



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 6, 2022

Kirsten Bamber
Ausable In Home Care LLC
9933 N. Roberts Road
Frederic, MI 49733

RE: License #: AM200401132
Investigation #: 2023A0360012
Ausable Adult Foster Care

Dear Ms. Bamber:

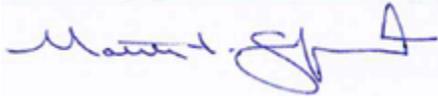
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (866) 865-0006.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist", with a stylized flourish at the end.

Matthew Soderquist, Licensing Consultant
Bureau of Community and Health Systems
Ste 3
931 S Otsego Ave
Gaylord, MI 49735
(989) 370-8320

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM200401132
Investigation #:	2023A0360012
Complaint Receipt Date:	11/30/2022
Investigation Initiation Date:	11/30/2022
Report Due Date:	12/30/2022
Licensee Name:	Ausable In Home Care LLC
Licensee Address:	9933 N. Roberts Road Frederic, MI 49733
Licensee Telephone #:	(989) 348-9647
Administrator:	Kirsten Bamber
Licensee Designee:	Kirsten Bamber, Designee
Name of Facility:	Ausable Adult Foster Care
Facility Address:	808 Chestnut Street Grayling, MI 49738
Facility Telephone #:	(989) 390-9017
Original Issuance Date:	10/14/2019
License Status:	REGULAR
Effective Date:	04/14/2022
Expiration Date:	04/13/2024
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
Staff member Beverly Ohsowski yells and screams at residents in the morning.	Yes

III. METHODOLOGY

11/30/2022	Special Investigation Intake 2023A0360012
11/30/2022	Special Investigation Initiated - Telephone APS worker Nicole Lull
12/01/2022	Contact - Telephone call received APS worker Nicole Lull
12/01/2022	Inspection Completed On-site Residents A, B, C, D, E, F, G, H. Direct care staff Beverly Ohsowski
12/01/2022	Contact - Telephone call made Licensee designee Kirsten Bamber
12/06/2022	Exit Conference With licensee designee Kirsten Bamber

ALLEGATION: Staff member Beverly Ohsowski yells and screams at residents in the morning.

INVESTIGATION: On 11/30/2022 I was assigned a complaint from the LARA online complaint system.

On 11/30/2022 I left a message for Nicole Lull from Crawford County Adult Protective Services (APS).

On 12/01/2022 I received a call from Nicole Lull from APS. Ms. Lull reported that she has an open APS complaint regarding Resident A. She reported that Resident A told her that direct care staff Beverly Ohsowski yells at all the residents in the home.

On 12/01/2022 I made an unannounced onsite inspection at the facility. Direct care staff Beverly Ohsowski was at the facility assisting residents in the bathroom. I interviewed Resident A in private. Resident A stated Ms. Ohsowski loses her temper a lot with the residents. He stated she yells at him and the other residents. He could not remember exactly what she says but stated she is disrespectful. I then interviewed Resident B. Resident B stated Ms. Ohsowski yells at the residents every

day. He stated she yells at them all day. I then interviewed Resident C. Resident C stated sometimes he gets along with Ms. Ohsowski, but she yells at all the residents. I then interviewed Resident D. Resident D stated the staff person working today gets mad and makes her cry. I then interviewed Resident E. Resident E stated Ms. Ohsowski picks on her and screams at her and then apologizes. I then interviewed Resident F. Resident F stated Ms. Ohsowski talks loudly but doesn't yell at him. I then interviewed Resident G. Resident G stated Ms. Ohsowski does not yell at him because he wouldn't tolerate it however, she does get loud with other residents. I then interviewed Resident H. Resident H stated Ms. Ohsowski yells and screams constantly. He stated she says things like, "mind your own business", or "get yourself in gear." He stated she is always getting angry.

While at the facility on 12/01/2022 I interviewed direct care staff Beverly Ohsowski. Ms. Ohsowski stated she has worked at the home since 2014. She stated originally, she worked two days a week but has been working up to 32 hours a week recently. She acknowledged that she does talk loud with the residents. She stated she does get frustrated sometimes because she, "talks to residents and it just goes over their heads." She stated she would characterize how she talks to residents as "stern." Ms. Ohsowski stated she will watch her tone and make sure that she is talking with residents in a respectful manner.

On 12/01/2022 I contacted the licensee designee Kirsten Bamber. Ms. Bamber stated Ms. Ohsowski was working 40 hours a week and they recently reduced her hours to 32 hours. She stated she would have a discussion with her about talking to residents in a respectful manner.

APPLICABLE RULE	
R 400.14305	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.
ANALYSIS:	<p>The complaint alleged direct care staff Beverly Ohsowski yells and screams at residents.</p> <p>Multiple residents reported Ms. Ohsowski yells and is disrespectful.</p> <p>Ms. Ohsowski acknowledged that she does talk to residents in a stern manner.</p> <p>The licensee designee stated she will discuss with Ms. Ohsowski how to talk with residents appropriately.</p>

	There is a preponderance of evidence that Ms. Ohsowski did not treat the residents with dignity at all times.
CONCLUSION:	VIOLATION ESTABLISHED

On 12/06/2022 I conducted an exit conference with the licensee designee Kirsten Bamber. Ms. Bamber stated Ms. Ohsowski has put in her notice to terminate employment at the facility and she would submit a corrective action plan for approval.

IV. RECOMMENDATION

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



12/06/2022

Matthew Soderquist
Licensing Consultant

Date

Approved By:



12/06/2022

Jerry Hendrick
Area Manager

Date