



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

December 20, 2022

Suzanne Lange  
5065 S. Schwass Road  
Scottville, MI 49454

RE: License #: AS530311141  
Investigation #: 2023A0230012  
Country Care AFC

Dear Suzanne Lange:

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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Rhonda Richards".

Rhonda Richards, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 342-4942

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS530311141
<b>Investigation #:</b>	2023A0230012
<b>Complaint Receipt Date:</b>	12/06/2022
<b>Investigation Initiation Date:</b>	12/06/2022
<b>Report Due Date:</b>	02/04/2023
<b>Licensee Name:</b>	Suzanne Lange
<b>Licensee Address:</b>	5065 S. Schwass Road Scottville, MI 49454
<b>Licensee Telephone #:</b>	(231) 233-0050
<b>Name of Facility:</b>	Country Care AFC
<b>Facility Address:</b>	5065 S. Schwass Road Scottville, MI 49454
<b>Facility Telephone #:</b>	(231) 233-0050
<b>Original Issuance Date:</b>	08/09/2011
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/09/2022
<b>Expiration Date:</b>	02/08/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
The facility is not staffed during the early morning hours.	Yes

## III. METHODOLOGY

12/06/2022	Special Investigation Intake 2023A0230012
12/06/2022	APS Referral
12/06/2022	Special Investigation Initiated - On Site Interview with Staff member Tressa Steffes and Residents A, B and C.
12/19/2022	Contact - Telephone call made Staff member Jenn Diamond
12/19/2022	Exit Conference With Licensee Suzanne Lange

**ALLEGATION:** The facility is not staffed during the early morning hours.

**INVESTIGATION:** On 12/06/2022, I conducted an unannounced on-site investigation at the facility and interviewed staff member Thressa Steffes and Residents A, B and C regarding the above allegation.

Resident A stated that his routine in the morning is being woken up by overnight staff person Jenn Diamond around 6:15 a.m. He then gets ready for school, comes downstairs, takes his medications, and catches a bus at 6:50 a.m. Resident A stated there was an occasion within the past week when Ms. Diamond administered his medications then around 6:40 a.m. she left the facility with no other staff member on duty. She explained to him that she had to get to her other job. Resident A stated he left 10 minutes later when his bus had arrived. He stated, "I don't know who came in or when after that because I left."

Residents B and C stated that as far as they are aware the facility is always staffed. Both acknowledged they do not get up until after 7:00 a.m.

Staff member Thressa Steffes reported there was at least one occasion when she arrived at work the previous week at 7:00 a.m. and staff member Jenn Diamond had left for work early thus leaving residents unattended. She stated her shift begins at 7:00 a.m..

On 12/19/2022, I spoke with staff member Jenn Diamond who acknowledged that she left the facility early on one occasion within the past few weeks. She stated she left before any other staff were on duty. She stated since then, Licensee Suzanne Lange has told her this must never occur again. She stated she will not do this again.

On 12/19/2022, I conducted an exit conference with Licensee Suzanne Lange and reviewed the findings of the investigation. She agreed that this is a serious violation. She has spoken to Ms. Diamond about never leaving the facility while residents are in the home. She has offered to pay other staff members to come in early if Ms. Diamond feels she needs to leave. Ms. Lange will provide a plan of correction.

<b>APPLICABLE RULE</b>	
<b>R 400.14206</b>	<b>Staffing requirements.</b>
	<b>(1) The ratio of direct care staff to residents shall be adequate as determined by the department, to carry out the responsibilities defined in the act and in these rules and shall not be less than 1 direct care staff to 12 residents and children who are under the age of 12 years.</b>
<b>ANALYSIS:</b>	According to statements made by Resident A and staff members Ms. Steffes and Ms. Diamond, there was at least one occasion when the ratio of direct care staff to residents was not adequate. Residents were left unattended with no staff on duty.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable plan of correction I recommend the status of this license remain unchanged.

*Rhonda Richards*

12/20/2022

\_\_\_\_\_  
Rhonda Richards, Licensing Consultant      Date

Approved By:

*Jerry Hendrick*

12/20/2022

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Jerry Hendrick, Area Manager      Date