorway. Ms. Ranville stated she brought Resident A inside the home, examined her for any injury and took her to the living room. Ms. Ranville stated that Resident A has always been "alert and oriented" and had never wandered from the home before. She further noted that Resident A was diagnosed with a urinary tract infection on May 3, 2019, and began an antibiotic that same day. Mr. Ranville noted that he also was unaware that Resident A had left the home and that he was in his bedroom at the time. He further noted that he has since purchased alarms for the facilities egress points and the resident bedroom windows as a precautionary measure. Mr. Ranville noted the facility currently has three aged residents.

Ms. Ranville provided me with Resident A's *Health Care Appraisal (BCAL-3947)*, and her *Assessment Plan for AFC Residents (BCAL-3265)*. I noted the *Health Care Appraisal (BCAL-3947)* indicates that Resident A is "alert with no mental limitations." Resident A's *Assessment Plan for AFC Residents (BCAL-3265)* indicates that Resident A cannot move independently in the community.

On May 6, 2019, I conducted an interview with Family member -1. She stated her mother, Resident A, has been living at the Country Oaks AFC for approximately one year and she is very happy with the care that Rhonda and Randy Ranville provide. Family member -1 stated that Resident A was recently diagnosed with a urinary tract infection and she believes this led to her confusion on Sunday morning. She noted she has no concerns regarding care or supervision at this AFC home.

On May 6, 2019, I conducted an interview with Resident A, at the facility. Resident A stated she "does not remember leaving" the facility "the other day." She noted she feels that she receives excellent care and she enjoys living at this home.

APPLICABLE RULE	
R 400.1412	Resident behavior management; prohibitions.
	(1) A licensee shall not mistreat or permit the mistreatment of a resident by responsible persons or other occupants of the home. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm.

ANALYSIS:	<p>Resident A's <i>Assessment Plan for AFC Residents (BCAL-3265)</i> indicates that Resident A cannot move independently in the community.</p> <p>Resident A was observed, by a community member, walking down the side of the road, US-131 business, dressed only in a coat, nightgown and socks at approximately 730 a.m. on Sunday May 5, 2019.</p> <p>A deputy from the Wexford County Sheriff department returned Resident A to the Country Oaks AFC home.</p> <p>Licensees Rhonda and Richard Ranville both state they were unaware Resident A had left the facility the morning of Sunday May 5, 2019.</p> <p>The Licensee did mistreat Resident A by omission of awareness of Resident A's whereabouts. This exposed Resident A to a serious risk of harm.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On May 14, 2019, I conducted an exit conference with Licensee Rhonda Ranville. I explained my finding as noted above. Ms. Ranville stated she understood the finding and had no further questions concerning this special investigation. She stated she will submit a corrective action plan to address this cited rule violation. Additionally, she noted Mr. Ranville has already installed door and window alarms to the home egress points and resident bedroom windows.

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remain unchanged.



May 14, 2019

Bruce A. Messer
Licensing Consultant

Date

Approved By:



May 14, 2019

Jerry Hendrick
Area Manager

Date