



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

March 12, 2019

Olga Kourdioukova  
Balmoral Living LLC  
112 E 13 Mile Rd  
Royal Oak, MI 48073

RE: Application #: AS630393547  
Balmoral Living  
32741 Balmoral Knolls  
Farmington Hills, MI 48334

Dear Mrs. Kourdioukova:

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Kristen Donnay".

Kristen Donnay, Licensing Consultant  
Bureau of Community and Health Systems  
4th Floor, Suite 4B  
51111 Woodward Avenue  
Pontiac, MI 48342  
(248) 296-2783

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630393547
<b>Licensee Name:</b>	Balmoral Living LLC
<b>Licensee Address:</b>	112 E 13 Mile Rd Royal Oak, MI 48073
<b>Licensee Telephone #:</b>	(248) 217-4473
<b>Licensee Designee:</b>	Olga Kourdioukova
<b>Name of Facility:</b>	Balmoral Living
<b>Facility Address:</b>	32741 Balmoral Knolls Farmington Hills, MI 48334
<b>Facility Telephone #:</b>	(248) 702-6097
<b>Application Date:</b>	04/11/2018
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED ALZHEIMERS AGED

## II. METHODOLOGY

04/11/2018	On-Line Enrollment
04/12/2018	Contact - Document Sent Rules and Acts books
05/23/2018	Contact - Document Received 1326 for Olga and Kristina. Receipt of Federal Tax ID # ltr from IRS.
05/23/2018	Contact - Telephone call made Spoke with Olga and informed her wrong FP code was used.
05/23/2018	Contact - Document Sent Emailed RI-030 forms to applicant.
05/31/2018	Contact - Document Received RI-030 forms for Olga and Kristina
05/31/2018	Contact - Telephone call made Spoke to Olga informed her she needed to go back to the LiveScan FP agency and use AFC code.
06/12/2018	Lic. Unit file referred for background check review Given to Candace Kristina and Olga prints did not download
06/14/2018	File Transferred To Field Office Pontiac
06/18/2018	Contact - Document Received Licensing file received from Central office
07/19/2018	Application Incomplete Letter Sent
08/22/2018	Inspection Completed On-site
08/22/2018	Inspection Completed-BCAL Sub. Compliance
08/29/2018	Contact - Document Received Proposed change to four seasons room
09/07/2018	Corrective Action Plan Received
09/07/2018	Corrective Action Plan Approved
11/14/2018	Application Incomplete Letter Sent

11/14/2018	Inspection Completed On-site
12/04/2018	Inspection Completed On-site
12/04/2018	Contact - Document Received Revised program statements, admission and discharge policy
02/21/2019	Contact - Document Received Verification of education/training
02/21/2019	Application Complete

### III. DESCRIPTION OF FINDINGS & CONCLUSIONS

This evaluation is based upon the requirements of P.A. 218 of the Michigan Public Acts of 1979, as amended, and the Administrative Rules and Regulations applicable to the licensure of small group facilities (1-6), licensed or proposed to be licensed after 05/24/1994.

#### A. Physical Description of Facility

Balmoral Living is located in a residential area at 32741 Balmoral Knolls, Farmington Hills, MI 48334. The home is a single story, brick structure with an attached two car garage. The first floor of the home consists of a family room, dining room, kitchen, three full bathrooms, and four bedrooms.

Balmoral Living is located near Henry Ford Hospital West Bloomfield, which includes a 24/7 emergency department. The Farmington Hills police department will respond to emergency calls from the home. There are several places of worship, local shopping centers, and dining options located in the community for convenient day trips with family members.

The furnace and hot water heater are located in the basement with a 1¾ inch solid core door with an automatic self-closing device and positive latching hardware. The facility is equipped with an interconnected, hardwired smoke detection system, with battery backup, which is fully operational. The home has public water and sewer.

The bedroom and bathroom doors are equipped with positive latching, non-locking against egress hardware. All of the bedrooms have adequate space, bedding, and storage. All of the bedrooms have a chair and mirror. The refrigerator and freezer are equipped with thermometers. I measured the water temperature with a digital thermometer and it was between 105-120° F. During the onsite inspection, I observed that the home was in substantial compliance with rules pertaining to maintenance and sanitation.

The home has two primary means of egress, which lead directly to firm-surfaced, unobstructed ground which allows the occupants to move a safe distance away from the building. The home is qualified for admission of residents who use a wheelchair.

Bedrooms were measured during the onsite inspection and have the following dimensions:

Bedroom #	Room Dimensions	Total Square Footage	Total Resident Beds
1	14.3 x 12.8	183	2
2	11.5 x 10.3	118.5	1
3	13.4 x 11.5	154.1	2
4	11.3 x 9.7	109.6	1

**Total capacity: 6**

The living room and dining room areas offer a total of 523.3 square feet of living space, which exceeds the required 35 square feet of living space for six residents. The home also has a four seasons room off the back of the house.

Based on the above information, it is concluded that this facility can accommodate six residents. It is the licensee's responsibility not to exceed the facility's licensed capacity.

## **B. Program Description**

Admission and discharge policies, program statement, refund policy, personnel policies, and standard procedures for Balmoral Living were reviewed and accepted as written. Balmoral Living will provide supervised services twenty-four hours per day, seven days a week in the least restrictive environment for aged male and female residents over the age of 55 with physical disabilities, dementia, and/or Alzheimer's disease. The goal of Balmoral Living is to maximize the residents' cognitive, affective, physical health, and psychomotor skills in order to help them obtain their highest possible level of functioning. This will be accomplished through attitudes of hopefulness, a structured yet warm environment, individual treatment plans with realistic goals, and opportunities for group living and social interaction.

Balmoral Living will help and assist residents with Alzheimer's disease to improve the quality of their life by providing a safe, clean, and nurturing environment with trained direct care staff. Upon admission, the care team will conduct a thorough assessment based on the following topics: biography, communication, mobility, toileting, eating patterns, orientation, cognitive function, likes and dislikes, and any hobbies and interests. Each resident with Alzheimer's or a related condition will have an individual care plan to assist direct care workers in understanding each resident's needs and abilities. Direct care staff will provide daily activities to residents with Alzheimer's or related conditions including but not limited to baking or cooking together, completing chores, arts and crafts, reading books or newspapers, playing music and singing songs, gardening, and working on puzzles.

The proposed staffing pattern for the original license of this six bed facility is adequate and includes a minimum of one staff to six residents per shift. The applicant acknowledged that the staff to resident ratio may need to be adjusted to provide the level of supervision or personal care required by the residents due to changes in their behavioral, physical, or medical needs.

### **C. Applicant and Administrator Qualifications**

The applicant is Balmoral Living LLC which is a “Domestic Limited Liability Company” established in Michigan on 08/30/17. The applicant has established an annual budget projecting expenses and income to demonstrate the financial capability to operate this adult foster care facility.

Balmoral Living LLC has appointed Olga Kourdioukova as the licensee designee and Kristina Kurlyandchik as the administrator of the facility.

Licensing record clearance requests were completed for Ms. Kourdioukova and Ms. Kurlyandchik. Ms. Kourdioukova and Ms. Kurlyandchik submitted current medical clearances with a statement from a physician documenting good health and tuberculosis negative results.

Ms. Kourdioukova and Ms. Kurlyandchik meet the qualifications and training requirements identified in the administrative group home rules. Ms. Kourdioukova and Ms. Kurlyandchik have nearly 15 years of experience managing and operating a home care company and working with the elderly and Alzheimer’s populations. They have extensive knowledge of the needs of the elderly population. They have provided direct care to this population and have managed client and caregiver relations. They have also directed recruitment, training and staff development to maximize productivity for their home care company.

Ms. Kourdioukova acknowledged an understanding of the qualifications, suitability, and training requirements for direct care staff prior to each person working in the facility in that capacity or being considered as part of the staff to resident ratio.

Ms. Kourdioukova acknowledged an understanding of the responsibility to assess the good moral character of employees and acknowledges the requirement for obtaining criminal record checks of employees and contractors who have regular, ongoing “direct access” to residents or resident information or both utilizing the Michigan Long Term Care Partnership website ([www.miltcpartnership.org](http://www.miltcpartnership.org)) and the related documents required to demonstrate compliance.

Ms. Kourdioukova acknowledged an understanding of the administrative rules regarding medication procedures and assured that only those direct care staff who have received medication training and have been determined competent by the licensee or licensee designee will administer medication to residents. In addition, Ms. Kourdioukova has

indicated that resident medication will be stored in a locked cabinet and that daily medication logs will be maintained on each resident receiving medication.

Ms. Kourdioukova acknowledged the responsibility to obtain all required good moral character, medical, and training documentation and signatures that are to be completed prior to each direct care staff or volunteer working directly with residents. In addition, Ms. Kourdioukova acknowledged the responsibility to maintain a current employee record on file in the home for the licensee, administrator, and direct care staff or volunteers and to follow the retention schedule for all of the documents contained within the employee file.

Ms. Kourdioukova acknowledged an understanding of the administrative rules regarding the admission criteria and procedural requirements for accepting a resident into the adult foster care home.

Ms. Kourdioukova acknowledged the responsibility to obtain the required written assessment plan, resident care agreement, and health care appraisal 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 updating and completing those forms and obtaining new signatures for each resident on an annual basis.

Ms. Kourdioukova acknowledged the responsibility to maintain a current resident record on file in the home for each resident and follow the retention schedule for all of the documents that are required to be maintained within each resident's file.

Ms. Kourdioukova acknowledged an understanding of the administrative rules regarding the handling of resident funds and valuables and intends to comply. Ms. Kourdioukova acknowledged that a separate Resident Funds Part II BCAL-2319 form will be completed for each resident in order to document the date and amount of the adult foster care service fee paid each month and all of the residents' personal money transactions that have been agreed to be managed by Balmoral Living LLC.

Ms. Kourdioukova acknowledged an understanding of the administrative rules requiring that each resident be informed of their resident rights and provided with a copy of those rights and indicated the intent to respect and safeguard these resident rights.

Ms. Kourdioukova acknowledged an understanding of the administrative rules regarding the requirements for written and verbal reporting of incidents and accidents and the responsibility to conduct an immediate investigation of the cause.

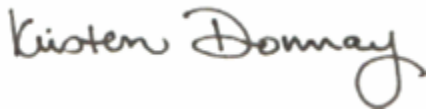
Ms. Kourdioukova acknowledged the responsibility to provide a written discharge notice to the appropriate parties when a 30-day or less than 30-day discharge is requested.

**C. Rule/Statutory Violations**

The facility has been determined to be in compliance with the applicable administrative rules and the licensing statute, based upon the onsite inspection conducted and the licensee's intent to comply with all administrative rules for a small group home as well as the licensing act, Public Act 218 of 1979, as amended.

**IV. RECOMMENDATION**

I recommend issuance of a six month temporary license to this adult foster care facility, Balmoral Living, with a capacity of six residents.



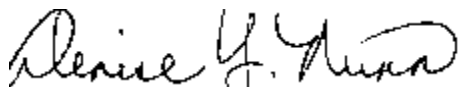
02/22/19

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Kristen Donnay  
Licensing Consultant

Date

Approved By:



03/12/2019

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Denise Y. Nunn  
Area Manager

Date