



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

September 27, 2021

Ardis Kenwabikise  
Hancock Haven Retirement Village, LLC  
3723 Long Lake Rd.  
Cheboygan, MI 49721

RE: License #: AM160309297  
Investigation #: 2021A0009039  
Hancock Haven Retirement Village

Dear Ms. Kenwabikise:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- A specific time frame for the 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 cursive script that reads "Adam Robarge".

Adam Robarge, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 350-0939

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM160309297
<b>Investigation #:</b>	2021A0009039
<b>Complaint Receipt Date:</b>	08/30/2021
<b>Investigation Initiation Date:</b>	08/30/2021
<b>Report Due Date:</b>	09/29/2021
<b>Licensee Name:</b>	Hancock Haven Retirement Village, LLC
<b>Licensee Address:</b>	3723 Long Lake Rd. Cheboygan, MI 49721
<b>Licensee Telephone #:</b>	(906) 440-5962
<b>Administrator:</b>	Bonnie Hancock
<b>Licensee Designee:</b>	Ardis Kenwabikise
<b>Name of Facility:</b>	Hancock Haven Retirement Village
<b>Facility Address:</b>	3723 Long Lake Rd. Cheboygan, MI 49721
<b>Facility Telephone #:</b>	(231) 625-8132
<b>Original Issuance Date:</b>	01/12/2012
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/12/2020
<b>Expiration Date:</b>	07/11/2022
<b>Capacity:</b>	12
<b>Program Type:</b>	PHYSICALLY HANDICAPPED ALZHEIMERS AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
The licensee will not allow visitation without setting up an appointment time giving no less than 24-hour notice. The licensee denied the right to receive visitors at a reasonable time due to mandatory 24-hour notice of visitation.	No
The facility admitted Resident A without a completed Health Care Appraisal and has not contacted the resident's physician for any instructions of care. They also did not have a Physician Order for Scope of Treatment.	No
Additional Finding	Yes

## III. METHODOLOGY

08/30/2021	Special Investigation Intake 2021A0009039
08/30/2021	Special Investigation Initiated - On Site Interview with direct care worker Ms. Kassi Krull
08/31/2021	Contact – Telephone call made to licensee designee Ms. Ardis Kenwabikise
09/23/2021	Inspection Completed – On Site Interview with direct care worker Ms. Ida French Documentation on Resident A gathered
09/23/2021	Contact – Telephone call received from licensee designee Ms. Ardis Kenwabikise
09/23/2021	Contact – Telephone call made to Resident A's Guardian, left message
09/23/2021	Contact – Telephone call made to Resident A's Family Member, left message
09/24/2021	Contact – Telephone call received from Resident A's Guardian
09/24/2021	Exit conference with licensee designee Ms. Ardis Kenwabikise

**ALLEGATION: The licensee will not allow visitation without setting up an appointment time giving no less than 24-hour notice. The licensee denied the**

**right to receive visitors at a reasonable time due to mandatory 24-hour notice of visitation.**

**INVESTIGATION:** I received a text message from licensee designee Ms. Ardis Kenwabikise on Sunday August 29, 2021. It read, “We have a new resident, (Resident A), who has been living with us for a week and a half. There are negative issues within the family. Apparently, one son took his mother from Cheboygan to Traverse City and kept her from seeing her other children for two years. The mother (Resident A) has moderate dementia but kept saying she wanted to return to Cheboygan. The family went to Court and a court-appointed guardian was appointed for Resident A. The guardian determined that Resident A should reside in Cheboygan. The one son was very upset about this. The family did not report that Resident A “Sundowns” leading to negative behaviors in the afternoon. She has no medication for this issue. We have made her a ‘one-on-one’ resident until they can get her into her doctor for a medication review. It was decided by the guardian and myself that the family not call or visit over the weekend to prevent additional negative behavior. The family understood and respected this except the one son who insisted on speaking with his mother. He was told he should call the guardian. He was very rude and said he was calling the police, which he did. The police spoke to the guardian and decided it was not a police matter. We should have medical help tomorrow as (Resident A) goes to the doctor in the morning. The guardian is contacting the Court to get an order to stop the one son from harassing the family, the guardian and us.”

I conducted an unannounced site inspection at the Hancock Haven Retirement Village on August 30, 2021. I wore personal protection equipment to protect myself and others. I spoke with direct care worker Ms. Kassi Krull while I was there. She reported that Resident A was at a doctor’s appointment at the time of the visit. Ms. Krull stated that there is a “family feud” among the children of Resident A regarding where she should reside. Because of the feud, there is a court-appointed guardian who has temporarily stopped visits between Resident A and family members. It is her understanding that this is just until Resident A can be placed on medication to help her with her dementia and the family dynamics. Resident A was reportedly very upset after she received a phone call from one of her sons saying she shouldn’t be at Hancock Haven.

I spoke with Ms. Ardis Kenwabikise, the licensee designee of Hancock Haven Retirement Village, by phone on August 31, 2021. She stated that they got Resident A into the doctor yesterday and she was placed on some additional medication. Ms. Kenwabikise stated that the new medication was already helping with her behavior. Previously, Resident A was very upset and agitated after speaking with her son who was telling her that she should move out of the home. He kept telling her that he was going to get her out of there and that she had been kidnapped. This was very upsetting to Resident A and she kept trying to leave the facility, which became a safety issue. Ms. Kenwabikise stated that they have never been in the middle of a family feud like this before and it has been very difficult. Ms. Kenwabikise stated it

was the guardian who stopped visitations and phone calls from the family members on a temporary basis. This was only until Resident A could be assessed and possibly placed on medication. The guardian reportedly told Ms. Kenwabikise to stop visits and phone calls temporarily for Resident A's own safety and mental well-being. Ms. Kenwabikise stated that they have done everything that Resident A's guardian has requested they do.

Ms. Kenwabikise also reported that Resident A's guardian is trying to get an emergency order from the Court to address these issues. It was Ms. Kenwabikise's understating that Resident A's guardian was addressing the Court that day to try to resolve these issues. The family members who reside in Cheboygan understood the reason to temporarily put a hold on visitations. It was only the son from Traverse City who is upset about it. He never asked to physically visit his mother, only talk with her over the phone. It was August 29, 2021, that he asked to talk to his mother. He was told that she was not taking phone calls at that time and that he needed to speak with his mother's guardian for further information.

I conducted an unannounced site inspection at the Hancock Haven Retirement Village on September 23, 2021. I wore personal protection equipment to protect myself and others. Direct care worker Ms. Ida French was present but stated that Resident A was not currently there. I received a telephone call from licensee designee Ms. Ardis Kenwabikise while I was on-site. She agreed to provide me with any documentation she had regarding visits being suspended temporarily from Resident A's family. The son had only requested phone contact with his mother. Ms. Kenwabikise was told verbally by the guardian to not allow the family to talk to Resident A until she could be further assessed and to have them call her, the guardian, with any questions. The guardian did provide Ms. Kenwabikise with emails that confirmed she addressed this with the family. Ms. Kenwabikise also provided me with Resident A's Assessment Plan for AFC Residents (BCAL-3265).

I reviewed emails exchanged between Resident A's guardian and one of Resident A's family members. Resident A's guardian stated that she was suspending contact between him and his mother because his calls was upsetting his mother as well as staff. She put in place guidelines for him to follow when calling including being cordial with staff and keeping things on a positive note with his mother. Resident A's son agreed to the guidelines on September 3, 2021.

I reviewed Resident A's Assessment Plan for AFC Residents (BCAL-3265). Under Section IV Social and Program Activities, Family/Friends it indicated "Yes" and "Encourage visits. (Resident A) has three sons and one daughter." There was nothing that addressed any prohibitions on visitations.

I spoke with Resident A's guardian by phone on September 24, 2021. She said that Resident A's son from Traverse City was removed as her guardian by the Court and he was very upset about that. She reported that she was the one who had directed Hancock Haven to temporarily deny him phone calls with his mother. The son was

calling the facility incessantly and verbally abusing the staff over the phone. This was hampering their ability to care for Resident A as well as other residents. The staff also feared for their safety because of his threatening manner. It got so bad that they thought they might have to move Resident A from the facility. On August 29, 2021, she told Ms. Kenwabikise verbally to suspend visits and phone calls between Resident A and her family members. She put guidelines in place that family members would need to follow to continue having contact with her. This included that they keep conversations with staff civil and non-confrontational. It also included that they keep communication with their mother on a positive note. The son from Traverse City was directed to not use upsetting statements such as, "I'm going to get you out of there" and "They have kidnapped you." The son finally agreed to these guidelines on September 3, 2021, although he denied that he understood the calls/events she referred to. He was allowed to call his mother again as soon as he agreed to these guidelines.

<b>APPLICABLE RULE</b>	
<b>R 400.14303</b>	<b>Resident care; licensee responsibilities.</b>
	(4) A licensee shall provide all of the following: (b) An opportunity for the resident to have contact with relatives and friends.
<b>ANALYSIS:</b>	Information was not discovered through this investigation which indicated that the licensee designee, by her own volition, prevented the resident from having contact with her relatives. She was following the expressed direction of Resident A's court-appointed guardian that visitations be suspended temporarily.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights: (k) The right to have contact with relatives and friends and receive visitors in the home at a reasonable time. Exceptions shall be covered in the resident's assessment plan. Special consideration shall be given to visitors coming from out of town

	or whose hours of employment warrant deviation from usual visiting hours.
<b>ANALYSIS:</b>	Information was not discovered through this investigation which indicated that the licensee designee, by her own volition, prevented Resident A from having contact with her relatives. She was following the expressed direction of Resident A's court-appointed guardian that visitations be suspended temporarily.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**ALLEGATION:** The facility admitted Resident A without a completed Health Care Appraisal and has not contacted the resident's physician for any instructions of care. They also did not have a Physician Order for Scope of Treatment.

**INVESTIGATION:** I spoke with licensee designee Ms. Ardis Kenwabikise by phone on August 31, 2021. Resident A arrived in their facility on August 21, 2021. She was brought by the son who lives in Cheboygan, not the one from Traverse City. Resident A's paperwork was signed by the guardian. They received all of Resident A's doctor orders from Resident A's guardian at that time as well. The initial Health Care Appraisal was completed by the Resident A's son who is a registered nurse. They requested another Health Care Appraisal from Resident A's primary physician whom she just saw yesterday.

I conducted an unannounced site inspection at the Hancock Haven Retirement Village on September 23, 2021. I wore personal protection equipment to protect myself and others. I was provided with Resident A's Health Care Appraisal (BCAL-3947) dated September 17, 2021, as well as another Health Care Appraisal dated September 1, 2021. The initial Health Care Appraisal was completed by Resident A's son who is a registered nurse. Ms. Kenwabikise believed that was adequate initially because the form indicates that a registered nurse can complete the form. They set up another appointment with Resident A's primary physician as soon as they could. Resident A saw her primary physician on August 30, 2021, and a Health Care Appraisal was requested from her. This was received on September 1, 2021.

I spoke with Ms. Kenwabikise by phone on September 23, 2021, I also asked her about Resident A's "Scope of Treatment". She said that Resident A's scope of treatment is contained within her assessment and health care appraisal. Ms. Kenwabikise also provided me with a progress note from Resident A's primary physician dated August 30, 2021. Resident A's son from Traverse City provided them with a checklist of "(Resident A's) Daily Caregiving Needs". Ms. Kenwabikise stated that they were already providing Resident A with all the needs he listed on this form except for his requirement that she be served lemon water throughout the morning.

I spoke with Resident A's guardian by phone on September 24, 2021. She indicated that she believed that Resident A's son who is a registered nurse was qualified to complete the initial Health Care Appraisal. This is because he is familiar with his mother and also has a medical background. She has spoken with him about Resident A's medical issues and he was well aware of her condition and medical needs. Resident A had lived with him for several weeks before being placed at Hancock Haven and he was able to monitor her closely during that time.

<b>APPLICABLE RULE</b>	
<b>R 400.14301</b>	<b>Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.</b>
	(10) At the time of the resident's admission to the home, a licensee shall require that the resident or the resident's designated representative provide a written health care appraisal that is completed within the 90-day period before the resident's admission to the home. A written health care appraisal shall be completed at least annually. If a written health care appraisal is not available at the time of an emergency admission, a licensee shall require that the appraisal be obtained not later than 30 days after admission. A department health care appraisal form shall be used unless prior authorization for a substitute form has been granted, in writing, by the department.
<b>ANALYSIS:</b>	It was confirmed through this investigation that Resident A did have a Health Care Appraisal upon admission to the facility and a second one completed on September 1, 2021.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

<b>APPLICABLE RULE</b>	
<b>R 400.14301</b>	<b>Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.</b>
	(11) A licensee shall contact a resident's physician for instructions as to the care of the resident if the resident requires the care of a physician while living in the home. A licensee shall record, in the resident's record, any instructions for the care of the resident.

<b>ANALYSIS:</b>	It was confirmed through this investigation that the licensee did contact Resident A's primary physician for instructions. An updated Health Care Appraisal was completed by the physician and a progress note for Resident A was obtained by the physician.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**ADDITIONAL FINDING:**

On August 29, 2021, Resident A's Guardian verbally instructed the licensee to suspend visitations temporarily between Resident A and her family members.

I reviewed Resident A's Assessment Plan for AFC Residents (BCAL-3265). Under Section IV Social and Program Activities, Family/Friends it indicated "Yes" and "Encourage visits. (Resident A) has three sons and one daughter." There was nothing documented that addressed any prohibitions on visitations.

<b>APPLICABLE RULE</b>	
<b>R 400.14303</b>	<b>Resident care; licensee responsibilities.</b>
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
<b>ANALYSIS:</b>	It was confirmed through this investigation that Resident A's Guardian did suspend visitations between Resident A and her family members for a short time. This prohibition was not addressed in Resident A's written assessment plan.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

I conducted an exit conference with licensee designee Ms. Ardis Kenwabikise by phone on September 24, 2021. I told her of the finding of my investigation and gave her the opportunity to ask questions.

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



09/27/2021

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Adam Robarge  
Licensing Consultant

Date

Approved By:



09/27/2021

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Jerry Hendrick  
Area Manager

Date