



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 13, 2024

Deborah Pettyplace
The Barton Woods Group, Inc.
9472 Kochville Road
Freeland, MI 48623

RE: License #: AL730317749
Investigation #: 2024A0572034
Barton Woods Assisted Living

Dear Deborah Pettyplace:

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) 643-7960.

Sincerely,

A handwritten signature in black ink that reads "Anthony Humphrey". The signature is written in a cursive style with a large, looping flourish at the end of the name.

Anthony Humphrey, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(810) 280-7718

enclosure

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

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|---|
| License #: | AL730317749 |
| Investigation #: | 2024A0572034 |
| Complaint Receipt Date: | 04/17/2024 |
| Investigation Initiation Date: | 04/19/2024 |
| Report Due Date: | 06/16/2024 |
| Licensee Name: | The Barton Woods Group, Inc. |
| Licensee Address: | 9472 Kochville Road Freeland, MI 48623 |
| Licensee Telephone #: | (989) 695-2014 |
| Administrator: | Rebecca Williams |
| Licensee Designee: | Deborah Pettyplace |
| Name of Facility: | Barton Woods Assisted Living |
| Facility Address: | 9472 Kochville Road Freeland, MI 48623 |
| Facility Telephone #: | (989) 695-5380 |
| Original Issuance Date: | 10/15/2012 |
| License Status: | REGULAR |
| Effective Date: | 04/15/2023 |
| Expiration Date: | 04/14/2025 |
| Capacity: | 20 |
| Program Type: | PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL ALZHEIMERS AGED TRAUMATICALLY BRAIN INJURED |

II. ALLEGATION(S)

| | Violation Established? |
|--|-----------------------------------|
| There is not adequate staffing to meet the needs of the residents. | Yes |
| Additional Findings | Yes |

III. METHODOLOGY

| | |
|------------|---|
| 04/17/2024 | Special Investigation Intake 2024A0572034 |
| 04/19/2024 | Special Investigation Initiated - Telephone Complainant. |
| 04/22/2024 | Inspection Completed On-site 1st Shift Supervisor, Samantha Kettle; Staff, Abigail Turner; Staff, Alex McDonald; Resident Care Supervisor, Kelsey Freuchel; Administrator, Rebecca Williams and Resident Care Assistant Supervisor, Skylar Arizola. |
| 04/22/2024 | Exit Conference Administrator, Rebecca Williams. |
| 06/10/2024 | Contact – Face to face Resident Care Supervisor, Kelsey Freuchel and Administrator, Rebecca Williams. |
| 06/10/2024 | Contact – Face to face Resident A, Resident A’s Family Member #1, Resident B and Resident C. |
| 06/10/2024 | Exit Conference Administrator, Rebecca Williams. |
| 06/13/2024 | APS Referral An APS Referral was made. |

ALLEGATION:

There is not adequate staffing to meet the needs of the residents.

INVESTIGATION:

On 04/17/2024, the local licensing office received a complaint for investigation. There were no other investigative entities involved with this complaint.

On 04/19/2024, I contacted the complainant via telephone regarding the allegation. The complainant wasn't aware that the facility consists of two separate licenses which are licensed for 20 beds each. The complainant was still interviewed to determine if there are enough staffing at the facility. The complainant informed that there is one staff assigned to each licensed facility. Sometimes there's a floater and sometimes it's just one staff on each side. The managers hardly ever help out. This became an issue because several caregivers quit all at the same time. The remaining staff have been overworked for the past 2 to 3 weeks. The complainant is not aware if the facility is hiring. There are currently 7 caregivers and they are now working every single day.

On 04/22/2024, I made an unannounced onsite at Barton Woods Assisted Living, located in Saginaw County Michigan. Interviewed were 1st Shift Supervisor, Samantha Kettle; Staff, Abigail Turner; Staff, Alex McDonald; Resident Care Supervisor, Kelsey Freuchel; Administrator, Rebecca Williams and Resident Care Assistant Supervisor, Skylar Arizola.

On 04/22/2024, I interviewed 1st Shift Supervisor, Samantha Kettle regarding the allegation. Samantha Kettle informed that she is aware that the building contains two separate 20-bed licenses at its location. The issue with the staffing occurred when one staff was terminated and 4 or 5 staff followed by quitting. They have just hired 4 new staff and they are going to training. Although there were some staffing issues, they maintained coverage by mandating workers to stay over if they didn't volunteer to do so. They normally have 2 staff, but it's currently 1 staff because they have new workers that need to be trained. The managers are very good with helping when they need any assistance.

On 04/22/2024, I interviewed Staff, Abigail Turner regarding the allegation. Abigail Turner was not aware the location contains two separate 20-bed licenses. She is unsure why one of the staff members were terminated but knows that they lost maybe 4 or 5 more staff all at the same time. Although they lost a lot of workers, the remaining staff worked 12- and 16-hour shifts to help with coverage until the facility hires more staff. Barton Woods just had a job fair last week, so they are continuing to look to hire more staff. They usually have 2 staff,-but due to the staffing issues, they have been scheduling 1 staff member from 7am to 7pm, with one being a floater. The office managers are always helping on the floor if they get very busy. The Direct Care Manager is often scheduled to work on the floor as well.

On 04/22/2024, I interviewed Staff, Alex McDonald regarding the allegation. Alex McDonald was not aware that the facility contains two separate 20-bed licenses. He informed that the facility has two new caregivers training on 3rd shift. He was called in this morning for coverage. There are currently 1 staff right now for this facility. Skylar Arizola is the Direct Care Supervisor and she usually comes on the floor to help out.

On 04/22/2024, I interviewed Administrator, Rebecca Williams regarding the allegation. Rebecca Williams informed that they had lost 4 workers at one time. One of the workers was found to be ineligible. For some reason, this made some of the staff upset, so 3 other workers quit. They have just hired 5 new staff, but they need to be trained and gradually learn the job or they will get overwhelmed and quit. When staff calls in, there are times when she or Resident Care Supervisor, Kelsey Freuchel will leave home and come to work until they can find coverage. They usually have 2 staff on shift from 7am to 7pm. The facility always maintains enough coverage, even if staff are asked to stay over.

On 04/22/2024, I interviewed Resident Care Supervisor, Kelsey Freuchel regarding the allegation. Kelsey Freuchel denied that the facility is not providing enough coverage for the residents. There have never been any major issues where her or Rebecca Williams had to work on the floor, but they do help sometimes and their Direct Care Supervisor, Skylar Arizola is always working on the floor. Kelsey Freuchel informed that staff sometimes don't realize that they will have busy times and slow times and that these times are unpredictable. Some staff think that they are just in the office not doing anything because they don't realize what all their jobs entails. The staffing became an issue when they had to let a worker go and then several other staff quit at the same time. Staff don't like to be mandated, so they give them the option to pick up certain shifts, and if there's a shift that isn't picked up, then a staff member will have to get mandated.

On 04/22/2024, I interviewed Direct Care Supervisor, Skylar Arizola regarding the allegation. Skylar Arizola denied that they do not have enough coverage for each shift. They currently have 8 caregivers working for the company. Skylar Arizola stated, "I have been conducting training for our 4 new workers all week and there's two more people who they are planning to hire soon. There is 1 worker on the floor today, but 2 if I include myself because I'm working on the floor today too." Skylar Arizola informed that she has been working on the floor a lot to ensure that they are not understaffed. When they had several staff quit unexpectedly, they immediately started filling shifts. Staff would volunteer for extra shifts, but if shifts weren't picked up, they had to mandate workers. Both Kelsey Freuchel and Rebecca Williams helps out when they can. There have been some staff complaining about the staffing issues, but this is something that they began to address immediately, but it's not an immediate fix.

On 04/22/2024, I reviewed the staff schedule for the facility, and it shows that there is not adequate staffing when one staff is scheduled. There are days were there is 1

staff scheduled and there are days when there are 2 staff scheduled during waking hours. It also has Direct Care Supervisor, Skylar Arizola on the schedule for both office and working on the floor. The kitchen staff does not provide care and supervision and has their own schedule.

On 04/22/2024, I observed 2 staff working on the floor and Direct Care Supervisor, Skylar Arizola was also working on the floor.

On 06/10/2024, I made another unannounced onsite to Barton Woods Assisted Living. Resident Care Supervisor, Kelsey Freuchel informed that they had 16 residents during the time of the complaint and printed off a copy of the population to confirm. Kelsey Freuchel indicated that they do not have any residents that require one-on-one supervision.

On 06/10/2024, I interviewed Administrator, Rebecca Williams. She informed that they had more than 15 residents at the time of the incident. They do not accept any residents who require one-on-one supervision because they are unable to meet their needs.

On 06/10/2024, I interviewed Resident A's Family Member #1 regarding staffing. Family Member #1 informed that there were some issues regarding staffing, but it seems to have been corrected. They had to hire more staff because the other staff were working 16 hours a day and were getting burnt out. Staff generally assist whenever help is needed. Resident A was feeling ill, so Resident A did not say much. Resident A had no concerns with staffing.

On 06/10/2024, I interviewed Resident B regarding staffing. Resident B stated, "I couldn't feel any better with respect to staffing. They have been super here." Resident B informed that staff have been very receptive to everything asked of them and is very fortunate to be here (Barton Woods Assisted Living). Resident B does not have any concerns with the amount staffing or supervision.

On 06/10/2024, I interviewed Resident C regarding staffing. Resident C informed that there is enough staff, but there were times when there weren't enough staff. Resident C indicated that staff are meeting all of Resident C's needs.

On 06/12/2024, I received a list of all the residents who have dementia and/or require assistance for emergency evacuation. Out of the 16 residents residing at Barton Woods Assisted Living, 2 residents are diagnosed with dementia. Out of those same 16 residents, 2 of them would need assistance for an emergency evacuation. One of those residents has dementia and requires assistance.

| APPLICABLE RULE | |
|------------------------|---|
| R 400.15206 | Staffing requirements. |
| | (2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of the residents and to provide the services specified in the resident's resident care agreement and assessment plan. |
| ANALYSIS: | <p>There were 2 workers on the floor during my onsite. Management that were interviewed informed that they usually have 2 workers scheduled, but if they run 3, then the 3rd person is a floater. They also have management assist with coverage and one of the managers is added to the schedule to maintain appropriate coverage.</p> <p>Out of the 16 residents residing at Barton Woods Assisted Living, 2 residents are diagnosed with dementia. Out of those same 16 residents, 2 of them would need assistance for an emergency evacuation. One of those residents has dementia and requires assistance.</p> <p>The staff schedule indicates dates when there is only one staff scheduled to provide care and supervision to the residents. The home currently has 16 residents. Staff also reported one staff providing care and supervision. Based on my interviews with employees, management and my review of the employee schedule, there is enough evidence to establish a rules violation.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

ADDITIONAL FINDINGS:

INVESTIGATION:

The facility is utilizing a "Floater" position, without identifying the floater's work assignment/location. In review of the staff schedules, there is not a designated area for the floater position.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.15208 | Direct care staff and employee records. |
| | (3) A licensee shall maintain a daily schedule of advance work assignments, which shall be kept for 90 days. The schedule shall include all of the following information: (e) Any scheduling changes. |

| | |
|--------------------|--|
| ANALYSIS: | In review of the staff schedules, there is not a designated area for the floater position. |
| CONCLUSION: | VIOLATION ESTABLISHED |

On 04/22/2024, I held an exit conference with Administrator, Rebecca Williams in place of the Licensee Designee, Deborah Pettyplace regarding the results of the investigation.

On 06/10/2024, I held another exit conference with Administrator, Rebecca Williams in place of the Licensee Designee, Deborah Pettyplace regarding the results of the investigation. She was informed that there would be a citation regarding staffing requirements and due to not having an assigned location for the "Floaters".

IV. RECOMMENDATION

Contingent upon receipt of an acceptable plan of correction, I recommend that no change be made to the licensing status of this large adult foster care group home (Capacity 1-20).

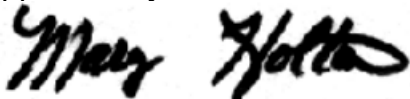


06/12/2024

Anthony Humphrey
Licensing Consultant

Date

Approved By:



06/13/2024

Mary E. Holton
Area Manager

Date