



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 23, 2022

Michael Maurice
Sugarbush Living, Inc.
15125 Northline Rd.
Southgate, MI 48195

RE: License #: AL250376703
Investigation #: 2022A0580021
Sugarbush Manor

Dear Mr. Maurice:

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 (906) 226-4171.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan". The letters are fluid and connected, with a prominent 'S' at the beginning and a 'G' at the end.

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
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AL250376703
Investigation #:	2022A0580021
Complaint Receipt Date:	01/31/2022
Investigation Initiation Date:	02/02/2022
Report Due Date:	04/01/2022
Licensee Name:	Sugarbush Living, Inc.
Licensee Address:	15125 Northline Rd. Southgate, MI 48195
Licensee Telephone #:	(810) 496-0002
Administrator:	Michael Maurice
Licensee Designee:	Michael Maurice
Name of Facility:	Sugarbush Manor
Facility Address:	Suite A G-3237 Beecher Rd Flint, MI 48532
Facility Telephone #:	(810) 496-0002
Original Issuance Date:	10/19/2015
License Status:	REGULAR
Effective Date:	04/19/2020
Expiration Date:	04/18/2022
Capacity:	16
Program Type:	PHYSICALLY HANDICAPPED

	AGED ALZHEIMERS
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II. ALLEGATION(S)

	Violation Established?
On 1/21/2022, home manager, Ms. Danielle Brown was heard being verbally abusive to Resident A, talking in an inappropriate way.	Yes

III. METHODOLOGY

01/31/2022	Special Investigation Intake 2022A0580021
01/31/2022	APS Referral This referral was denied by APS for investigation.
02/02/2022	Special Investigation Initiated - Telephone A call was made to Ms. Danielle Brown, Home Manager.
02/02/2022	Contact - Telephone call made A call was made to the complainant. A voice mail was left requesting a return call.
02/08/2022	Inspection Completed On-site An onsite inspection was conducted at Sugarbush Manor. An interview was conducted with Resident A.
02/18/2022	Contact - Telephone call made A call was made to Relative A, assigned guardian for Resident A.
02/22/2022	Contact - Telephone call made I spoke with Ms. Amber Sinclair, Ascension Living Pace case manager assigned to Resident A.
02/23/2022	Exit Conference An exit conference was held with the licensee, Mr. Michael Maurice.

ALLEGATION:

On 1/21/2022 home manager, Ms. Danielle Brown was heard being verbally abusive to Resident A, talking in an inappropriate way.

INVESTIGATION:

On 01/31/2022, I received a complaint via BCAL Online Complaints. This complaint was denied by APS for investigation.

On 02/02/2022, I spoke with Ms. Danielle Brown, home manager. Ms. Brown denied the allegations that she said, "don't get a fucking attitude with me" to Resident A as alleged. However, she did indicate that she has cursed while addressing Resident A in the past, as it their means of communicating with one another. She shared that Resident A is verbally and sometimes physically abusive. Initially, they did not get along, however, as she learned how to communicate with Resident A, they get along much better.

On 02/02/2022, I made a call to the complainant. A detailed voice mail message was left requesting a return call.

On 02/08/2022, I conducted an onsite inspection at Sugarbush Manor. An interview was conducted with Resident A. She indicated that she and staff, Ms. Danielle Brown curse at each other all the time. She adds that they are Best Friends Forever (BFF's) and that this their method of communicating. She indicated that she does not have problem with Ms. Brown cursing at her.

On 02/18/2022, I made a call to Relative A, assigned guardian for Resident A. A detailed voice mail message was left requesting a return call.

On 02/22/2022, I spoke with Ms. Amber Sinclair, Ascension Living Pace case manager assigned to Resident A. Ms. Sinclair indicated that while she has not visited the facility too often, she has never heard staff cursing directly at any residents.

On 02/23/2022, I conducted an exit conference with the licensee, Mr. Michael Maurice. Mr. Maurice was informed that the violation had been found. A copy of the report will be provided. A corrective action plan is due within 15 days of receiving the report.

APPLICABLE RULE	
R 400.15308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:

	<p>(f) Subject a resident to any of the following:</p> <ul style="list-style-type: none"> (i) Mental or emotional cruelty. (ii) Verbal abuse. (iii) Derogatory remarks about the resident or members of his or her family. (iv) Threats.
ANALYSIS:	<p>It was alleged that the home manager, Ms. Danielle Brown was heard being verbally abusive to Resident A, talking in an inappropriate way.</p> <p>Manager, Ms. Danielle Brown denied the allegations. Admittedly she indicated that in the past she has used curse words while addressing Resident A, as it their means of communicating with one another.</p> <p>Resident A indicated that she and staff, Ms. Danielle Brown curse at each other all the time. She adds that they are Best Friends Forever (BFF's) and that this their method of communicating. She indicated that she does not have problem with Ms. Brown cursing at her.</p> <p>Ms. Amber Sinclair, Ascension Living Pace case manager assigned to Resident A indicated that while she has not visited the facility too often, she has never heard staff cursing directly at any residents.</p> <p>Based on the information gathered in the course of this investigation, there is sufficient evidence to support the rule violation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

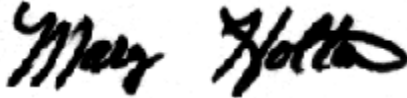


February 23, 2022

Sabrina McGowan
Licensing Consultant

Date

Approved By:



February 23, 2022

Mary E Holton
Area Manager

Date