



Courtyard Manor
OF WIXOM
compassion • empowerment • progress

RESIDENT HANDBOOK

COURTYARD MANOR OF WIXOM
48578 PONTIAC TRAIL
WIXOM, MI 48393



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Welcome from the Director

Welcome to the Courtyard Manor of Wixom Family. We want to assure you that you are in a safe, supportive, and compassionate environment. Your well-being is our highest priority, and we are committed to providing the care and resources you need during your time with us.

Our team of dedicated professionals is here to work closely with you to address your unique needs and help you achieve your personal goals. We understand the challenges you may be facing, and we are here to provide guidance, support, and encouragement every step of the way. Together, we will strive to make your time at Courtyard Manor as productive and meaningful as possible.

If you have any questions, concerns, or specific needs, please do not hesitate to reach out to a member of our team. We are here to listen, assist, and ensure that you feel respected and cared for throughout your stay.

Serenity Brain
Executive Director

Our Mission

The Mission of Courtyard Manor of Wixom is to provide compassionate care that empowers our residents and facilitates recovery.

Our Vision

Courtyard Manor of Wixom will be recognized as the premier provider of specialized residential services. Through collaboration with residents, guardians/family members, and community providers, our residents will achieve increased independence, self-awareness, and improved quality of life. Courtyard Manor will be the statewide leader and advocate for what is right, with and for our residents and families

Our Values

- People are interdependent and equal citizens, regardless of ability.
- Our residents are treated in a highly integrated and holistic manner.
- We will provide the highest level of care and services.
- Those who seek our services are welcomed and treated with dignity and respect.
- Participation of stakeholders in all levels of decision making is welcomed.
- Community partnership, collaboration, and appropriate information sharing at all levels are essential to help our residents utilize community supports and services and achieve community integration.
- All interventions are based on best practice.
- It is important to support and serve each resident through mission-based, person/family-centered practice, and community-based inclusive services.
- Residents are afforded opportunities and experiences for developing relationships with individuals and places in the community.
- We are part of a larger community; we are here to serve our community in such a manner that the community achieves valued benefits as a result of our existence.
- All members of our organization, including those agencies with whom we contract, must be committed to values, demonstrate knowledge, and actively engage in relevant practices that promote the values and principles just described.

Welcome to CYM

Courtyard Manor of Wixom (CYM) is a State Licensed Adult Foster Care Home with four individually licensed homes located just outside of downtown Wixom. CYM serves adults with mental illness and medical needs, providing a safe and supportive environment.

Within your new home, you will have either a semi-private or private room, complete with a lockable bathroom, bed, dresser, nightstand, and chair. You will receive a key to your room upon arrival, allowing you to secure your belongings and providing you access to your room and bathroom at any time. You are welcome to bring personal items or decorations to make your space feel like home.

The common areas, including a spacious living room with a TV, comfortable seating, and a dining room, are open to residents at all times without gates or locked doors. Each home also features a beautiful courtyard for outdoor relaxation. You have the choice to have staff launder your clothes for you or you can participate in self-laundry where you launder your own clothes in the laundry room with staff to support you as needed.

Services & Support at CYM

You have the choice to receive services here at CYM or in the community. We have a variety of services that are offered on-site, such as medical care, psychiatric treatment, dental services, hairstylists, religious services, and other types of services. You can choose whether you prefer to obtain services from your own community providers or prefer to receive some services within the home. If you prefer community providers, CYM will assist you with providing and/or arranging transportation to community appointments.

We provide a full range of leisure and therapeutic activities, both on-site and in the community, to enhance your daily life and help you achieve your individualized goals. CYM is an alcohol- and drug-free environment, ensuring a safe and healthy space for all residents. We do not allow alcohol, marijuana, or any other illegal drugs on our property.

CYM Wixom is located within walking distance of downtown Wixom, where you'll find the library, post office, bank, restaurants, community center, church, and convenience stores. You are encouraged to go on community outings as often as you like. Your treatment plan will outline the supports you need when going into the community.

For residents requiring additional safety measures, CYM has a delayed egress system. Delayed egress means that the doors open when the bar is held for 15 seconds and staff will be alerted. Your treatment plan will list the reason you need a setting with delayed egress. If this feature is not needed, we will work with you and your care team to find an appropriate alternative. If you decide that you don't want the level of supervision/safety monitoring listed in your treatment plan, CYM will review your needs with the treatment team, your guardian (if applicable) and your Community Mental Health (CMH) provider to determine whether alternate housing arrangements are available.

Our Treatment Team is available to address your medical and psychiatric needs. Nursing staff is on duty 12 hours a day and on-call after hours. A medical doctor visits weekly with 24/7 on-call coverage, and a psychiatrist visits twice weekly with 24/7 availability. Master's level social workers are available Monday–Friday.

CYM staff are on duty 24/7 to assist with daily living activities. All staff are fully trained in Orientation & Annual Training, Recipient Rights, De-Escalation, CPR, First Aid, and other specialized training as needed.



What is a CARF accreditation?

Courtyard Manor of Wixom proudly earned CARF accreditation in 2006.

CARF stands for the Commission on Accreditation of Rehabilitation Facilities—an internationally recognized organization dedicated to accrediting programs and organizations that meet rigorous standards.

Achieving CARF accreditation means CYM upholds national standards of care and treatment. As a resident, you can trust that we are committed to continuously improving the quality of our services and programs, with resident satisfaction always at the heart of what we do.

Resident Orientation

HOW CAN YOU PARTICIPATE IN YOUR CARE?

We want your participation and input! You can provide input into your care by:

- Attending and participating in resident government meetings;
- Attending and participating in treatment plan meetings;
- Discussing needs/concerns with your Social Worker or Nurse;
- Communicating your preferences regarding which staff you would like to provide your services & supports (CYM will always strive to accommodate your preferences);
- Letting your social worker know if you want to change your services and supports
- Filing an informal or formal complaint

HOW WILL YOU BE INFORMED OF YOUR PROGRESS?

You will be informed of your progress at:

- IPOS meetings;
- Monthly meetings with the psychiatrist;
- During individual sessions with the social worker

Resident Orientation

HOW CAN YOU EXPRESS SATISFACTION OR DISSATISFACTION?

There are several opportunities for you to discuss your satisfaction. You may do so by:

- Discussing concerns/issues with the social worker, nurse, and/or activity directors
- Participating in resident government meetings
- Completing resident surveys
- Discussing concerns with the treatment team

HOW CAN YOU REQUEST A NEW ROOMMATE OR ROOM?

CYM will make every attempt to accommodate your preferences for roommates. You may request a different roommate; room change; or private room by talking with your social worker or the Executive Director. Staff will discuss available room options with you. If your preferences cannot be met by CYM, you may work with your guardian and Community Mental Health Center case manager to pursue alternative settings.

WHO COORDINATES YOUR SERVICES/PLACEMENT AT CYM?

You will have a CYM social worker who will help coordinate your services within CYM. The building nurse also plays an important role in coordinating your services. Your Community Mental Health Center Case Manager who will assist you with coordinating your placement. Your Community Mental Health Center Case Manager can assist you if you would like to pick another residential provider.

Resident Orientation

EXPECTATIONS FOR CYM RESIDENTS

You are expected to:

- Interact with staff and other residents in a respectful and socially appropriate manner
- Follow state and federal laws related to possession of weapons, illegal drug use, acts of violence, etc.
- Follow any court orders for required treatment, such as Assisted Outpatient Treatment (AOT) orders

WHAT HAPPENS WHEN YOU FIRST MOVE IN?

- The social worker will develop an interim treatment plan that will guide your care until a comprehensive treatment plan (individual plan of service/IPOS) is developed.
- Your social worker will provide a room key for you on the day of admission and will also provide you with an orientation folder and program handbook within two days of admission.
- The Social Worker, Nurses, Psychiatrist and Medical Doctor will complete assessments within 25 days of admission.

WHO HELPS FIND SERVICES WHEN YOU ARE DISCHARGED FROM CYM?

The CYM Social Worker will work with your Community Mental Health case manager to make referrals for all aftercare services including psychiatric and medical follow-up care.

Resident Orientation

PERSON CENTERED PLANNING/INDIVIDUAL PLAN OF SERVICE (IPOS)

- The Social Worker will work with you to develop your Pre-Plan and Crisis Plan within 25 days of admission.
- You will meet with your treatment team formally within 30 days of your admission to finalize your treatment plan and every six months thereafter.
- The treatment team will work with you to develop a Person-Centered Plan/Individual Plan of Service (IPOS) that will identify problems/needs, goals, objectives and therapeutic interventions to help you achieve your individualized goals. The IPOS will be reviewed and updated with you every six months and a new IPOS will be completed on an annual basis.
- If you have specific staff preferences, please let your social worker know so that CYM can be sure to include your preferences in your IPOS. CYM will make every attempt to accommodate your staff preferences as we are able.
- If you choose to receive services from a CYM contracted provider: you will meet with your Psychiatrist at least quarterly; with the Medical Doctor every 90 days; and with your Social Worker and Nurse as outlined in your IPOS. If you see community providers, you will see your providers as scheduled/requested.
- While at CYM, nursing staff and the doctor shall assess if you need safety checks and how frequently they are needed. If needed, the reason for these checks and the frequency will be listed in your IPOS. Residents should be medically stable when utilizing porch and grounds time.
- Your IPOS will list any modifications, which must be approved by the resident or guardian, as well as the treatment team, which includes the psychiatrist and community mental health case manager. Modifications may require a behavior plan that is approved by the CMH behavior plan committee. Modifications will be re-evaluated by the treatment team as required by the committee.

Resident Orientation

WHAT SERVICES ARE AVAILABLE TO YOU WHILE AT CYM?

We offer a variety of services and programming to meet your needs:

MEALS:

There is 24-hour access to food and kitchen appliances (i.e. refrigerators) through our meal services and your personal food items. CYM serves breakfast, lunch, dinner, and snacks at regularly scheduled times. Meals are prepared by trained CYM staff for safety as the kitchen has industrial equipment.

You may also have your own snacks and even your own refrigerator in your room. If you have significant medical issues that require monitoring of food intake, fluids or portion control, this will be discussed and agreed upon by you/your guardian, ordered by the physician, and included in your IPOS.

MEDICATIONS:

CYM has medication technicians and nurses that will provide medications for you at the scheduled times. You will have the opportunity to participate in the self-medication program. If you would like to participate in this program, you will work with staff on a daily basis to learn your medications, dosages, times, purpose, and side effects. If you go on a leave of absence (LOA), medications will be given to you or the responsible party when you leave the facility.

Resident Orientation

ACTIVITIES/OUTINGS:

A variety of groups, activities, outings, and programming are available for you as you choose. Your IPOS will outline the services that you and your social worker have agreed upon. We encourage you to attend your scheduled programming, but you have the freedom to choose which activities you would like to participate in.

Programming may include:

- A variety of psychosocial rehabilitation therapy groups are provided throughout the week that are available for all residents, which focus on recovery, symptom management, and skill development. These groups are facilitated by master's level social workers.
- A variety of outings are available throughout the week for you. We encourage you to participate in activities in the community as much as possible. You choose the outings you would like to attend. We encourage you to let activities staff know where you would like to go and to attend outings more than once per week. CYM nursing staff will assess every resident's safety for community outings, leaves of absences, and appointments on an individual basis. ***Illegal acts in the community are subject to criminal prosecution.***

Resident Orientation

ACTIVITIES/OUTINGS:

Additional services/activities offered include:

- Reality Orientation Sessions daily with the Activity Director. In this daily “morning meeting,” the activity director will review the available groups and activities for the day, discuss any outings you would like to go on, review your preferred meal options for the day, discuss current events, and any other fun things happening.
- Structured Activities 3-4 hours per day that consist of table games; arts/crafts; bingo; exercise and relaxation sessions; music therapy; brain games; interpersonal skills groups, and cultural diversity sessions with the Activity Director
- Health Education session with the Nurse
- Medication Education sessions with the Medication Technician
- Individual Therapy sessions with the Social Worker as outlined in your IPOS
- Hygiene and grooming sessions with the Caregivers
- Self-help groups including Addiction Recovery Self-Help, Nicotine Anonymous, and Schizophrenia Alliance meetings
- Opportunities to develop independent living skills by participation in the Self-Laundry Program, Self-Medication Program, and care of your personal space

Resident Orientation

MEDICAL SERVICES:

You will choose whether you see medical providers here at CYM or in the community. In-house visits from the Medical Doctor, Optometrist, Dentist, Podiatrist, and Psychiatrist are available if you would like to receive these services on-site at CYM. You may also choose to see your own providers in the community.

Onsite nursing care is provided to help address your medical needs. Medication administration, medication education, and health education are also provided at CYM. To ensure everyone remains healthy, we ask that you help prevent infection by washing your hands regularly, including after using the bathroom and before/after meals. Showering regularly also keeps everyone healthy.

If you become sick, please notify the nurse right away. We may suggest that you stay in your room, wear a mask, drink extra fluids or other suggestions to keep you and other residents healthy.

DIRECT CARE SERVICES:

Trained direct care staff are on duty 24 hours per day. You can receive assistance, if needed with all hygiene and grooming, and bathing activities which will be done in a private area. Direct care staff can also assist with laundry and housekeeping needs. Please let us know if you have a preference for which caregivers assist you.

Hygiene and grooming training sessions are available for residents needing these services and Activities of Daily Living (ADL) classes are conducted by the AT staff.

Resident Orientation

APPOINTMENTS & TRANSPORTATION SERVICES:

CYM provides coordination of all outside appointments including court appointments. CYM has an appointment coordinator that can assist you with scheduling and arranging transportation to outside appointments, including medical and dental appointments. We ask that any specific requests for appointments go through the appointment coordinator or nursing staff so that CYM can assist you with facilitating these appointments including arranging transportation and obtaining guardian consent when required.

A variety of transportation options are available, such as CYM-provided transportation, transportation from natural supports or guardians, and other transportation services as appropriate.

Resident Orientation

SPIRITUAL SERVICES:

You may attend religious services of your own choosing in the community. Spiritual services are also available for you onsite, if you would like to attend.

AVAILABILITY AND CARE OF PETS:

Pets will be accepted into the home at the sole discretion of the Executive Director. If pets in the facility become a health threat to current or incoming residents, the pet shall be moved to ensure a healthy and safe environment for everyone. It will be the sole responsibility of the resident to regularly maintain the health and upkeep of any pets.

SLEEPING HOURS:

We ask that you and your guests respect other residents' need to sleep. We ask that noise levels be kept to a reasonable volume during overnight hours.

RESIDENT GOVERNMENT

Each building has a resident government which meets regularly with the Activities Directors to discuss resident concerns, issues, or treatment problems. Each building will have a President and Vice President. Every six months, a Resident Council meeting will be held with the Executive Director to discuss resident issues.

Resident Orientation

VISITORS:

Visitation can occur at any time that is convenient for you and your loved ones. All visitors are asked to sign in and out on the logs in each building. Any visitor bringing in items for residents is asked to check them in with the staff on duty. Visitors may bring snacks/food in for you that adhere to any specific physician diet/texture orders implemented for safety.

All visitors are encouraged to notify the administrative staff at least 24 hours in advance of any LOAs to allow staff to prepare medications.

The administrative staff reserves the right to deny an individual entrance into the facility if they feel that it may be detrimental to the physical and/or emotional health and safety of the residents and/or staff.

ADVANCE DIRECTIVES

All residents, unless they are under Hospice Care, are considered a Full Code. What that means is that CYM staff will call 911, do CPR and first aid, and get you to the hospital in a medical emergency. All CYM staff is fully trained to administer CPR and First Aid.

Resident Orientation

VOTING/PARTICIPATION IN LEGAL ACTIVITIES:

We encourage residents to be active participants in expressing their legal rights, such as voting and participation in court hearings. CYM social workers are available to assist residents with registering to vote and voting activities as well as participation in court hearings. CYM provides transportation for residents to attend court hearings.

TELEPHONE AND MAIL:

The house telephone number is 248-669-5263. There are phones located throughout the building for your use. Staff can help you in the use of the telephone and can provide you with private areas for phone conversations whenever requested.

Courtyard Manor of Wixom's address is: 48578 Pontiac Trail, Wixom, MI 48393. Mail is delivered to residents Monday through Friday by the Activities Directors in each building. Any outgoing mail can be given to the Activities Director.

CODE OF ETHICS

Upon hire and annually, all CYM employees are trained on our Ethical Code of Conduct Policy. What this means is that you should always be treated in a professional, caring, and compassionate manner. CYM does not use physical interventions such as seclusion or restraints of any kind. This is your home and you should expect to be treated with dignity and respect at all times. Any concerns should be reported immediately to a nurse/ supervisor on duty or brought to the attention of the Executive Director.

Resident Orientation

FINANCIAL OBLIGATION

Residents/Guardians are responsible for paying their Social Security towards the monthly rent. You will receive a monthly spending allowance. This amount may change based on your income. Courtyard Manor of Wixom has a corporate office, known as Courtyard Management Company that assumes responsibility for working with you or your guardian on your monthly bill and financial issues.

PROCESS FOR DISTRIBUTION OF FUNDS

If you choose, you may have up to \$200.00 in a cash account that is held for you in a secure location by CYM in accordance with AFC rules. You will have access to these funds and can spend them as you wish. Upon discharge, a check will be issued and mailed to you or your guardian for any funds remaining your account.

Banking time is provided each week for you to obtain your funds. Alternate arrangements can also be made, when needed. At any time, CYM can provide you with your detailed funds ledger. You are responsible for your money once you sign it out.

Resident Orientation

OTHER INFORMATION

- We encourage you to decorate your room however you like! We want you to make it homey and comfortable!
- You will be given a room key upon admission so you can lock your door. If you lose your key, please notify your social worker who can provide you with another key.
- You are free to choose the clothes you would like to wear each day. CYM may assist you, if needed, in choosing weather appropriate clothing.
- You can request to speak with staff about personal issues in a private setting.
- If you wish to change the services, supports, or housing that you receive at Courtyard Manor, please let your social worker and CMH case manager know and options will be discussed with you.
- Room searches are not routinely done. If there is reasonable cause that you have items that are a danger to yourself or others, the Executive Director must approve a room search and a witness must be present. If routine searches are needed, this must be included in your IPOS.
- Staff are not allowed to bring in or purchase items for you.
- Staff will provide linens, towels, and hygiene products whenever you need them. Each building has assigned days for staff-assisted showering, cleaning, and laundry. The staff on duty will prompt & assist you when these are scheduled and any other time you request assistance.

Resident Orientation

OTHER INFORMATION

- If you need help for any reason or at any time, please ask any available staff. Any issues that are not resolved to your satisfaction can be forwarded to the attention of the Executive Director via the Informal Grievance and Appeal Process.
- CYM encourages family/support system involvement in your treatment at your discretion and with guardian permission. We encourage your family members to visit regularly at their convenience, attend treatment plan meetings with the multidisciplinary team, and attend other activities and events as scheduled.
- Smoking is prohibited inside the buildings and in CYM vehicles. If there is a safety reason that you need monitoring while smoking, this will be listed in your IPOS and staff will monitor you during smoking times and lighter use. CYM asks that you smoke in designated areas. If you would like staff to get cigarettes for you, CYM will take cigarette orders from you at the beginning of each month. If you choose not to order cigarettes, you may also buy cigarettes during outings or when out with your natural supports.
- You may use your own personal electronic devices such as cell phones, radios, TVs, tablets, or computers. Wi-Fi is available throughout the building. Please ask your social worker for assistance connecting to Wi-Fi. We ask that you please respect other residents' confidentiality when using your electronic devices. During sleep hours, please use your personal electronic devices at a volume that will not disturb other residents.

Your Rights

You will be given a Rights Orientation booklet upon admission and annually thereafter. Additional copies of the Your Rights booklet, complaint forms, and Chapter 7 & 7a are available in the common living areas of all the buildings. You may request additional copies of any of these documents at any time. All of our staff at CYM are trained annually on the recipient rights process and are available to assist you with the rights process. Staff are mandatory reporters, which means that staff are required to report abuse and neglect to the state of Michigan. In each building's common living area, you will find, "You Have the Right" posters which list all the appropriate county offices of Recipient Rights, their addresses and telephone numbers. If you have any questions regarding your rights, you may ask to speak to the Executive Director at any time.

You have the right to confidentiality. CYM staff must follow all laws related to your confidentiality. We can only give out information about you to others with a written release from you or your guardian (if you have one). If you have a medical or psychiatric emergency, CYM can provide information to emergency responders as the law allows.

You have the right to provide consent for treatment, expression of your choices, and withdrawal of your consent for service delivery, release of information, concurrent services, and composition of your treatment team. Your social worker can assist you with these issues.

Grievance & Appeal Process

FILING A GRIEVANCE:

Informal Dispute Resolution:

This is an intra-agency process to review and resolve your complaints from minor concerns to formal complaints. You or your legal representatives may request to use the CYM Informal Dispute Resolution at any time. The complaint may be in writing or given verbally. Staff receiving a verbal complaint must complete written documentation of conversation within 24 hours on the “Resident Informal Request for Review of a Grievance” Step 1 form. The complaint may be made to a supervisor or any available CYM staff. All complaints will be reviewed by the Executive Director. A written response to the complaint will be returned to the person filing the complaint within five business days of the initial complaint. If the complaint cannot be resolved to your satisfaction, you will be given information regarding the formal dispute resolution options available.

Recipient Rights Complaint:

A recipient rights complaint is filed through the Office of Recipient Rights (ORR) of the county which funds your services. CYM staff can assist you if needed in locating the appropriate forms, telephone/addresses and postage to make a complaint to your local ORR.

Grievance & Appeal Process

BELOW IS THE CONTACT INFORMATION FOR EACH COUNTY'S OFFICE OF RECIPIENT RIGHTS:

Detroit Wayne Integrated Health Network

Office of Recipient Rights

1-888-339-5595

707 W. Milwaukee St. 2nd Floor

Detroit, MI 48202

Genesee County Health System

Recipient Rights Office

877-668-8933

420 W. Fifth Ave

Flint, 48503

Livingston County CMH

Office of Recipient Rights

800-615-1245

2280 E. Grand River

Howell, MI 48843

Alger, Delta, and Luce County

Pathways CMS

906-233-1201

2500 7th Avenue, Suite 100

Marquette, MI

**Michigan Protection & Advocacy
Service, Inc.**

1-800-288-5923

29200 Vassar Boulevard, Ste 200

Livonia, MI 48152

Grievance & Appeal Process

BELOW IS THE CONTACT INFORMATION FOR EACH COUNTY'S OFFICE OF RECIPIENT RIGHTS:

Macomb County

Office of Recipient Rights
586-469-6528
19800 Hall Road
Clinton Township, MI 48038

Monroe County

Office of Recipient Rights
734-243-7340
P.O. Box 726
Monroe, MI 48161

Oakland County

Office of Recipient Rights
877-744-4878
5505 Corporate Drive
Troy, MI 48098

Marquette County

Pathways CMS
906-225-4403
200 W. Spring St.
Escanaba, MI 49829

Washtenaw County

Office of Recipient Rights
734-544-3000
555 Towner
Ypsilanti, MI 48197

Grievance & Appeal Process

LOCAL DISPUTE RESOLUTION

This grievance review is conducted by your funding county and is intended as a mid-point process between the intra-agency informal process and the MDCH hearing process. CYM staff can assist you in contacting your funding county to initiate this process.

ALTERNATIVE DISPUTE RESOLUTION

This grievance review is intended for a resident without Medicaid who is not satisfied with the results of an informal or local process. The Alternative Dispute review is conducted by a MDCH representative. Requests for a review are made directly to the funding county.

MEDICAID FAIR HEARINGS

Federal law allows Medicaid beneficiaries the right to appeal or resolve care decision disputes with CYM by way of a hearing with the Michigan Department of Community Health Administrative Tribunal. A Medicaid beneficiary may file a request for an Administrative Hearing at any point during treatment when Medicaid allowable services are denied, reduced or terminated.

Access to Records

You may request access to your record at anytime by contacting your assigned Social Worker. You will need to complete a Release of Information form. Your record will be provided within 30 days of the written request in accordance with HIPAA regulations listed in 45CFR164.524(a)(2). Your social worker can provide you with more information related to the HIPAA regulations as they relate to the release of your clinical information to you and other entities.

Documentation requested by agencies/persons outside of CYM may only be obtained by receipt of a completed Release of Information. The CYM Release of Information form must be completed in its entirety with either your consenting signature or your legal guardian's consenting signature, as applicable.

Only designated CYM staff may access a resident's clinical record for the purpose of providing treatment and discharge planning services. CYM strictly adheres to federal and state laws regarding confidentiality of records and HIPPA practices.

Questions or Concerns?

If you have any questions or concerns, we are here to answer them! Feel free to ask any caregiver, nurse, social worker, or administrative staff your questions or concerns and we will work to get them answered to your satisfaction!

We welcome you to Courtyard Manor of Wixom!

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