



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

July 1, 2022

Karen Yens
Satchell's Christian Retirement Home, Inc.
2662 East Caro Rd
Caro, MI 48723

RE: License #:	AL790284241
Investigation #:	2022A0123038
	Satchell's Christian Retirement Home

Dear Mrs. Yens:

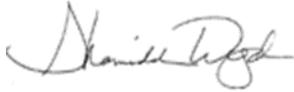
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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.

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) 284-9700.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shamidah Wyden".

Shamidah Wyden, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48607
989-395-6853

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL790284241
Investigation #:	2022A0123038
Complaint Receipt Date:	05/13/2022
Investigation Initiation Date:	05/13/2022
Report Due Date:	07/12/2022
Licensee Name:	Satchell's Christian Retirement Home, Inc.
Licensee Address:	2662 East Caro Rd Caro, MI 48723
Licensee Telephone #:	(989) 673-3329
Administrator:	Karen Yens
Licensee Designee:	Karen Yens
Name of Facility:	Satchell's Christian Retirement Home
Facility Address:	2662 East Caro Rd Caro, MI 48723
Facility Telephone #:	(989) 673-3329
Original Issuance Date:	03/12/2007
License Status:	REGULAR
Effective Date:	09/28/2021
Expiration Date:	09/27/2023
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED

II. ALLEGATION(S)

	Violation Established?
There is concern that Resident A is not treated well. Several staff and owner are fat shaming Resident A. Staff are not giving Resident A enough food to eat, telling her that she needs to lose more weight.	Yes

III. METHODOLOGY

05/13/2022	Special Investigation Intake 2022A0123038
05/13/2022	Special Investigation Initiated - Telephone I spoke with Complainant 1 via phone.
05/20/2022	Inspection Completed On-site I conducted an unannounced on-site visit at the facility.
05/23/2022	Contact - Document Received Requested documentation received via fax.
06/02/2022	APS Referral An APS referral was completed.
06/23/2022	Contact - Telephone call made I spoke with APS investigator Tyler Erla via phone.
06/23/2022	Contact - Telephone call made I spoke with Karen Yens via phone.
06/27/2022	Contact- Telephone call made I spoke with Karen Yens via phone.
06/27/2022	Contact - Document Received Documentation received via fax.
0628/2022	Contact- Telephone call made I spoke with Individual 1 via phone.
06/28/2022	Contact- Telephone call made I left a message for Resident A, requesting a return call.

06/28/2022	Contact- Telephone call received I spoke with Resident A via phone.
06/29/2022	Contact- Telephone call made I left a voicemail requesting a return call from Mrs. Yens.
06/29/2022	Contact- Document Received I received documentation via fax.
06/30/2022	Exit Conference- I spoke with Karen Yens via phone.
06/30/2022	Contact- Document Received Requested documentation received via fax.

ALLEGATION: There is concern that Resident A is not treated well. Several staff and owner are fat shaming Resident A. Staff are not giving Resident A enough food to eat, telling her that she needs to lose more weight.

INVESTIGATION: On 05/13/2022, I spoke with Complainant 1 via phone. Complainant 1 stated that Resident A is her own person and does not have a guardian. When asked who the names of the employees are who made the comments to Resident A, Complainant 1 stated that one is the licensee designee Karen Yens, but Resident A would know the other name(s). Complainant 1 stated that Resident A has asked for low carb options while in the dining room and has been told *"You cannot have that. You need to lose more weight."* Complainant 1 stated that Resident A has lost weight, but the staff make her feel terrible. Complainant 1 stated that Resident B receives the same treatment as Resident A. Complainant 1 stated that Resident A has not moved her body in a year, and that the facility does not give Resident A a lot of food and tells her that *"she can't have that."* Complainant 1 stated that Resident A complains that she is hungry and has lost about 11 lbs. Complainant 1 stated that she does not believe Resident A receives a full meal and has seen Resident A only eat a small salad, with no protein, and that it seems like staff are giving Resident A the bare minimum with no second or third helpings. Complainant 1 stated that there are some staff who feel bad for Resident A, and that Mrs. Yens is not nice to Resident A.

On 05/20/2022, I conducted an on-site at the facility. I interviewed staff Candi Schmotzer. When asked if any residents are on a diet, she stated that Resident B is on a low carb diet. She stated that Resident A is diabetic, must watch her carbs, and is losing weight. She stated that Resident A's doctor is very proud of her weight loss. She stated that Resident A is now under 300 lbs., and has lost about four lbs. She stated that Resident A eats salads and sugar free desserts. She stated that Resident A does get hungry, but Resident A's boyfriend buys her protein snacks. She stated that Resident A has snacks in her room. She stated that she has heard licensee

designee Karen Yens make comments to Resident A and Resident B in front of others. She stated that Mrs. Yens may not realize how she is wording her statements. She stated that the comments are like “*you’re gaining weight every day/week*” and “*you can’t have leftovers.*” Staff Schmotzer stated that Resident A and Resident B have had “deer in headlight” reactions, and that the comments have been made more towards Resident B. Staff Schmotzer stated that each resident receives the same amount of food, and substitutes if they do not want what is served.

On 05/20/2022, I interviewed Chris Yens at the facility. He stated that he is worried that the encouragement is being taken as fat shaming. He stated that the first six months Resident A was content with just being at the facility but is now motivated to lose weight. He stated that he has not observed any comments made directly, and if it did happen, it would not be tolerated. He stated that Resident A is offered substitute meals. Both Mr. Yens and Ms. Schmotzer stated that Resident A’s blood sugar was out of control and part of why she was placed in the facility.

On 05/20/2022, I conducted an on-site at the facility. I interviewed licensee designee Karen Yens. She denied the allegations and stated that she has been encouraging Resident A, and that Resident A has asked for help with losing weight. She stated that Resident B brings things up in the dining room. She stated that she has encouraged Resident B with a plan to walk more, and she figured that was fine because Resident B brought it up first. She stated that she figured it was okay to talk to Resident B, and that Resident B said his doctor would be upset because he gained a couple of pounds. She stated that Resident A gets as much food as other residents if she wants it. She stated that two staff have spoken personally with Resident A because they also have diabetes. She stated that in the last couple of months, Resident A’s blood sugars have improved, and she has credited her staff for educating Resident A. She stated that they provide keto, sugar free, and low carb foods, and try to work with Resident A. When asked if she has ever said anything in a condescending manner, Mrs. Yens stated “I don’t think so.” She stated that Resident A has never brought anything to her attention, and she is shocked by the allegations.

On 05/20/2022, I interviewed Resident B at the facility. Resident B stated that he is own person and does not have a guardian. He stated that staff are excellent, and they take great care of the residents. He stated that he is working with Mrs. Yens to lose weight. He stated that desserts with sugar have been cut out along with extra snacks. He stated that he snacks on healthier options like apples, peanuts, etc. He stated that he gets enough to eat. He stated that he feels respected here. He stated that his doctor hollers at Mrs. Yens about his weight, but Mrs. Yens is following his dietary plan. He denied that Mrs. Yens or staff have said anything disrespectful to him in front of others, and that Mrs. Yens does not speak to him disrespectfully. Resident B stated that Resident A knows she has a weight problem. He denied that he has heard any snide remarks made toward Resident A. He stated that jokes are made occasionally, but it is not about anyone’s weight.

A copy of Resident B's *Assessment Plan for AFC Residents and Health Care Appraisal* were obtained. His *Health Care Appraisal* dated for 09/02/2021 states that he is on a 1500 calorie, high fiber, moderate protein, low fat, and low carb diet. His assessment plan dated for 09/27/2021 indicates he is on a diabetic diet.

On 05/20/2022, I interviewed Resident A at the facility. Resident A stated that she is her own person with no guardian. She stated that Mrs. Yens has fat shamed her and Resident B in the dining room. She stated that things are not enough for Mrs. Yens. She stated that on one occasion, Mrs. Yens told her she could only have one slice of pizza that her fiancé brought to the facility as a treat. She stated that she had three slices without the crust, and Mrs. Yens came over to grab her plate, and told her that she had enough. She stated that Mrs. Yens did this in front of everyone. She stated that Mrs. Yens told Resident B he could not have certain items and said this in front of everyone because Resident B had gained some weight. She stated that Mrs. Yens has given her the "side-eye" when she (Resident A) has tried giving tips to Resident B. She stated that her doctor has not put her on a specific diet. She stated that she gets enough to eat most times but needs more friendly diabetic foods. She stated that she likes salad but was getting them with almost every meal. She stated that the facility serves a lot of carbs. She stated that she also has issues with her teeth (no teeth/dentures) and has difficulty chewing some foods. She stated that there is one staff person who does fix meals that are edible for her. She stated "*I know I'm overweight. You don't have to throw it in my face.*"

A copy of Resident A's *Assessment Plan for AFC Residents and Health Care Appraisal* were obtained. Her *Health Care Appraisal* dated for 06/25/2021 states that she is on a DM Diet- 1800 Calorie. The *Health Care Appraisal* is signed by Steven Holman, N.P. Her assessment plan indicates that she is on a special diet, and that she has issues with chewing due to having no teeth.

On 06/23/2022, I spoke with adult protective services investigator Tyler Erla via phone. He stated that he met with Resident A. He stated that he does not think there was any fat shaming, and that Resident A does not want to be on a diabetic diet. He stated that he thinks when staff brings up the diet, Resident A interprets it as fat shaming. He stated that a nurse practitioner wrote a letter regarding the diet for Resident A.

On 06/23/2022, I spoke with Mrs. Yens via phone. She stated that she spoke to Resident A, and apologized to her, letting her know that it was not her intent if that is how she took her statements. She stated that she told Resident A if she has an issue, to bring it to her attention. She stated that she was just following the doctor's orders.

On 06/27/2022, I received a copy of an undated letter from Steven Holman, NP from the Caro Health Plaza. The letter states the following:

[Resident A] is a diabetic patient who is under my care, and in the past has been non-compliant with the diet a diabetic need to follow. We have had numerous discussions how diet and weight loss can improve her A1C and her overall health. She started therapy after her stroke. She is very pleased to be losing weight every month at our medical checkup visits. She is on medication for her diabetes that one of the side effects is weight loss. She has never complained of being “starved.” The staff are diligent to remind her to make healthy choices with snacks. [Resident A] has told me she knows she overeats. Together we have set the goal to lose weight. I have recently increased Ozempic due to her elevated blood sugar. She has a Continuous Glucose Meter, so she is aware at any time what her blood sugar is to help her make healthy eating choices. She continues to want chips, cookies, and other sweets.”

On 06/28/2022, I interviewed Individual 1 via phone. Individual 1 stated that one day Resident A had a pizza, and Mrs. Yens told her “*Oh no, you can’t have none of that.*” Resident A made a statement about only eating the toppings and not the bread, and Mrs. Yens took the plate away and said “*No, you are done. No more for you.*” Individual 1 stated that the facility monitors Resident A’s weight and tells her what she can and cannot have. Individual 1 stated that things have gotten more relaxed since AFC Licensing conducted an on-site at the facility. Individual 1 stated that he has been taking Resident A different types of foods that she can eat. Individual 1 stated that he does not believe Resident A has a special diet order from her doctor, and that she sees a nurse practitioner named Steve. Individual 1 stated that they visit two times or more in person per week. Individual 1 stated that Resident A said that Mrs. Yens also fat shamed Resident B. Individual 1 stated that Mrs. Yens has apologized to Resident A, and that Individual 1 thinks Mrs. Yens is treating Resident A better now.

On 06/28/2022, I conducted a follow up with Resident A via phone. Resident A stated that Mrs. Yens has not made any rude comments lately, and things are decent and enjoyable now. Resident A stated that she told APS worker Mr. Erla that things could have been a misunderstanding, but what Mrs. Yens has said to her was rude. She stated that her nurse practitioner works under Dr. Mahfooz. She stated that the rude comments were only made by Mrs. Yens. She stated that it has made her feel like she is losing her rights, and that it feels overbearing. She stated that the incident with the pizza happened not long after she moved in, but the issues have been ongoing with her food being limited and being told what she can and cannot eat.

APPLICABLE RULE	
R 400.15305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.

<p>ANALYSIS:</p>	<p>Complainant 1 stated that Resident A has been told in front of others that she cannot have certain foods and that she needs to lose more weight which makes Resident A feel terrible. Complainant 1 stated that Resident B receives the same treatment. Complainant 1 stated that Resident A has complained of being hungry, and Mrs. Yens is not nice to Resident A.</p> <p>Staff Schmotzer stated that she has witnessed Mrs. Yens make comments to Resident A and Resident B in front of others, and that Mrs. Yens may not realize how she is wording her statements.</p> <p>Chris Yens denied witnessing any inappropriate comments being made directly to the residents. Karen Yens denied the allegations stating that she has been trying to encourage Resident A.</p> <p>Resident B denied the allegations. He stated that he gets enough to eat.</p> <p>Resident A stated that Mrs. Yens has fat shamed her in the dining room and has taken food away from her. Resident A stated that the comments that have been made to her are rude. She reported having difficulty eating certain foods due to her teeth, gets enough to eat most times, but needs more diabetic friendly options.</p> <p>On 06/23/2022, Karen Yens reported that she has apologized for her comments toward Resident A.</p> <p>A letter from Steven Holman, NP stated that Resident A has never complained of being starved.</p> <p>There is a preponderance of evidence to substantiate a rule violation regarding dignity and respect regarding inappropriate comments made to Resident A in front of others.</p>
<p>CONCLUSION:</p>	<p>VIOLATION ESTABLISHED</p>

On 06/30/2022, I conducted an exit conference with licensee designee Karen Yens via phone. I informed her of the findings and conclusion.

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC large group home license (capacity 20.)



07/01/2022

Shamidah Wyden
Licensing Consultant

Date

Approved By:



07/01/2022

Mary E. Holton
Area Manager

Date