



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

SHELLY EDGERTON  
DIRECTOR

May 2, 2016

Lisa Cavaliere-Mancini  
Windemere Park of Troy Operations LLC/dba  
Suite 300  
30078 Schoenherr Rd.  
Warren, MI 48088

RE: Application #: AH630369651  
Windemere Park of Oakland  
5990 Adams Road  
Troy, MI 48098

Dear Mrs. Cavaliere-Mancini:

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 92 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 (517) 284-9720.

Sincerely,

A handwritten signature in cursive script that reads "Loma M Campbell".

Loma M Campbell, Licensing Staff  
Bureau of Community and Health Systems  
4th Floor, Suite 4B  
51111 Woodward Avenue  
Pontiac, MI 48342  
(248) 860-3110

enclosure

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

**I. IDENTIFYING INFORMATION**

**License #:** AH630369651

**Applicant Name:** Windemere Park of Troy Operations LLC/dba

**Applicant Address:** Suite 300  
30078 Schoenherr Rd.  
Warren, MI 48088

**Applicant Telephone #:** (586) 563-1500

**Authorized Representative:** Lisa Cavaliere-Mancini

**Administrator:** Darlene Vernier

**Name of Facility:** Windemere Park of Oakland

**Facility Address:** 5990 Adams Road  
Troy, MI 48098

**Facility Telephone #:** (586) 685-1000

**Application Date:** 12/03/2014

**Capacity:** 92

**Program Type:** AGED  
ALZHEIMERS

## II. METHODOLOGY

12/03/2014	Enrollment
12/04/2014	Application Incomplete Letter Sent
02/10/2015	Application Incomplete Letter Sent
11/10/2015	Construction Permit Received PERMIT: 20140037-P1 ISSUED: 7/11/2014 EXPIRED: 7/11/2015
04/08/2016	Contact - Document Received Received Surety Bond amount \$1000 Bond No. 35BSBHK3510
04/19/2016	Inspection Completed-Fire Safety : D Re: New HFA-door locking  "Documentation has been received that this project has been abandoned by the facility, and is considered closed by this office. Be advised that if at any time it is decided that the project is to move forward, resubmittal to the Bureau of Fire Services Plan Review Division will be required.  Note: Special locking arrangements changed from door locking to delayed egress - delayed egress assigned BFS #151835"
04/19/2016	Inspection Completed-Fire Safety : A Re: New Home for the Aged Facility - delayed egress doors
04/19/2016	Inspection Completed-Fire Safety : A Re: New Home for the Aged Facility
04/21/2016	Occupancy Approval
04/21/2016	Application Complete/On-site Needed
04/21/2016	Inspection Completed-BCAL Full Compliance
04/27/2016	Inspection Completed On-site

## III. DESCRIPTION OF FINDINGS & CONCLUSIONS

### A. Physical Description of Facility

Windemere Park of Oakland is a newly constructed two story home for the aged facility that is located at 5990 Adams Road in Troy, MI, at the southeast corner of Square Lake

Road and Adams Road in Oakland County, in a suburban area, and about 20 miles away from downtown Detroit, MI. It is close to restaurants, shopping malls, and I-75. The position of the building on the rectangular site accommodates the required vehicular access, covered canopy for picking-up and dropping off visitors and residents, parking for staff and visitors, green spaces, and setback requirements from neighbors and roadways.

Windemere Park of Oakland is a 58,920 square feet building that is freestanding with a licensed bed compliment consisting of 84 private rooms and 4 double occupancy/semi-private rooms (Room 101, Room 123, Room 201, and Room 223) totaling 92 licensed beds. The building has four sides called "households" consisting of 23 beds on each side and each household has a living room with a fireplace and bookshelves, television set above the fireplace, activity room, dining room with pantry/serving station, and staff support stations.

The heating and cooling system at Windemere Park of Oakland is provided throughout the building via a combination of roof top units that heats and cools the common areas (hallways, dining areas, etc.) and PTAC (package terminal air condition) units in each resident's room that has an individual control unit to regulate the heating and cooling in the room.

Windemere Park of Oakland has a diesel-powered emergency generator that provides emergency power for major building systems including electricity, heat, kitchen equipment, hot water, elevator, and some staff areas.

The entire building is fire suppressed. The Department of Licensing and Regulatory Affairs/Bureau of Fire Services gave approval of the fire safety system in the building on 4/19/2015.

Windemere Park of Oakland has a memory care unit and aged population unit (assisted living). The memory care unit is located on the second floor, Rooms 201 through 244, and the aged population unit is located on the first floor, Rooms 101 through Room 144. Each unit (aged population and memory care) has a laundry area for the convenience of the residents. Staff members will do a resident's laundry but if the resident chooses to do laundry, the washers and dryers are available.

Each resident room has a bed, dresser, nightstand, cable access, Wi-Fi, sink, shower, grab bars, and toilet. Beds will be provided to residents; however, the residents can opt to bring their own bed or furniture.

The memory care unit is a secured unit that uses a fob system to access the elevator and stairs to enter and exit the unit. If there is a power failure with the fob system, the emergency generator will power the system. The physical environment within the memory care unit is designed to provide the least restrictive environment while ensuring the safety of the residents. All doors are locked from the outside, using the fob system.

For the safety of the residents, a lock has been placed on each window that stops the window from opening more than three to four inches.

The Department of Licensing and Regulatory Affairs/Health Facilities Engineering Section measured all of the resident bedrooms, common areas, and living spaces and recommended occupancy of the building on 4/21/2016. All of the bedrooms, common areas, and living areas were found to comply with HFA (Home for the Aged) administrative rules and Public Act 368, as amended.

Meals for the entire facility will be prepared in the main kitchen located on the first floor and dining services personnel will transport the food to the various pantry/serving units where the food will be held in steam tables and plated according to the selected menu items. The meals will be served in the dining rooms three times daily and snacks will also be offered/provided to residents. In addition, a freestanding tray table will be provided for a resident who has chosen not to go to a dining room.

Windemere Park of Oakland is wheelchair accessible, uses public water and sewage disposal, and is a non-smoking building. Each resident will receive upon admission to Windemere Park of Oakland an e-call pendant that can be worn as a necklace or on their wrist, attached to their belt, kept in their pockets, or pinned onto their clothing to request assistance from staff members. The e-call pendant system is activated when the resident presses the button that alerts staff members via pagers of the resident's need for assistance or emergency.

Upon entering Windemere Park of Oakland, a receptionist will be available to greet visitors and residents from 8:00 am until 8:00 pm. From 8:00 pm until 8:00 am, visitors and guests will have to ring the doorbell/call button at the main entrance of Windemere Park of Oakland to gain entry into the building. After receiving notification that someone is at the main entrance, a staff member will respond by going to the door to open the door, if appropriate.

Public restrooms, a chapel for religious services and general religious use, library, and a fitness room with a treadmill, exercise balls, free weights, and an exercise bike are available to residents, visitors, and guests.

## **B. Program Description**

Windemere Park of Troy Operations, LLC dba Windemere Park of Oakland, is the owner/licensee of Windemere Park of Oakland. According to the Department of Licensing and Regulatory Affairs Business Entity Search, Windemere Park of Troy Operations, LLC dba Windemere Park of Oakland is a domestic limited liability company with a formation/qualification date of 5/23/2013, the jurisdiction of origin is the state of Michigan, and the registered office address is 6850 Nineteen Mile Road, Sterling Heights, MI 48314. Windemere Park of Troy Operations, LLC dba Windemere Park of Oakland has designated Lisa Mancini as the authorized representative and Darlene Vernier as administrator of Windemere Park of Oakland. Ms. Mancini is over 18 years

of age, has over 11 years working with seniors, and has a Bachelor of Science degree in Computer Information Systems. Ms. Vernier is also over 18 years of age, has over eight years working with seniors, and is a certified dementia practitioner with the National Council of Certified Dementia Practitioners (NCCDP).

Windemere Park of Oakland provide services to the general aged population and to individuals that have been diagnosed with Alzheimer's/dementia or a related condition who are 60 years of age or older. The services to be provided are twenty-four hour supervision, room, board, and assistance with personal care, including administration of medications. Windemere Park of Oakland has designed services and supports according to the residents' cognitive and physical capabilities. Activities will be offered throughout the day and these activities will include outings, shopping, musical entertainment, church services, exercise, arts and crafts, painting, card games, bingo, sing-a-longs, current events, sensory stimulation, daily walks weather permitting, and ball exercise. More activities will be added later and these activities will be based on the residents' needs. Windemere Park of Oakland will be holding funds for residents and has established a surety bond in the amount of \$1000, Bond No. 35BSBHK3510. Windemere Park of Oakland will provide transportation at no extra charge within a six mile radius, beyond the six mile radius a nominal fee will be charged. In addition, a shared spa tub room and a beauty/barber salon are available to the residents.

At this time, there are no residents residing at Windemere Park of Oakland. Six residents are scheduled to move into Windemere Park of Oakland within the month following original license issuance. The staffing of Windemere Park of Oakland will initially begin with two staff members on each shift: day shift 7:00 am to 3:00 pm; afternoon shift 3:00 pm to 11:00 pm; and midnight shift 11:00 pm to 7:00 am; and adjustment to the staffing level will be made as needed. All of the staff members working in the home will complete an orientation program as well as Relias training specific to the home, fire safety, service plans, home's policies and procedures, and incident reporting. Continuing education will be presented through staff meetings, in house in-services, and training on an ongoing basis (minimally monthly). Each staff member's competencies will be tested via written testing, oral testing, and shadowing by the administrator or designee.

Technical assistance was provided to Ms. Mancini and Ms. Vernier concerning Public Act 368, as amended and administrative rule requirements related to the home, resident, and employee record keeping.

### **C. Rule/Statutory Violations**

The study has determined substantial compliance with applicable licensing statutes and administrative rules.

**IV. RECOMMENDATION**

Based on the findings it is recommended that a temporary license/permit be issued. The terms of the license will enable the licensee to operate a HFA for 92 residents (Aged, Alzheimer's). The term of the license will be for a six-month period.

*Loma M Campbell*

5/2/2016

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Loma M Campbell  
Licensing Staff

Date

Approved By:

*Betsy Montgomery*

5/2/16

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Betsy Montgomery  
Area Manager

Date