



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

December 1, 2022

Mark Mann  
12188 Cary Road  
Cement City, MI 49233

RE: License #: AL380272324  
Investigation #: 2023A0007002  
Country Living AFC

Dear Mr. Mann:

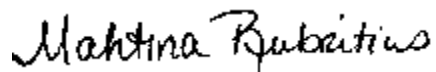
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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.
- 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 (313) 456-0380.

Sincerely,



Mahtina Rubritius, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place  
3026 W. Grand Blvd., Ste. #9-100  
Detroit, MI 48202  
(517) 262-8604

Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL380272324
<b>Investigation #:</b>	2023A0007002
<b>Complaint Receipt Date:</b>	10/03/2022
<b>Investigation Initiation Date:</b>	10/04/2022
<b>Report Due Date:</b>	12/02/2022
<b>Licensee Name:</b>	Mark Mann
<b>Licensee Address:</b>	12188 Cary Road Cement City, MI 49233
<b>Licensee Telephone #:</b>	(517) 439-1001
<b>Administrator:</b>	N/A
<b>Licensee Designee:</b>	
<b>Name of Facility:</b>	Country Living AFC
<b>Facility Address:</b>	12188 Cary Road Cement City, MI 49233
<b>Facility Telephone #:</b>	(517) 592-6007
<b>Original Issuance Date:</b>	01/19/2006
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/29/2021
<b>Expiration Date:</b>	12/28/2023
<b>Capacity:</b>	14
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A was threatened with throwing his clothes out of the home.	No
During Covid, Mark Mann, Licensee, was screaming and yelling at Resident A's relative (Relative A). There is a concern that Mr. Mann is not a fit person to manage the home. Mr. Mann has yelled at and evicted several other residents. Mr. Mann is a "hot head that likes to fight or cause bullying on residents and their relatives." This home on "Cady Road needs to be shut down."	No
Many other residents are forced to work on demand by Mr. Mann, Owner, with no pay; "slave labor including mowing the property and chopping [Mr. Mann's] firewood."	No
Additional Findings	Yes

## III. METHODOLOGY

10/03/2022	Special Investigation Intake - 2023A0007002
10/04/2022	Contact - Telephone call made to Relative A.
10/04/2022	Special Investigation Initiated – Telephone call made to Individual #1.
10/12/2022	Inspection Completed On-site - Unannounced - Face to face contact with Mr. Mann, Licensee, Resident B, Resident C, Resident D, Resident E, and other residents.
11/29/2022	Contact - Telephone call made to Relative A. Follow up interview.
11/29/2022	Contact - Telephone call made to Agency #1. Message left for Agency Worker #1. I requested a returned phone call.
11/29/2022	Contact - Telephone call made to Mr. Mugg, Message left. I requested a returned phone call.
11/29/2022	Contact - Telephone call made to Mr. Mann, Licensee. Follow-up questions.

11/29/2022	Contact - Telephone call received from Agency Worker #1. Discussion.
11/29/2022	Contact - Telephone call received from Mr. Mann, Licensee. Additional information provided.
11/30/2022	Contact - Telephone call made to Mr. Mugg, Message left. I requested a returned phone call.
11/30/2022	Contact - Document Received - Copy of bill from Agency #1.
11/30/2022	Contact - Telephone call made to Mr. Mugg, no answer.
11/30/2022	APS Referral - Made.
11/30/2022	Contact - Telephone call received from Mr. Mugg. Interview.
11/30/2022	Exit Conference conducted with Mr. Mann, Licensee.
12/01/2022	Contact - Document Received - APS Referral denied.

**ALLEGATIONS:**

**Resident A was threatened with throwing his clothes out of the home.**

**INVESTIGATION:**

As a part of this investigation, I reviewed the complaint, and the following additional information was noted:

- Resident A was in his room, and Agency #1 was paying for his Direct T.V. Service. Jason Mugg, (Direct Care Staff) came into his (Resident A's) room and removed the Direct T.V. components. Mr. Mugg told Resident A he was going to throw his clothes out on the street.
- Resident A was paying for his television service, and Agency #1 has the paid receipts. Which is his proof that Country Living did not have the authority to take Resident A's property or his television connections away. When a complaint was made to Mr. Mann about the television, he evicted Resident A.
- During Covid, Mark Mann, Licensee, was screaming and yelling at Resident A's relative (Relative A). There is a concern that Mr. Mann is not a fit person to manage the home. Mr. Mann has yelled at and evicted several other residents.

Mr. Mann is a “hot head that likes to fight or cause bullying on residents and their relatives.” This home on “Cady Road needs to be shut down.”

- Many other residents are forced to work on demand by Mr. Mann, Owner, with no pay; “slave labor including mowing the property and chopping [Mr. Mann’s] firewood.”

On October 4, 2022, I interviewed Relative A. He informed me that his brother, Resident A, had passed away. Resident A was recently moved to another AFC Home (AFC Home #1), where he had a heart attack and passed. When he was residing in Country Living AFC Home, Resident A would stay in his room and watch television. Staff took his remote and Direct T.V. box. After Relative A complained, the items were returned to Resident A. Mr. Mugg, Direct Care Staff, threatened to throw his brother’s clothes in the street. Relative A stated that his brother was not being disruptive when he resided in the home. Relative A stated that Resident A loved his new home, but he died of a broken heart. Relative A stated that his brother was cremated. Relative A agreed that we could talk later, once he finalized everything with his brother’s situation.

On October 4, 2022, I spoke to Individual #1 from AFC Home #1. She stated that Resident A had passed away and they would be sending the incident report. She also informed me that the police came to the home and assessed the situation to make sure there was no foul play.

I reviewed the incident report from AFC Home #1, which documented that on October 3, 2022, Individual #1 went to Resident A’s room to let him know lunch was ready. She knocked on his door and then entered the room. Resident A was observed on the floor, on his back, and his skin was purple. Emergency personnel were contacted, and CPR was given until they arrived. The emergency personnel attempted to revive Resident A. Resident A was pronounced deceased at 11:50 a.m.

On October 12, 2022, I conducted an unannounced on-site investigation and made face to face contact with Mr. Mann, Licensee, Resident B, Resident C, Resident D, Resident E, and other residents in the home.

I interviewed Mr. Mann, Licensee. Mr. Mann stated that the Direct T.V. cable was removed by him because the bill was not paid. Resident A’s payee is Agency #1. Resident A had resided in the home for six years. When he moved in, they called and asked about the cable and Mr. Mann stated he could have the cable in his room as long as he was willing to pay for it. According to Mr. Mann, the bill had not been paid since July. They switched from Dish Network to Direct T.V. in July. He stated that each month, Resident A is charged \$15.00 for cable and the bill was given to Resident A and his payee Agency #1. Mr. Mann also talked to Relative A and Agency #1 about the matter, and they said to send them a bill, which he did. Then once the agreement was made, the cable box was returned. He did not wait to receive payment before returning the cable.

Mr. Mann stated he did not know anything about Mr. Mugg saying he was going to throw his (Resident A's) clothes out in the street. Mr. Mugg has worked there for a long time. Mr. Mann stated that he would be surprised if Mr. Mugg said he would do this.

I interviewed Resident C. He stated that he has resided in the home for three years. Resident C reported that he was not aware of any conflict between Resident A and Mr. Mugg. Resident C reported to get along with staff. They have had words, but no cursing. Resident C did not report any additional concerns.

Resident D reported that he has lived at the home for about a year. He stated that he and Resident A had been friends for a long time, as they attended high school together. I inquired how Mr. Mugg got along with Resident A and he stated, "not very good." Resident D described Mr. Mugg as "pretty rough." When I asked what he meant, Resident D informed that Mr. Mugg would argue with Resident E. In addition, that if the residents did not help Mr. Mugg gets mad. According to Resident D, Mr. Mugg spends a lot of time playing on the computer. Resident D stated that sometimes Mr. Mugg is nice, and sometimes he's "pretty rough." Resident D reported to like Mr. Mann more than Mr. Mugg.

I interviewed Resident E. He informed me that he has been in the home for quite a while. He stated that he likes to write letters to his wife. Resident E stated that Mr. Mugg tried to say that his wife was in Florida, but she's not. Resident E reported that he does not get along with Mr. Mugg and that he just ignores him. Resident E stated that Mr. Mugg "makes stupid remarks." In addition, Resident E stated, "I don't dislike him, I just don't care for his attitude." Resident E reported that he has never seen Mr. Mugg hit any residents. Resident E stated, "he knows better." I inquired about Mr. Mugg threatening to throw Resident A's clothes out in the street, and Resident E stated that if he said that, Resident A would just ignore him.

On November 29, 2022, I spoke to Relative A. He informed me that Resident A called him upset, stating that Mr. Mugg had just come into his room and threatened to throw his clothes in the street. Regarding the cable bill, he stated that he did not know it was overdue, and if it was, it was Mr. Mann's fault. The bill was a yearly flat rate. Relative A stated the bill was paid by Agency #1, and that Agency Worker #1 would verify that the bill was taken care of. Regarding the discharge notice, Relative A confirmed that Resident A received an eviction letter from Mr. Mann.

On November 29, 2022, I spoke with Mr. Mann, Licensee, as I had some follow-up questions. He confirmed that Resident A was provided with a written discharge notice on September 6, 2022. He informed me that the discharge notice was given because of Resident A's family. Not so much his (Resident A's) other brothers, but Relative A was extremely difficult to deal with. He was calling Mr. Mann's phone late at the night, and he was threatening him. Mr. Mann stated that he was not going to deal with that, so the notice was issued. Regarding the cable, Mr. Mann stated that

the bill was overdue in July, August, and September. Mr. Mann informed me that he's responsible for the cable equipment and Resident A had broken an accessory. When the bill wasn't paid, he removed the equipment in September. Mr. Mann confirmed that he did receive payment for the cable from Agency #1. He agreed to send me a copy of the bill. I inquired about the bill being overdue, and he stated that he dealt with Resident A regarding the overdue bill.

On November 29, 2022, I spoke with Agency Worker #1, who was the payee for Resident A. She was not aware of the cable bill being overdue. She informed me that she paid the bill once she was notified that the money was due. On September 12, 2022, she paid \$240.00 for the cable contract. She informed me that Resident A and Mr. Mann had an agreement that the bill had to be paid either way because that is what they had agreed upon. She agreed to send me a copy of the bill she received. I received a copy of the bill, which was sent to Agency #1 on September 9, 2022. It documented that Resident A accumulated an outstanding balance of \$240.00 for equipment rental for Direct T.V.

On November 30, 2022, I interviewed Mr. Mugg, Direct Care Staff. He stated that he helps at the facility and has worked there for the past seven to eight years. He reported to be trained to provide direct care. Regarding the cable box, he stated that he did not get into personal matters, but that Mr. Mann had taken the box because they did not pay the bill. He stated the bill was around \$230.00. According to Mr. Mugg, Mr. Mann was going to send the box back because the fee was coming up and they didn't want to pay it. Regarding the allegations of Resident A being threatened that his clothes would be thrown out on the street, Mr. Mugg denied the allegations. He stated that he never threatened to do that, and that there would be no cause to. He stated that the home is mellow and that's one reason he enjoys working in the home. I inquired how he got along with Resident E, and he stated that [Resident E] "was cool." He did not report any conflict between the two of them.

On November 30, 2022, I followed-up with Mr. Mann and conducted the exit conference. I inquired about the monthly service charge for the cable bill (things were not adding up correctly), and he stated that the service charge was \$10.00 per month, not \$15.00 per month as previously stated. In July, the money for the new contract was due but they were not paying it. He was never reimbursed for the broken television accessory either. Mr. Mann stated that he faxed a copy of the bill to Agency #1 in July; however, it may have gotten missed due to high employee turnover. Mr. Mann stated that they were not living up to their end of the deal, and he was taking all the risks. He was still responsible for the payments of the equipment. He stated that it's usually not a big deal but after sending the bills and getting no response, he had to remove the box. He was going to return the equipment.



<b>APPLICABLE RULE</b>	
<b>R 400.15305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	<p>According to Relative A, Resident A called him upset, stating that Mr. Mugg had just come into his room and threatened to throw his clothes in the street.</p> <p>Mr. Mann stated he did not know anything about Mr. Mugg saying he was going to throw his (Resident A's) clothes out in the street. Mr. Mugg has worked there for a long time. Mr. Mann stated that he would be surprised if Mr. Mugg said he would do this.</p> <p>Resident C reported that he was not aware of any conflict between Resident A and Mr. Mugg.</p> <p>During the interview with Resident D, I inquired how Mr. Mugg got along with Resident A and he stated, "not very good." Resident D described Mr. Mugg as "pretty rough."</p> <p>Resident E stated that Mr. Mugg "makes stupid remarks." In addition, Resident E stated, "I don't dislike him, I just don't care for his attitude." I inquired about Mr. Mugg threatening to throw Resident A's clothes out in the street, and Resident E stated that if he said that, Resident A would just ignore him.</p> <p>Mr. Mugg denied the allegations. He stated that he never threatened to do that, and that there would be no cause to.</p> <p>While it appears that there has been some conflict, including concerns with Mr. Mugg's attitude, based on the information gathered during this investigation and provided above, it's concluded that there is not a 51% preponderance of the evidence to support the allegations that Mr. Mugg threatened to throw Resident A's clothes in the street.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.15304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><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:</b></p> <p><b>(j) The right of reasonable access to and use of his or her personal clothing and belongings.</b></p>
<b>ANALYSIS:</b>	<p>According to Relative A, when Resident A was residing in Country Living AFC Home, he would stay in his room and watch television. Staff took his remote and Direct T.V. box. After Relative A complained, the items were returned to Resident A. Mr. Mugg, Direct Care Staff, threatened to throw his brothers clothes in the street.</p> <p>Mr. Mann stated that the Direct T.V. cable was removed by him because the bill was not paid. Mr. Mann stated that the bill was overdue in July, August, and September. Mr. Mann informed me that he's responsible for the cable equipment and Resident A had broken an accessory. When the bill wasn't paid, he removed the equipment in September.</p> <p>Agency Worker #1 informed me that she was not informed that the cable bill was overdue. She informed me that she paid the bill once she was notified that the money was due. On September 12, 2022, she paid \$240.00 for the cable contract.</p> <p>Based on the information gathered during this investigation and provided above, it's concluded that there is not a preponderance of the evidence to support the allegations that Resident A did not have access to his belongings.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATIONS:**

**During Covid, Mark Mann, Licensee, was screaming and yelling at Resident A's relative (Relative A). There is a concern that Mr. Mann is not a fit person to manage the home. Mr. Mann has yelled at and evicted several other residents.**

**Mr. Mann is a “hot head that likes to fight or cause bullying on residents and their relatives.” This home on “Cady Road needs to be shut down.”**

## **INVESTIGATION:**

During the interview with Relative A, he informed me that Mr. Mann has screamed at him.

During the interview with Mr. Mann, I inquired how he got along with Relative A, and he replied “terribly.” He stated that during the time that Resident A resided in the home, he gained 90lbs and the doctor said he needed to lose weight. Resident A’s legs were swelling and all he did was lay in bed all day and watch television. Mr. Mann tried to work with Relative A. Mr. Mann stated that Relative A wanted his brother moved, so he (Relative A) moved him to a different home. Mr. Mann denied that there were shouting matches between he and Relative A. He denied yelling at Relative A, or that Relative A yelled at him.

While I was at the facility, I did not observe Mr. Mann to be aggressive or confrontational. He was cooperative with the investigation. I observed him to interact with the residents appropriately.

I interviewed Resident B. He stated that he has resided in the home since May of 2022. Resident B reported to like living in the home. Resident B did not confirm that he was bullied by Mr. Mann. Regarding Resident A, Resident B stated that he didn’t think it was right and Resident A should not have been kicked out of the home.

Resident C reported to get along with staff. They have had words, but no cursing. Resident C did not report any additional concerns.

Resident D reported to like Mr. Mann more than Mr. Mugg.

During the interview with Resident E, he reported that Mr. Mugg “makes stupid remarks.” Resident E recalled that Mr. Mann told Mr. Mugg “To shut his mouth.”

After interviewing the residents, I followed-up with Mr. Mann. He stated that he would be talking to Mr. Mugg and encourage him to choose his words more carefully.

During the follow-up interview with Relative A, I asked him to tell me about a situation of when Mr. Mann yelled at him. He stated that one day, he picked his brother up from the home to take him to the bank. He asked Resident A if he let staff know that he was leaving and he said “yeah.” When they returned, Mr. Mann came out to the truck and was screaming at him, stating “he’s going to move in with you!” Relative A stated that he wanted his brother out of this home. During the interview, Relative A voiced some concerns, some of which were not licensing matters. He

also stated that one resident, who no longer resides in the home, was mistreated by staff. He stated that in general, the whole operation was illegal.

During the follow-up conversation with Mr. Mann, I inquired if he had issued discharge notices to any residents within the last six months. He stated he had issued a discharge notice to Resident G because he did not want to be in the home, and he let everybody know it. I asked about the situation when Relative A and Resident A went to the bank without staff's knowledge, and he recalled the situation. However, he reported that he did not yell at Relative A. Mr. Mann stated that he told Relative A that he's responsible for Resident A and if he's going to take him somewhere, staff needs to know. Mr. Mann denied yelling during this situation and stated that he does not yell at anyone. He stated that Relative A was a pain, and that he was not going to deal with him; Mr. Mann stated that he could not tell Relative A that he could not see his brother, so it was best for his brother to move to another home. Mr. Mann stated that his brother wanted to move him to another home anyways.

During the interview with Mr. Mugg, he did not confirm the allegations. He seemed surprised by the allegations. He informed me that he has not observed the alleged behaviors. Mr. Mugg stated that Mr. Mann is very caring and takes care of the guys. Mr. Mugg stated he has nothing bad to say about Mr. Mann.

During the exit conference with Mr. Mann, we discussed the investigation and my recommendations. He stated that he and Relative A never saw eye to eye. He agreed with the conclusion of the investigation.

<b>APPLICABLE RULE</b>	
<b>R 400.15305</b>	<b>Resident protection.</b>
	<b>(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.</b>

<p><b>ANALYSIS:</b></p>	<p>Relative A stated that Mr. Mann has screamed at him.</p> <p>During the interview with Mr. Mann, I inquired how he got along with Relative A, and he replied “terribly.” Mr. Mann denied yelling during the situation by the truck and stated that he does not yell at anyone. He stated that Relative A was a pain, and that he was not going to deal with him.</p> <p>Resident B did not confirm that he was bullied by Mr. Mann.</p> <p>Resident C, Resident D, and Resident E did not provide any information to support the allegations.</p> <p>While I was at the facility, I did not observe Mr. Mann to be aggressive or confrontational. He was cooperative with the investigation. I observed him to interact with the residents appropriately.</p> <p>Mr. Mugg informed that he has not observed the alleged behaviors. Mr. Mugg stated that Mr. Mann is very caring and takes care of the guys. Mr. Mugg stated he has nothing bad to say about Mr. Mann.</p> <p>While it’s clear that Mr. Mann and Relative A had conflict, based on the information gathered during this investigation and provided above, it’s concluded that there is not a preponderance of the evidence to support the allegations that the residents are not treated with dignity and their personal needs, including protection and safety, was not attended to at all times, in accordance with the provisions of the act.</p>
<p><b>CONCLUSION:</b></p>	<p><b>VIOLATION NOT ESTABLISHED</b></p>

**ALLEGATIONS:**

**Many other residents are forced to work on demand by Mr. Mann, Owner, with no pay; "slave labor including mowing the property and chopping [Mr. Mann's] firewood."**

**INVESTIGATION:**

During the interview with Mr. Mann, he stated that he does not force residents to complete chores, they do chores by choice. I asked about which residents completed chores and he stated that Resident B, Resident C, Resident D, and F did

chores. The chores they assist with include bringing dishes to the kitchen, vacuuming, yard work, and helping at his house. He stated that the residents are not paid to help, but he buys them pop, lunch, pizza, or McDonald's.

During the interview with Resident B, he informed that he helps with chores, including setting the table, pouring drinks, sweeping, and mopping the floors, and other odd jobs. He reported to do chores for about an hour to an hour and a half. Resident B stated that he's required to do chores because Mr. Mann says he has too. I inquired what would happen if he didn't help with chores and Resident B stated that he would probably have to move out because it's Mr. Mann's house. Resident B stated that Mr. Mann buys them pop, Mc Donald's, coffee, donuts, cider, and they get breaks.

Resident C reported that he helps with gardening, cutting wood, and mowing the grass. Resident C reported that he likes helping with the chores, and that he has a choice to complete the chores or not.

Regarding chores, Resident E informed me that he will set the table or do small jobs around the house. I inquired if he cut wood and he stated that he didn't because he wasn't strong enough. In addition, that most of the time, they don't need his help with chores. Resident E stated that if Mr. Mann asks for help "I'll oblige." Resident E stated that he is not required to help with chores.

While at the facility, I reviewed some of the resident files and assessment plans.

According to Mr. Mann, there was no file available for review for Resident B.

The AFC Assessment form for Resident C documented that he participated in household chores. The assessment plan was last reviewed in 2020.

The AFC Assessment form for Resident D documented that he participated in household chores, and "loves to help with cleaning." The assessment plan was last reviewed on June 16, 2021.

The AFC Assessment form for Resident F documented that he participated in household chores. The assessment plan was current.

During the follow-up interview with Relative A, he stated that Mr. Mann wanted Resident A to chop wood for him at his house, but he refused. Relative A would pay Resident A \$20.00 an hour to cut wood at his own home for about two hours each time. According to Relative A, staff were funny about Resident A having money in his wallet. I informed him that the licensee is responsible to provide a way to safeguard the money in the home and they may have been concerned about the money being stolen if it were not appropriately safeguarded.

During the interview with Mr. Mugg, he stated that the residents help with chores as it is a part of their assessment plan and to help move them towards being independent. Many of the residents would like to move out of the home and reside in their own homes. Staff asks the residents which chores they would like to complete that week and their names are written on the board. They help with setting the table, pouring the beverages, and clearing the table. The resident's complete jobs that are within their range or abilities. The residents are not paid cash for their work. He stated that Resident B was a star employee at a local resident prior to moving into the home. Mr. Mugg stated that he thinks Resident B thinks he is still at work. Resident B helps with chores regularly.

During the exit conference with Mr. Mann, I followed up about the residents cutting wood at his personal home. He stated that he works right along with the residents. They work and then go out for a meal. The residents usually pick McDonald's. He stated that the residents want to help, and he also tries to keep them busy. According to Mr. Mann, Resident B loves to help with chores, and he vacuums the home multiple times a day. His doctor is aware of this. I cautioned Mr. Mann about residents helping with chores at his personal home and encouraged him to continue to inform the residents that they have a choice about helping.

<b>APPLICABLE RULE</b>	
<b>R 400.15303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(1) Care and services that are provided to a resident by the home shall be designed to maintain and improve a resident's physical and intellectual functioning and independence. A licensee shall ensure that all interactions with residents promote and encourage cooperation, self-esteem, self-direction, independence, and normalization.</b>

<b>ANALYSIS:</b>	<p>With the exception of Resident B, the residents and staff interviewed reported that they have a choice to participate with household chores.</p> <p>The resident AFC Assessment Plans reflected that the residents participate with household chores. There was no file available for review for Resident B.</p> <p>Mr. Mugg stated that the residents help with chores as it is a part of their assessment plan and to help move them towards being independent.</p> <p>I encouraged Mr. Mann to continue to inform the residents that they have a choice about helping with chores.</p> <p>Based on the information gathered during this investigation and provided above, it's concluded that there is not a preponderance of the evidence to support the allegations that the residents are forced to work on demand.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

The AFC Assessment Plan for Resident C was reviewed. It was noted that the assessment plan was outdated, as it was last reviewed in 2020.

The assessment plan for Resident D was last reviewed on June 16, 2021.

<b>APPLICABLE RULE</b>	
<b>R 400.15301</b>	<b>Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.</b>
	<b>(4) At the time of admission, and at least annually, a written assessment plan shall be completed with the resident or the resident's designated representative, the responsible agency, if applicable, and the licensee. A licensee shall maintain a copy of the resident's written assessment plan on file in the home.</b>



<b>ANALYSIS:</b>	The AFC Assessment Plan for Resident C, Resident D, were outdated and not reviewed annually as required.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:**

According to Resident B, he has resided in the home since May of 2022. I requested to review the licensing documents for Resident B; however, I was informed by Mr. Mann that there was not file available for review.

<b>APPLICABLE RULE</b>	
<b>R 400.15316</b>	<b>Resident records.</b>
	<p><b>(1) A licensee shall complete, and maintain in the home, a separate record for each resident and shall provide record information as required by the department. A resident record shall include, at a minimum, all of the following information:</b></p> <p style="padding-left: 40px;"><b>(a) Identifying information, including, at a minimum, all of the following:</b></p> <ul style="list-style-type: none"> <li><b>(i) Name.</b></li> <li><b>(ii) Social security number, date of birth, case number, and marital status.</b></li> <li><b>(iii) Former address.</b></li> <li><b>(iv) Name, address, and telephone number of the next of kin or the designated representative.</b></li> <li><b>(v) Name, address, and telephone number of the person and agency responsible for the resident's placement in the home.</b></li> <li><b>(vi) Name, address, and telephone number of the preferred physician and hospital.</b></li> <li><b>(vii) Medical insurance.</b></li> <li><b>(viii) Funeral provisions and preferences.</b></li> <li><b>(ix) Resident's religious preference information.</b></li> </ul> <p style="padding-left: 40px;"><b>(b) Date of admission.</b></p> <p style="padding-left: 40px;"><b>(c) Date of discharge and the place to which the resident was discharged.</b></p> <p style="padding-left: 40px;"><b>(d) Health care information, including all of the following:</b></p> <ul style="list-style-type: none"> <li><b>(i) Health care appraisals.</b></li> <li><b>(ii) Medication logs.</b></li> </ul>

	<p>(iii) Statements and instructions for supervising prescribed medication, including dietary supplements and individual special medical procedures.</p> <p>(iv) A record of physician contacts.</p> <p>(v) Instructions for emergency care and advanced medical directives.</p> <p>(e) Resident care agreement.</p> <p>(f) Assessment plan.</p> <p>(g) Weight record.</p> <p>(h) Incident reports and accident records.</p> <p>(i) Resident funds and valuables record and resident refund agreement.</p> <p>(j) Resident grievances and complaints.</p>
<b>ANALYSIS:</b>	There was no file available for review for Resident B.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable written corrective action plan, I recommend no change to the status of the license.

*Mahtina Rubritius*

12/01/2022

Mahtina Rubritius  
Licensing Consultant

Date

Approved By:

*A. Hunter*

12/01/2022

Ardra Hunter  
Area Manager

Date