



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

November 29, 2023

Heather Rosenbrock  
Cascade Senior Living II, Inc.  
PO Box 3  
Auburn, MI 48611

RE: License #: AL560274370  
Investigation #: 2024A1029002  
Cascade Senior Living II

Dear Mrs. Rosenbrock:

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.

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.

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 black ink that reads "Jennifer Browning". The script is cursive and fluid.

Jennifer Browning, Licensing Consultant  
Bureau of Community and Health Systems  
Browningj1@michigan.gov - (989) 444-9614

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**

<b>License #:</b>	AL560274370
<b>Investigation #:</b>	2024A1029002
<b>Complaint Receipt Date:</b>	10/03/2023
<b>Investigation Initiation Date:</b>	10/03/2023
<b>Report Due Date:</b>	12/02/2023
<b>Licensee Name:</b>	Cascade Senior Living II, Inc.
<b>Licensee Address:</b>	4617 Eastman Rd., Midland, MI 48640
<b>Licensee Telephone #:</b>	(989) 631-7299
<b>Administrator:</b>	Heather Rosenbrock
<b>Licensee Designee:</b>	Heather Rosenbrock
<b>Name of Facility:</b>	Cascade Senior Living II
<b>Facility Address:</b>	4617 Eastman Road, Midland, MI 48640
<b>Facility Telephone #:</b>	(989) 631-7299
<b>Original Issuance Date:</b>	10/06/2005
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/23/2022
<b>Expiration Date:</b>	03/22/2024
<b>Capacity:</b>	20
<b>Program Type:</b>	AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
There are two minors employed as direct care staff members working at Cascade Senior Living II.	Yes
Resident A was given a 30 day discharge notice because of a movie he watched and because he threatened direct care staff members.	No
Additional Findings	Yes

**III. METHODOLOGY**

10/03/2023	Special Investigation Intake 2024A1029002
10/03/2023	APS Referral - Referral was sent from denied APS referral from Centralized Intake.
10/03/2023	Special Investigation Initiated – Telephone To Jana Lipps, AFC Licensing Consultant
10/27/2023	Inspection Completed On-site - Contact - Face to Face with Licensee designee Heather Rosenbrock, Logan Rosenbrock, and direct care staff members Bethany Chlupac, Samantha Church, Resident A, Resident B, and Resident C at Cascade Senior Living II
11/15/2023	Contact - Document Sent - Emails with licensee designee, Heather Rosenbrock
11/21/2023	Contact - Telephone call made to Relative D1
11/21/2023	Contact – Telephone call made to direct care staff members Jade Peterson (number not in service), Jennifer Garrett, Britney Patalina, DCISM2
11/21/2023	Exit conference with licensee designee Heather Rosenbrock. Left message.

**ALLEGATION: There are two minors employed as direct care staff members working at Cascade Senior Living II.**

**INVESTIGATION:**

On October 3, 2023, a complaint was received via a denied Adult Protective Services (APS) referral from Centralized Intake with concerns there were two minors employed as direct care staff members working at Cascade Senior Living II.

On October 27, 2023, I completed an unannounced on-site investigation at Cascade Senior Living II and interviewed Resident A. Resident A stated there are two minor aged employees working at the facility who are sisters aged 16 years and 17 years. Resident A stated they informed him they were under 18 years of age and he did not feel it was right to have minors working here because they are both performing personal care duties like assisting with toileting which is not appropriate for a minor. Resident A stated the 17 year old minor has been working at the facility for almost one year while the 16 year-old minor started more recently.

On October 27, 2023, I interviewed direct care staff members, Logan Rosenbrock, Bethany Chlupac and Samantha Church. Ms. L. Rosenbrock stated there are no minors working at the facility and minor direct care staff member (DCSM) 1 is not an employee but she has "shadowed" her sister to see if this was an area where she would want to work. Ms. Chlupac stated there are currently thirteen active DCSMs at Cascade Senior Living II. Ms. Chlupac stated DCSM1 is 17 now and would be considered a volunteer because she does not do any personal care with the residents and has only done crafts and some cleaning in the facility, but DCSM2 is an employee because she is 18 years of age. Ms. Chlupac and Ms. Rosenbrock confirmed that DCSM1 is not counted in the staffing ratio for the day since she is not a direct care staff member.

I reviewed the employee records and received the dates of birth (DOB) for all employees. DCSM1's DOB is June 12, 2007 which makes her 16 years 5 months. DCSM2's DOB is September 27, 2005 so she is 18 years as of September 2023. Ms. H. Rosenbrock forwarded documents for DCSM2 to review and her hire date was in May 2023 and I verified her DOB on her job application which confirms she started as a direct care staff member before she turned 18 years of age. DCSM2 signed her job description of duties on May 9, 2023.

On October 27, 2023, I interviewed licensee designee Heather Rosenbrock who stated she did not have employees who were under 18 years of age. Ms. H. Rosenbrock stated she did have some paperwork filled out for DCSM1 and she would forward it to me for review however in an email on November 15, 2023 when she sent DCSM2's employee records, she indicated she did not have paperwork for DCSM1 since she was not an employee and she only allowed her to shadow. Ms. H. Rosenbrock stated DCSM2 is over 18 years of age and she is an employee. Ms. Rosenbrock stated DCSM1 has never performed any personal care duties and denied she is trained as a direct care staff member. Ms. Rosenbrock stated DCSM1 has only shadowed other

DCSMs to determine if this was a field she would like to work in. I informed Ms. Rosenbrock DCSM1 would not be able to be hired as a direct care staff member until she was over 18 years of age so it was early to have her shadow, but if she was still interested at 18, then she could fill out her employment application and become trained as a direct care staff member.

On November 21, 2023, I interviewed Relative D1. Relative D1 stated she has never had concerns regarding any minors working there. Relative D1 stated the care has improved a lot since Resident D first arrived there and she recognizes it's a hard job and it's hard to keep staffing levels.

I interviewed Resident B who had no knowledge of the age of the direct care staff members and did not know if anyone was under 18. Resident B was not familiar with a direct care staff member named DCSM1.

I interviewed Resident C. Resident C stated she is not familiar with any of the direct care staff member being under 18 years of age but stated there was a minor who works there who provides personal care but she has not worked there in over a month. Resident C stated DCSM2 also works there and she believes she just turned 18 years of age recently so she must have been working before she turned 18 years of age.

On November 21, 2023, I interviewed former direct care staff member, Britney Patalina. Ms. Patalina stated she was familiar with direct care staff member DCSM2 who she believed was 18 years old. Ms. Patalina stated DCSM1 does work there although she only saw her a handful of times. Ms. Patalina stated she talked to management a few times regarding DCSM1's age and she was brushed off and this was never addressed as she was told it was none of her concern. Ms. Patalina stated DCSM1 helped with meals, toileting residents including brief changes, and assisted with all tasks except for administering medication because she was not trained to do so. Ms. Patalina stated DCSM1 and DCSM2 both worked there during the summer 2023 but she did not know how old they were when they started. Ms. Patalina stated the last time she saw DCSM1 in September 2023 she was filling out a job application but she was confused because she was already working there and she was not yet 18 years of age. Ms. Patalina stated that she started working at Cascade Senior Living II in September 2023 and both DCSM1 and DCSM2 were working when she arrived.

On November 21, 2023, I interviewed direct care staff member Jennifer Garrett. Ms. Garrett stated there are two underage direct care staff members working at the facility, DCSM2 is 17 and DCSM1 is 15 or 16. Ms. Garrett stated DCSM1 provides personal care to the residents but she does not administer medications like DCSM2. Ms. Garrett stated DCSM1 was not on payroll because she was in training and getting to know everyone. Ms. Garrett stated she was working in the kitchen and also provided personal care to the residents.

On November 21, 2023, I interviewed former direct care staff member DCSM2. DCSM2 stated the last time the "State" called her, she was coached what to say by Ms. Chlupac

but since she was no longer an employee there, she felt comfortable talking with me. DCSM2 stated she started her employment at Cascade Senior Living II before she turned 18 however, her 16 year old sister DCSM1 was there for a week to helping with kitchen duties and getting residents their coffee. DCSM2 stated she would not let her do any hands on assistance because of her age but Ms. Rosenbrock stated she would allow her to shadow and work there to see if she liked it.

<b>APPLICABLE RULE</b>	
<b>R 400.15204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(1) Direct care staff shall not be less than 18 years of age and shall be able to complete required reports and follow written and oral instructions that are related to the care and supervision of residents.</b>
<b>ANALYSIS:</b>	I reviewed the employee records and the dates of birth (DOB) for all employees. DCSM1's DOB is June 12, 2007 which makes her 16 years 5 months. DCSM2's DOB is September 27, 2005 so she is 18 years as of September 2023. Based on my review of DCSM2's employee file, she was hired prior to her 18 <sup>th</sup> birthday as her hire date was in May 2023. DCSM2 signed her job description of duties on May 9, 2023. Licensee designee Ms. H. Rosenbrock indicated DCSM1 is not a current employee rather she only shadowed direct care staff members to determine if she would like to work and initially described her as a volunteer. However, based on multiple interviews with direct care staff members Ms. Garrett, Ms. Patalina, DCSM2, Resident A, and Resident C, DCSM1 provided personal care to residents despite being a minor aged person. These duties were also outside of the duties of a volunteer.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION: Resident A was given a 30 day discharge notice because of a movie he watched and because he threatened direct care staff members.**

**INVESTIGATION:**

On October 3, 2023, a complaint was received via a denied Adult Protective Services (APS) referral from Centralized Intake with concerns Resident A was given a 30 day discharge notice because of a movie he watched and because he threatened direct care staff members however, according to the complaint information he cannot threaten the direct care staff members because he relies on a power chair for an assistive device.

On October 3, 2023, I spoke with AFC Licensing Consultant, Jana Lipps. Ms. Lipps stated she was familiar with Resident A and reported Resident A verbally attacks people

but be physically aggressive. Ms. Lipps stated there was a discharge notice issued a year ago but facility administration rescinded it because an appropriate AFC was not found.

On October 27, 2023, I completed an unannounced on-site investigation at Cascade Senior Living II and interviewed Resident A who informed me he has resided at Cascade Senior Living II for 1.5 years. Resident A stated he was upset because he was given a discharge notice to move out by November 2, 2023, because he watched an inappropriate comedy movie on the television and someone complained. Resident A stated he was also informed he attacked direct care staff members however, he cannot do that because he is in a power chair and could not attack anyone. Resident A stated he has not found another AFC to reside in and is worried it will be difficult to do so because of the holidays. I reviewed a copy of 30-day discharge notice dated October 2, 2023 which stated the following:

*“Upon review of the last few months, Cascades Senior Living has determined that this living situation is not suitable for [Resident A]. There have been multiple complaints from other residents that feel attacked and mentally unsafe, stemming from comments made by [Resident A]. Staff has also been instructed to keep administration in the loop on behaviors of [Resident A]. From this communication, there have been numerous instances in which staff feel personally attacked. With the last complaint from another family member due to the type of movie put on in the dining room at lunchtime by [Resident A]. This movie included several swear words and sexual references that were found to be offensive. From meetings about the behaviors and corrective action plans that have been put in place in hopes of a positive resolution, one has not been found since the original date of this letter on February 24th, 2023. It is with deep regret that as of 11/2/2023, [Resident A]’s right to occupancy will be revoked.”*

On October 27, 2023, I interviewed administrator, Logan Rosenbrock, and direct care staff members Bethany Chlupac and Samantha Church. Ms. L. Rosenbrock stated there has been a discharge notice given to Resident A because he decided to put on a “soft porn movie” while the other residents were eating lunch. Ms. L. Rosenbrock stated in the movie, there was swearing nonstop and when another resident’s family member wanted him to turn it off, he started swearing at them non-stop. Ms. L. Rosenbrock stated “he can be a nice guy but if he’s having a bad day, then everyone is” describing Resident A.

Ms. Chlupac stated he has a history of making sexual comments to the direct care staff members and showed an entire folder of *AFC Incident / Accident Reports* documenting different reports of concerns. Ms. Chlupac stated she has not had anything sexual said to her by Resident A, but she has heard it outside of the room.



I interviewed Resident B. Resident B stated she has resided at Cascade Senior Living II for about a year. Resident B stated Resident A loses his temper a lot with direct care staff members and he is intimidating to them because he will fling his arms around but she does not know if he has hit any of them in the past. Resident B stated she has heard incidents where Resident A will swear at the staff but she has never heard any sexual comments. Resident B stated she would not be surprised if the direct care staff members were afraid of him because of how he acts. Resident B stated he typically does not talk to other residents in this manner except for Resident C because they do not get along.

I interviewed Resident C who stated she was familiar with Resident A and stated they did not get along because she would stand up for herself and other residents. Resident C stated Resident A was "quite rude" and when he wants something done by the direct care staff members he wants it done immediately. Resident C stated he will yell and curse at the direct care staff members and say, "why am I not fucking get laid down?" Resident C stated Resident A has asked her why she is in a wheelchair and will tell her she should be walking instead and calls her "fucking weird." Resident C stated she believes the direct care staff members are afraid of him due to his treatment. Resident C stated there was a time he was watching an inappropriate movie with swearing and a visitor had it turned off which made him mad. Resident C stated she does not believe direct care staff members should go into the room alone with him because he made up a rumor that he performed a sexual act on one of the direct care staff members and will talk about them in a sexual manner.

On November 21, 2023, I interviewed Relative D1. Relative D1 stated Resident A has typically watched movies that were R rated but they were passable because it was just swearing. Relative D1 stated she was upset because he was watching a parody of a pornography film during lunch when other residents were around and it was bothering her but it did not bother Resident D because she just turned 99 and she did not hear the video. Relative D1 stated she was aware that it bothered other residents because Resident A is intimidating to the other residents. Relative D1 stated she went to Ms. L. Rosenbrock and told her about it and she turned it off immediately. Relative D1 stated he did not say anything to Relative D1 directly but he mentioned something to the resident near him alluding to her "having a lot of nerve because she didn't live there" and asking, "how she could call herself a Christian because she did that." Relative D1 stated the television has not been on during lunch at all since that time.

On November 21, 2023, I interviewed direct care staff member former, Britney Patalina. Ms. Patalina stated she was familiar with a couple different instances because there was an inappropriate horror movie being shown and the other one was with a sex scene. Ms. Patalina stated there were residents around when this occurred and they were bothered watching this. Ms. Patalina stated Resident A has different behavior with different direct care staff members because there are a few female direct care staff member to whom he has made sexual innuendos. Ms. Patalina stated he was nasty, rude, and inappropriate to her and several direct care staff members have left due to his behaviors. Ms. Patalina stated she was aware there was a discharge notice and that is

one of the reasons why she left because it was past the thirty days and she was upset with how long it was taking and how he was treating her. Ms. Patalina stated the only resident Resident A was verbally aggressive toward was Resident C.

<b>APPLICABLE RULE</b>	
<b>R 400.15302</b>	<b>Resident admission and discharge policy; house rules; emergency discharge; change of residency; restricting resident's ability to make living arrangements prohibited; provision of resident records at time of discharge.</b>
	<b>(3) A licensee shall provide a resident and his or her designated representative with a 30-day written notice before discharge from the home. The written notice shall state the reasons for discharge. A copy of the written notice shall be sent to the resident's designated representative and responsible agency. The provisions of this subrule do not preclude a licensee from providing other legal notice as required by law.</b>
<b>ANALYSIS:</b>	There is no indication Resident A was not given an appropriate 30-day written discharge notice. Resident A stated he was accused of assaulting direct care staff members but he could not have done that because he was in a power chair, however, interviews with Residents B and C, direct care staff members Ms. Chlupac, Ms. L. Rosenbrock, and DCSM2 all confirmed Resident A has been verbally assaultive including inappropriate and sexually suggestive remarks leading direct care staff member to feel unsafe caring for him and residents feeling intimidated. I was able to review a folder of <i>AFC Incident / Accident Reports</i> documenting the incidents described above on several different occasions.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

During the on-site investigation, I reviewed the employee records and Ms. L. Rosenbrock stated she did not have an employee record for DCSM1 since she was not an employee, however she indicated DCSM1 was shadowing DCSM2. Ms. L. Rosenbrock initially stated DCSM1 shadowing and referred to her as a volunteer. Ms. L. Rosenbrock stated she did not have a TB test for DCSM1 because she did not work often.

During the on-site investigation, Ms. H. Rosenbrock stated she did have paperwork completed for DCSM1 which she would forward to me. However, in an email on

November 15, 2023 she indicated she did not have an employee record for DCSM1 because she was only job shadowing and “per their definition she was not allowed to touch any residents.” Ms. H. Rosenbrock stated DCSM1 is interested in working at Cascade Senior Living II but has not filled out any paperwork. I advised Ms. H. Rosebrock she would need to wait until DCSM1 turned 18 to work at Cascade Senior Living II.

<b>APPLICABLE RULE</b>	
<b>R 400.15205</b>	<b>Health of a licensee, direct care staff, administrator, other employees, those volunteers under the direction of the licensee, and members of the household.</b>
	<b>(7) A licensee shall obtain certification from a volunteer that the volunteer is free from communicable disease and that the volunteers physical and mental health will not negatively affect either the health of the resident or the quality of the residents care.</b>
<b>ANALYSIS:</b>	During the on-site inspection, Ms. L. Rosenbrock stated she did not have an employee record for DCSM1 since she was not an employee and was shadowing DCSM2 however, interviews with direct care staff members Ms. Garrett and Ms. Patalina, Resident A, and Resident C all confirm that DCSM1 acted in the capacity of a direct care staff member. However due to her minor age, DCSM1 cannot be hired as a direct care staff member. At minimum, even if DCSM1 was acting as a volunteer a TB test result is required and was not completed.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Jennifer Browning*

Jennifer Browning  
Licensing Consultant

11/22/22

Date

Approved By:

*Dawn Timm*

11/29/2023

Dawn N. Timm  
Area Manager

Date