



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 25, 2019

Rene Lopez
11709 Greenly Street
Holland, MI 49424

RE: Application #: AF030397565
Tender Hearts Resthaven
6194 147th Avenue
Holland, MI 49423

Dear Mr. Lopez:

Attached is the Original Licensing Study Report for the above referenced facility. The study has determined substantial compliance with applicable licensing statutes and administrative rules. Therefore, a temporary license with a maximum capacity of 6 is issued.

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) 356-0183.

Sincerely,

A handwritten signature in black ink, appearing to read "Ian Tschirhart".

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
LICENSING STUDY REPORT**

I. IDENTIFYING INFORMATION

License #:	AF030397565
Applicant Name:	Rene Lopez
Applicant Address:	6194 147th Avenue Holland, MI 49423
Applicant Telephone #:	(616) 741-9563
Administrator/Licensee Designee:	N/A
Name of Facility:	Tender Hearts Resthaven
Facility Address:	6194 147th Avenue Holland, MI 49423
Facility Telephone #:	(616) 741-9563
Application Date:	12/11/2018
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. METHODOLOGY

12/11/2018	Enrollment
12/11/2018	PSOR on Address Completed
12/11/2018	Contact - Document Sent Rule & Act booklets
12/28/2018	Application Incomplete Letter Sent
01/16/2019	Inspection Completed-Env. Health : A
01/18/2019	Application Complete/On-site Needed
01/23/2019	Inspection Completed On-site
01/23/2019	Inspection Completed-BCAL Full Compliance

III. DESCRIPTION OF FINDINGS & CONCLUSIONS

A. Physical Description of Facility

Tender Hearts Resthaven is located at 6194 147th Avenue, Holland, (Ottawa County), Michigan 49423, and is owned and operated by Rene and Rita Lopez, who have owned and operated the adult foster care family home, The Greenly House (License # AF700355366) since April 7, 2017. That license will be closed upon the issuance of the new license for Tender Hearts Resthaven (License # AF030397565).

Tender Hearts Resthaven is a two-story dwelling with a three-car attached garage. The home has four bedrooms on the main floor and one in the basement, which is for Mr. and Mrs. Lopez and their granddaughter. The main floor also has one full bath, kitchen, dining area, laundry room, great room and four closets, and there are handrails where required. The home is not wheelchair accessible. This home utilizes public sewage but private well services. A Sanitarian from the Allegan County Health Department inspected this home on 01/16/2019 and gave it an "A" rating, indicating full compliance.

The hot water heater and furnace are located in a room in the basement that is equipped with a 1-3/4-inch solid core door equipped with an automatic self-closing device and positive latching hardware. The facility is equipped with interconnected, hardwire smoke detection system, with battery back-up, which was installed by a licensed electrician and is fully operational, which was tested upon the final inspection on 01/23/2019 and worked properly. There is least one easily accessible and operable A-B-C fire extinguisher attached to the wall on each level of the home. Evacuation routes are placed on the walls in conspicuous places, and emergency telephone numbers are posted next to the home's telephone.

Resident bedrooms were measured have the following dimensions:

Bedroom #	Room Dimensions	Total Square Footage	Total Resident Beds
1	12'X14'	168	2
2	12'X17'	204	2
3	12'X10'	120	1
4	12'X11'	132	1

Total Capacity: 6

The living and dining room areas measure a total of 396 square feet of living space. This exceeds the minimum of 35 square feet per resident requirement.

The kitchen has all the necessary cooking utensils, thermometers in the freezer and refrigerator, and a garbage can with a lid.

A telephone is available for residents to use. Telephone numbers for emergency services is posted near the telephone.

All of the furniture, appliances, equipment, etc. are clean and in good condition. The overall maintenance and cleanliness of the home is good.

B. Program Description

Admission and discharge policies, program statement, refund policy, personnel policies, and standard procedures for the facility were reviewed and accepted as written. The applicants intend to provide 24-hour supervision, protection and personal care to **six** males and/or females aged 18-99 years, who may be diagnosed with a developmental disability, mental illness, and/or with physical disabilities. The program will include social interaction skills, personal hygiene, personal adjustment skills, and public safety skills. A personal behavior support plan will be designed and implemented for each resident's social and behavioral developmental needs. It is the intent of this facility to utilize local community resources including public schools and libraries, local museums, shopping centers, and local parks.

If required, behavioral intervention and crisis intervention programs will be developed as identified in the assessment plan. These programs shall be implemented only by trained staff members, and only with the prior approval of the resident, guardian, and the responsible agency.

Tender Hearts Resthaven will not provide transportation to residents. Emergency transportation needs will be fulfilled through ambulance services; all other transportation will be arranged by family members, or other service providers who offer it to the resident who live there.

The applicants have submitted in writing that Lucy Lopez is their responsible persons to fill in for them for up to 72 hours in their absence.

C. Applicant and Administrator Qualifications

Medical and Record Clearances for Rene and Rita Lopez were completed with no restrictions noted for either. Both of their TB-tine results were negative.

The applicants acknowledge an understanding of the resident behavior management prohibitions as stated in the licensing rule book.

The applicants acknowledge an understanding of the responsibility to assess the good moral character of employees and contractors who have regular, ongoing, “direct access” to residents or the resident information or both. The licensing consultant provided technical assistance on the process for obtaining criminal record checks utilizing the Michigan Long Term Care Partnership website (www.miltcpartnership.org), Identogo, and the related documents required to be maintained in each employee’s record to demonstrate compliance.

The applicants acknowledge an understanding of the administrative rules regarding medication procedures and that only those direct care staff that have received medication training and have been determined competent by the applicants, can administer medication to residents. In addition, the applicants have indicated that resident medication will be stored in a locked medication cart and that daily medication logs will be maintained on each resident receiving medication.

The applicants acknowledge their responsibility to obtain all required documentation and signatures that are to be completed prior to each direct care staff or volunteer working with residents. In addition, the applicants acknowledge their responsibility to maintain a current employee record on themselves and direct care staff or volunteers and the retention schedule for all of the documents contained within their and each employee’s file.

The applicants acknowledge an understanding of the administrative rules regarding informing each resident of their resident rights and providing them with a copy of those rights. The applicants indicated that it is their intent to achieve and maintain compliance with these requirements.

The applicants acknowledge an understanding of the administrative rules regarding the written and verbal reporting of incidents and accidents and the responsibility to conduct an immediate investigation of the cause. The applicants have indicated their intention to achieve and maintain compliance with the reporting and investigation of each incident and accident involving a resident, employee, and/or visitor.

The applicants acknowledge an understanding of the administrative rules regarding the handling of resident funds and valuables and intend to comply.

The applicants acknowledge their responsibility to obtain all of the required forms and signatures that are to be completed prior to, or at the time of each resident’s admission

to the home as well as the required forms and signatures to be completed for each resident on an annual basis. In addition, the applicants acknowledge their responsibility to maintain a current resident record on file in the home for each resident and the retention schedule for all of the documents contained within each resident's file.

The applicants acknowledge their responsibility to provide a written discharge notice to the appropriate parties when a 30-day or less than 30-day discharge is requested.

D. Rule/Statutory Violations

The applicants were in compliance with the licensing act and applicable administrative rules at the time of licensure.

IV. RECOMMENDATION

I recommend issuance of a temporary license to this adult foster care family home (capacity 6).



January 25, 2019

Ian Tschirhart
Licensing Consultant

Date

Approved By:



January 25, 2019

Jerry Hendrick
Area Manager

Date