



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

January 8, 2024

Laurie Labie
Enriched Living, LLC
242 Highlander Dr. N.E.
Rockford, MI 49341

RE: License #: AS590406991
Investigation #: 2024A0622002
Enriched Living - Legion

Dear Ms. Labie:

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.

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) 284-9727.

Sincerely,

A handwritten signature in dark ink, appearing to read 'A. Blasius', is positioned above the typed name.

Amanda Blasius, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

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

License #:	AS590406991
Investigation #:	2024A0622002
Complaint Receipt Date:	12/08/2023
Investigation Initiation Date:	12/08/2023
Report Due Date:	02/06/2024
Licensee Name:	Enriched Living, LLC
Licensee Address:	242 Highlander Dr. N.E. Rockford, MI 49341
Licensee Telephone #:	(586) 295-1674
Administrator:	Laurie Labie
Licensee Designee:	Laurie Labie
Name of Facility:	Enriched Living - Legion
Facility Address:	344 Legion St Howard City, MI 49329
Facility Telephone #:	(586) 295-1674
Original Issuance Date:	04/22/2021
License Status:	REGULAR
Effective Date:	10/22/2023
Expiration Date:	10/21/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
On 12/04/2023, direct care staff member Melanie Budnick used profanity and was disrespectful while interacting with Resident A.	Yes

III. METHODOLOGY

12/08/2023	Special Investigation Intake 2024A0622002
12/08/2023	Special Investigation Initiated – Telephone call made- Attempted to contact complaint/Recipient Rights via email and phone. A voicemail was left, requesting a returned call.
12/11/2023	Contact - Telephone call received from Recipient Rights Officer, Angela Loiselle
12/13/2023	Inspection Completed On-site- Interview with resident A and B.
12/13/2023	Contact - Face to Face interview with DCW, Lisa Barraza
12/13/2023	Contact - Telephone call made to DCW, Melanie Budnick
01/05/2024	Exit Conference with license designee, Laurie Labie

ALLEGATION: On 12/04/2023, direct care staff member Melanie Budnick used profanity and was disrespectful while interacting with Resident A.

INVESTIGATION:

On 12/11/2023, I received a call back from recipient rights (RR) officer, Angela Loiselle. Ms. Loiselle reported that she is the RR officer for all six residents in the Enriched Living AFC home. She reported that she has worked with Resident A for the last 10 years and this is her first time receiving a recipient rights complaint. Ms. Loiselle reported that due to the nature of the complaint she requested direct care worker (DCW) Melanie Budnick be removed from floor immediately and complete a four-hour recipient rights training. She also confirmed DCW Melanie Budnick has worked at Enriched Living for three years and this is the first complaint she has received regarding her. Ms. Loiselle reported that when she talked with DCW Budnick, she denied swearing directly at the residents, but admitted to using the “f” word when frustrated. Ms. Loiselle stated DCW Budnick admitted that she did tell Resident A that she would end up in a nursing home, if she didn’t help herself. Ms.

Loiselle reported DCW Budnick denied swearing at Resident B but admitted to yelling at him for slamming the door.

On 12/12/2023, I completed an unannounced onsite investigation to Enriched Living AFC and interviewed Residents A and B and DCW Lisa Barraza.

On 12/12/2023, Resident A reported that she was lying in bed and could not get out of bed. Resident A stated she called for DCW Budnick to help her out of bed. She stated DCW Budnick was already upset and was trying to complete a lot of things. When DCW Budnick arrived to Resident A's bedroom, Resident A stated DCW Budnick said, "look bitch, don't think I'm going to do this all night." Resident A also reported that DCW Budnick told her that she would end up in "an old, aged home if she didn't help herself." Resident A stated DCW Budnick is often moody and Resident A will tend to stay in her room, ignore her or not ask for help from DCW Budnick for that reason. Resident A reported she told DCW Barraza what happened when she arrived on first shift because she was really upset with what DCW Budnick said to her.

On 12/12/2023, I interviewed Resident B in person. Resident B stated that he was visiting another AFC facility with the rest of the residents and a direct care staff member. He explained that this is the facility where DCW Budnick lives. Resident B explained that DCW Budnick was sleeping in her room. Resident B reported that he was leaving the facility and the door slammed shut behind him. Resident B reported DCW Budnick came out of her room and said the following to him, "quit slamming the door, you dumb mother fucker." Resident B also reported that DCW Budnick uses the "f" word when she is frustrated. He explained that he will often stay in his room when she is working, or he can take a walk downtown to visit friends.

On 12/12/2023, I interviewed DCW Lisa Barraza in person. DCW Barraza reported that she did not witness the incident between Resident A and DCW Budnick. She did confirm that Resident A reported the incident to her when she arrived for her shift on 12/4/23 and was upset. DCW Barraza explained that she also did not witness the incident between Resident B and DCW Budnick. She reported that Resident B reported the incident to her, and it was reported that DCW Budnick said the following to Resident B "quit slamming the door, you dumb mother fucker." DCW Barraza reported that she has witnessed DCW Budnick use the "f" word often when frustrated. DCW Barraza explained that she has noticed that DCW Budnick has been more stressed the last four weeks.

On 12/13/2023, I interviewed DCW Melanie Budnick via phone. DCW Budnick reported that she works at Enriched Living on third shift during the week and works first and second shift every other weekend. DCW Budnick explained that she worked third shift on 12/4/2023 and cared for Resident A. DCW Budnick reported that at 7am on 12/4/23, she heard Resident A calling for help from her bedroom. She further explained that she entered Resident A's bedroom and told her she was not in the right position to be able to help her out of bed. DCW Budnick reported that

Resident A called her a “dumb bitch” because she could not see that she did not have guard rails on her bed. DCW Budnick reported that she did tell Resident A the following “if you can’t help yourself, you may find your way to a nursing home.” She denied calling Resident A, a “bitch” or stating the following: "don't you think I have better things to do?" DCW Budnick stated that when the lead DCW Lisa Barraza came in for first shift on 12/4/23, Resident A went running up to DCW Barraza crying and stated that she was called a bitch and asked DCW Barraza if she was going to a nursing home.

I also interviewed DCW Budnick regarding an incident with Resident B. She reported that the residents from Enriched Living were visiting another AFC home, where she lives. DCW Budnick stated that she was not working and was trying to sleep. The residents from Enriched Living came around dinner time and DCW Budnick explained that Resident B was slamming the toilet and yelling in the hallway at another staff member. After about twenty minutes, she heard all the residents fighting at the front door near her bedroom door. DCW Budnick reported that she did get up and stated the following “what the fuck is going on out there, stop slamming doors.” DCW Budnick denied calling Resident B a “dumb mother fucker.” DCW Budnick denied using the “f” word towards residents but reported that she often uses the word when she is frustrated. DCW Budnick gave the following examples of when she would use the “f” word: “Where the fuck did all the cheese go” and “why the fuck are all the medications messed up.” DCW Budnick did report that over the last six weeks she has been more stressed and sleep deprived due to completing college courses, working and having health changes.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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:</p> <p style="padding-left: 40px;">(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>

ANALYSIS:	<p>It was confirmed through interviews that DCW Budnick uses profanity in front of residents when frustrated. DCW Budnick also admitted to telling Resident A that “she would end up in an old, aged home if she did not learn to help herself”, which affected Resident A’s personal dignity.</p> <p>Due to the consistent statements from residents and staff, it was determined that DCW Budnick was not treating residents with consideration and respect, nor was she recognizing how her statements and words can affect a resident’s personal dignity.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, no change in license is recommended.



01/05/2023

Amanda Blasius
Licensing Consultant

Date

Approved By:



01/08/2024

Dawn N. Timm
Area Manager

Date