



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

January 10, 2025

Connie Clauson  
Baruch SLS, Inc.  
Suite 203  
3196 Kraft Avenue SE  
Grand Rapids, MI 49512

RE: License #: AL830309607  
Investigation #: 2025A0870010  
Sunnyside Senior Living

Dear Connie Clauson:

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 dark ink, appearing to read "Bruce A. Messer". The signature is fluid and cursive, with the first name "Bruce" and last name "Messer" clearly distinguishable.

Bruce A. Messer, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 342-4939

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>	AL830309607
<b>Investigation #:</b>	2025A0870010
<b>Complaint Receipt Date:</b>	12/04/2024
<b>Investigation Initiation Date:</b>	12/04/2024
<b>Report Due Date:</b>	02/02/2025
<b>Licensee Name:</b>	Baruch SLS, Inc.
<b>Licensee Address:</b>	Suite 203 3196 Kraft Avenue SE Grand Rapids, MI 49512
<b>Licensee Telephone #:</b>	(616) 285-0573
<b>Administrator:</b>	Jackie Kibbe
<b>Licensee Designee:</b>	Connie Clauson
<b>Name of Facility:</b>	Sunnyside Senior Living
<b>Facility Address:</b>	108 Wildwood Drive Cadillac, MI 49601
<b>Facility Telephone #:</b>	(231) 775-7750
<b>Original Issuance Date:</b>	10/23/2012
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/23/2023
<b>Expiration Date:</b>	04/22/2025
<b>Capacity:</b>	20
<b>Program Type:</b>	AGED

## II. ALLEGATION(S)

	Violation Established?
Staff Brenda Wingate ignores Residents A, B and C when they push their call buttons and leave them in soiled Depends for several hours.	No
Staff Brenda Wingate cusses at and is rude to Resident A.	Yes

## III. METHODOLOGY

12/04/2024	Special Investigation Intake 2025A0870010
12/04/2024	APS Referral This referral came from the Michigan Department of Health and Human Services, Adult Protective Servies.
12/04/2024	Special Investigation Initiated - Telephone Email case discussion with Wexford County APS worker Michelle Frakes.
12/09/2024	Inspection Completed On-site Interviews conducted with staff and residents.
12/11/2024	Contact - Telephone call made Telephone interviews conducted with Family Member -2.
12/11/2024	Contact - Telephone call made Telephone interview with staff member Sarah Pisor.
12/11/2024	Contact - Telephone call made Telephone interview conducted with staff member Brandon Rogers.
12/11/2024	Contact - Telephone call made Telephone interview conducted with staff member Lisa Milnickel.
12/17/2024	Contact - Telephone call made Telephone interview conducted with Family member -4.
01/08/2025	Contact - Telephone call made Case discussion with APS worker Michelle Frakes.
01/08/2025	Inspection Completed-BCAL Sub. Compliance
01/08/2025	Exit Conference

	Completed with facility Administrator Jackie Kibbe.
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**ALLEGATION: Staff Brenda Wingate ignores Residents A, B and C when they push their call buttons and leave them in soiled Depends for several hours.**

**INVESTIGATION:** On December 4, 2024, and December 5, 2024, I spoke with Wexford County Department of Health and Human Services, Adult Protective Services worker Michelle Frakes. Ms. Frakes notified me that she is conducting an adult protective services investigation into the above stated allegations and made an on-site visit the previous week. Ms. Frakes stated she had made in-person contact with Residents A, B and C, but was unable to conduct interviews with Residents B and C due to their physical/mental health conditions. She did note that these residents appeared to be well cared for at the time of her visit.

On December 9, 2024, I conducted an unannounced on-site special investigation at the Sunnyside Senior Living AFC home. I met with facility administrator Jackie Kibbe and informed her of the above stated allegations. Ms. Kibbe noted that the facility has a minimum of two staff members on duty per shift, thus staff member Brenda Wingate does not work alone. A review of Resident A, B and C's *Assessment Plan for AFC Residents (BCHS-3265)*, all note that they each require assistance with bathing and toileting. Ms. Kibbe informed me that other staff had commented to her that Ms. Wingate "ignores calls" and has commented, "oh they can wait" when a resident uses their call button. Additionally, Ms. Kibbe stated that Resident A expressed to her that Ms. Wingate does not respond timely to the call button. Ms. Kibbe expressed that she feels all of the residents are receiving appropriate care and she is unaware of anyone "sitting in soiled depends for hours."

On December 9, 2024, I conducted a private interview with Resident A in her room at the facility. Resident A stated that staff member Brenda Wingate, "bitches and groans" when she calls her for assistance with toileting or when she "needs some type of help." She further noted that "She (Ms. Wingate) takes an hour to get to her when she pushes her call button." Resident A stated that "the other staff are great."

I was unable to conducted reliable interviews with Resident B and C due to their mental conditions, as previously noted by APS worker Michelle Frakes.

On December 11, 2024, I conducted a telephone interview with Family Member-2. Family Member-2 stated he is the brother of Resident B. He stated, "overall I am happy with the care provided" to Resident B. Family member-2 noted that the staff regularly bathes Resident B, but there have been times when he has seen Resident B needing to be cleaned due to defecating or urinating. He noted that when he informs staff of this, they are "very responsive."

On December 17, 2024, I conducted a telephone interview with Family Member-4. Family Member-4 noted he is the son of Resident C. He stated he goes to the

facility “frequently” as does his brother, Family Member-3. Family Member-4 stated his mother tells him that the facility staff “treats her very well” and “as far as I know, the staff are taking good care of her.” He further noted that his brother, Family Member-3, stated that he has no concerns about the care provided to his mother at this facility.

Attempts to contact Family Member-1, who is the sister of Resident A, were unsuccessful.

On December 11, 2024, I conducted a telephone interview staff member Sarah Pisor. I informed Ms. Pisor of the above allegations concerning Ms. Wingate. Ms. Pisor stated, “the allegations are not true.” She noted “Brenda goes to tend to the residents as quickly as she can.” Ms. Pisor further commented she has never observed Ms. Wingate intentionally delay going to help a resident. Ms. Pisor commented that she regularly works the same shift as Ms. Wingate.

On December 11, 2024, I conducted a telephone interview with staff member Brandon Rogers. Mr. Rogers stated that he frequently works with Ms. Wingate and “she is very attentive” and is “always responsive to the residents needs.” Mr. Rogers further commented that he feels Ms. Wingate is “an excellent worker” and “is compassionate to the residents’ needs.”

On December 11, 2024, I conducted a telephone interview with staff member Lisa Milnickel. Ms. Milnickel stated she regularly works with Ms. Wingate and feels she is “responsive to the call buttons.” She further noted that she feels the allegations “are completely false.” Ms. Milnickel stated she feels two staff members (per shift) are adequate to meet the needs of the facility residents.

On January 8, 2025, I conducted a telephone interview with staff member Brenda Wingate. She denied not responding to resident call buttons and denied knowingly leaving a resident unattended or sitting in soiled clothing/depends.

<b>APPLICABLE RULE</b>	
<b>R 400.15303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.</b>
<b>ANALYSIS:</b>	Facility Administrator Jackie Kibbe noted that comments have been made by facility staff and from Resident A regarding Ms. Wingate’s lack of responsiveness to resident care needs. Ms. Kibbe noted that she feels the care needs of the residents are being met.

	<p>Resident A noted that she feels Ms. Wingate is slow to respond to her needs, the other staff members “are great.”</p> <p>Family Member-2 and Family Member-4 both stated they feel staff are “responsive” and “taking good care” of their family members Resident B and C.</p> <p>Staff members Sarah Pisor, Brandon Rogers and Lisa Milnickel all stated they feel Ms. Wingate is “responsive” to the residents when they require, or call for, assistance.</p> <p>The Licensee is providing Residents A, B and C with personal care as defined in the act and as specified in their written assessment plan.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Staff Brenda Wingate cusses at and is rude to Resident A.**

**INVESTIGATION:** Ms. Kibbe stated that Ms. Wingate “can have a short fuse and is cross.” She clarified that “this is mostly with other staff but has occurred with residents on occasion.” She further stated that Family Member-2 complained to her last fall that Ms. Wingate’s “tone was not nice” and “she is not friendly.” Additionally, she stated other staff had commented to her about the way Ms. Wingate speaks, but they did not give her specifics. Ms. Kibbe noted she provided Ms. Wingate with a verbal counseling shortly afterwards.

Resident A stated that Ms. Wingate “talks crap about me.” She noted that Ms. Wingate told her “You don’t belong here, you are a lift.” Resident A stated she has heard Ms. Wingate use the words “fuck” and “shit”, commenting that “she (Ms. Wingate) has a sailor’s mouth.” Resident A noted she finds this offensive, and comments directed at her are upsetting.

Family Member-2 stated “Brenda (Wingate) is very rude to (Resident B).” He noted that Ms. Wingate “swears and screams” at Resident B. Family Member-2 stated he knows this as his mother, who was a previous resident who resided directly across the hallway from Resident B, would tell him of occurrences when she could hear Ms. Wingate yelling at Resident B. Family member-2 also noted that his other brother has told him Ms. Wingate “verbally abuses” Resident B and has commented to him, “man, she has a sailor’s mouth.” Family Member-2 noted that Resident B “has no memory so he can’t say what is going on.”

Family Member-4 noted he does not know who Ms. Wingate is but stated that he has no concerns about the facility, nor does his brother Family Member-3.

Staff members Sarah Pisor, Brandon Rogers and Lisa Milnickel all stated they have not observed Ms. Wingate swear at or otherwise verbally abuse any resident of this facility.

Ms. Wingate denied ever swearing at or raising her voice at a resident. She did note that “I am loud” and “if no residents are around, we probably speak to each other with a sailor’s mouth”. Ms. Wingate stated this in response to my question asking her why she thinks that two separate individuals would say she has a “sailor’s mouth.”

<b>APPLICABLE RULE</b>	
<b>R 400.15308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</b> <b>(f) Subject a resident to any of the following:</b> <b>(ii) Verbal abuse.</b> <b>(iii) Derogatory remarks about the resident or members of his or her family.</b>
<b>ANALYSIS:</b>	<p>Ms. Kibbe stated that she has previously received complaints from facility staff and Family Member-2 concerning Ms. Wingate “tone is not nice” and the way she speaks in the workplace.</p> <p>Family Member-2 stated he feels Ms. Wingate is “very rude” to Resident B and was informed that Ms. Wingate “yells and screams” at Resident B.</p> <p>Resident A stated she feels Ms. Wingate “talks crap about her” and uses the words “shit and “fuck”, which she finds upsetting.</p> <p>Both Family Member-2 and Resident A described Ms. Wingate as having “a sailor’s mouth.”</p> <p>Staff member Brenda Wingate is subjecting facility residents to verbal abuse, which include derogatory remarks directed towards the residents.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On January 8, 2025, I conducted an exit conference with facility Administrator Jackie Kibbe. I explained my findings as noted above. Ms. Kibbe stated she understood the findings, had no further information to provide, nor any additional questions to



ask, concerning this special investigation. She noted she would complete a corrective action plan to address the cited rule violation within 15 days of receipt of this report.

#### IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remain unchanged.



January 10, 2025

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Bruce A. Messer  
Licensing Consultant

Date

Approved By:



January 10, 2025

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Jerry Hendrick  
Area Manager

Date