



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 4, 2024

Toni LaRose
AH Spring Lake Subtenant LLC
6755 Telegraph Rd Ste 330
Bloomfield Hills, MI 48301

RE: License #: AL700397742
Investigation #: 2024A0350019
AHSL Spring Lake Timberbrook

Dear Toni LaRose:

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 (616) 356-0100.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ian Tschirhart', with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 644-9526

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL700397742
Investigation #:	2024A0350019
Complaint Receipt Date:	03/04/2024
Investigation Initiation Date:	03/04/2024
Report Due Date:	04/03/2024
Licensee Name:	AH Spring Lake Subtenant LLC
Licensee Address:	One SeaGate, Suite 1500 Toledo, OH 43604
Licensee Telephone #:	(248) 203-1800
Administrator:	Toni LaRose
Licensee Designee:	Toni LaRose
Name of Facility:	AHSL Spring Lake Timberbrook
Facility Address:	17383 Oak Crest Parkway Spring Lake, MI 49456
Facility Telephone #:	(616) 844-2880
Original Issuance Date:	03/18/2019
License Status:	REGULAR
Effective Date:	09/18/2023
Expiration Date:	09/17/2025
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
On March 2 at about 6 p.m., facility staff Samantha Barnes got frustrated at Resident A and cursed in her presence.	Yes

III. METHODOLOGY

03/04/2024	Special Investigation Intake 2024A0350019
03/04/2024	Special Investigation Initiated - Telephone I spoke with Morghan Clewley, DCW
03/04/2024	Contact - Telephone call made I spoke with Samantha Barnes, DCW
03/04/2024	Contact - Document Received I received an email from Visitor 1
03/04/2024	Exit conference – Held with Toni LaRose, Licensee Designee.

ALLEGATION: On March 2, at about 6 p.m., facility staff Samantha Barnes got frustrated at Resident A and cursed in her presence.

INVESTIGATION: On 03/04/2024, I received an email from Visitor 1 that included this allegation. Visitor 1 wrote: *‘Saturday March 2 my mom was sitting in her room eating her dinner watching a movie. She is hard of hearing so the tv is always loud. About 6:05pm I hear yelling out in the hall over the sound of mom’s tv. GET UP! Get up, you need to get up! I thought someone had fallen. I sat here for a minute and it keeps going. You need to get up! Get up (Resident A). I open the door and no one is in the hall but I still hear the screaming. It was coming from (Resident A’s) room next to my mom on the same side of the hall. (Resident A)! Get out of bed and get in the bathroom! I walked down and stood in the doorway. I hear it’s about time Jesus f’ing Chr*st, only it was the actual word. I had no idea who was in that room but I lost it. I said that is inexcusable!!! You do NOT holler and scream at someone like that! Sam walked out of the bathroom. I said that is totally unacceptable Sam!!! Sam said, (Resident A’s) hard of hearing. I said (Resident A) is not that hard of hearing when I can hear you screaming in the next room over an extremely loud tv and a closed door and I don’t care how deaf someone is you don’t say Jesus f’ing Chr*st! That’s unacceptable and inexcusable Sam! Sam looked right at me and said, I didn’t say that! I told her I was standing right there, I have 2 ears that I can hear just fine out of and I know what they heard. INEXCUSABLE!!!! And I turned around and walked out.’*

On 03/04/2024, I sent an email to Toni LaRose, Executive Director, informing her that a complaint was made, and requesting the names and phone numbers of the staff members who worked during the time of this alleged incident.

On 03/04/2024, I received an email from Ms. LaRose with the requested staff information.

On 03/04/2024, I called and spoke with Morghan Clewley, Direct Care Worker (DCW). Ms. Clewley confirmed that she worked the dayshift (7 a.m. to 7 p.m.) on Saturday, March 2nd along with Samantha Barnes and Damiyah Thompson. Ms. Clewley stated that Ms. Barnes told her during this shift that she said, "Jesus f'ing Chr*st" while in the presence of Resident A. Ms. Clewley said that Ms. Barnes yells at and cusses at the residents "fairly frequently," and believed that Ms. Barnes became frustrated while assisting Resident A with toileting, because Resident A can go "dead weight" on staff when she doesn't want to do something. I asked her to clarify what she meant by "dead weight" and she said that she will go limp and not physically cooperate with staff.

On 03/04/2024, I called and spoke with Ms. Barnes. She told me that she was having a stressful day, stating that a couple of residents had passed away recently and she had been dealing with family members' needs and requests. Ms. Barnes said that she became, "a little frustrated" with Resident A while trying to toilet her, and "Jesus f'ing Chr*st" "slipped out." Ms. Barnes said that she did not direct this comment at Resident A, but she just blurted it out in frustration. Ms. Barnes reported that after she did this, she told her co-workers that she "needed a break" and then went outside for a couple of minutes. She stated that when she came back inside, "everything was fine."

On 03/04/2024, I called and held an exit conference with Toni LaRose, Licensee Designee. I informed Ms. LaRose that I was citing violation of this rule. She thanked me for informing her and had no further comment.

APPLICABLE RULE	
R 400.15307	Resident behavior interventions generally.
	(1) A licensee shall ensure that methods of behavior intervention are positive and relevant to the needs of the resident.
ANALYSIS:	Visitor 1 reportedly overheard staff Samantha Barnes yelling and cussing at Resident A. Staff Morghan Clewley reported that Ms. Barnes told her she got frustrated with Resident A and said, "Jesus f'ing Chr*st" in Resident A's presence.

	<p>Ms. Barnes admitted that she said “Jesus f’ing Chr*st” while assisting Resident A, but stated she did not direct this comment at Resident A. She explained that it just “slipped out” because she was feeling stressed and frustrated.</p> <p>My findings support that this rule had been violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the status of this facility’s license remain unchanged, and that this special investigation remain unchanged.



March 4, 2024

Ian Tschirhart
Licensing Consultant

Date

Approved By:



March 4, 2024

Jerry Hendrick
Area Manager

Date