



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 24, 2020

Sanjay Rattan
Dawns Res Care For Seniors Inc
5701 Chicago Road
Warren, MI 48092

RE: License #: AL500007242
Investigation #: 2020A0604015
Dawns Center for Seniors

Dear Mr. Rattan:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. A recommendation for revocation was made on 06/30/2020 in Special Investigation Report #2020A0990011, which remains in effect. You will be notified in writing of the department's action and your options for resolution of this matter.

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 "Kristine Cilluffo".

Kristine Cilluffo, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 285-1703

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL500007242
Investigation #:	2020A0604015
Complaint Receipt Date:	05/29/2020
Investigation Initiation Date:	06/02/2020
Report Due Date:	07/28/2020
Licensee Name:	Dawns Res Care For Seniors Inc
Licensee Address:	5701 Chicago Road Warren, MI 48092
Licensee Telephone #:	(586) 791-5800
Administrator:	Sanjay Rattan
Licensee Designee:	Sanjay Rattan
Name of Facility:	Dawns Center for Seniors
Facility Address:	22194 Thomson Clinton Township, MI 48035
Facility Telephone #:	(586) 791-5800
Original Issuance Date:	04/28/1992
License Status:	REGULAR
Effective Date:	10/23/2018
Expiration Date:	10/22/2020
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL; AGED

II. ALLEGATION(S)

	Violation Established?
The facility has not had hot water in three weeks.	Yes

III. METHODOLOGY

05/29/2020	Special Investigation Intake 2020A0604015
06/01/2020	APS Referral Referral received from Adult Protective Services (APS). Denied.
06/02/2020	Special Investigation Initiated - Telephone TC to Dawns Center for Seniors. Interviewed Staff, Shenika Welch. Requested return call from manager/licensee.
06/02/2020	Contact - Document Sent Email to licensee
06/02/2020	Corrective Action Plan Received Received message from Sanjay Rattan. Stated water has been repaired.
06/03/2020	Contact - Telephone call made Left message for Sanjay Rattan
06/03/2020	Contact - Telephone call received TC from Sanjay Rattan. Will send verification that water was repaired.
06/05/2020	Contact - Document Sent Email to Sanjay Rattan. Follow up on record request.
06/09/2020	Contact - Document Received Received email from Sanjay Rattan. They are waiting on report from technician.
06/10/2020	Contact- Document Sent Email to Sanjay Rattan
06/16/2020	Contact - Document Sent Email to Sanjay Rattan. Received return email with water repair verification.

06/16/2020	Contact- Telephone call made TC to Complainant. Left message.
06/17/2020	Contact- Telephone call received Received message from Complainant. Returned call.
06/17/2020	Exit Conference Email to Licensee Designee, Sanjay Rattan
06/26/2020	Contact - Telephone call made Left message for Manager, Sonia Balla
06/30/2020	Exit Conference Completed exit conference with Sanjay Rattan regarding change in recommendation.

ALLEGATION:

The facility has not had hot water in three weeks.

INVESTIGATION:

I received a complaint regarding Dawn's Center for Seniors on 06/01/2020. The complaint indicated that Resident B resides at Dawn's Center for Seniors Assisted Living. Resident B has dementia and is bed bound. The assisted living facility has not had hot water in three weeks. It is unknown why there is no hot water or when it will be fixed. It is unknown if the facility has an alternative for getting hot water. It is uncertain how Resident B is bathing. The complaint was denied by APS and referred to licensing.

On 06/02/2020, I contacted Dawn's Center for Seniors. I interviewed Staff, Shenika Welch. Ms. Welch stated that the hot water was out at the facility for about two weeks. She stated that a man just came out a couple days ago and fixed the water. Ms. Welch stated that they were boiling water to bath the residents.

On 06/03/2020, I interviewed Licensee Designee, Sanjay Rattan, by phone. He stated that the facility was not without hot water for three weeks. He stated that the boiler was tripping, and the issue has been resolved. Mr. Rattan stated that he learned about the issue around 05/17/2020 or 05/18/2020 and the repair was made on 05/29/2020. He stated that the hot water would work if the switch was turned back on after it tripped. Mr. Rattan stated that the hot water was not out completely, and they had hot water to bathe residents. Mr. Sanjay stated that he was not aware of staff boiling water to have hot water to bathe residents. I requested verification of the repair from Mr. Rattan.

On 06/09/2020, I received email from Sanjay Rattan. He stated that he was waiting on technician to complete his report for hot water tank repair.

On 06/16/2020, I received an email from Sanjay Rattan with an invoice from Air Conditioning Engineers, Inc. dated 06/04/2020. The invoice stated, "No hot water again. Roll out limit tripped. Reset limit and observed operation. There is no flue gas spillage from draft hood, nor is there any flame rollout happening. I removed the burner assy and inspected the heat exchangers. System is working good at this time. System has worked for the last week without issue".

On 06/17/2020, I interviewed the Complainant by phone. She stated that on 05/28/2020, staff at the facility told her that the hot water was not working at the facility and had been out for three weeks. The Complainant stated that water had to be microwaved to bathe two of the residents. The Complainant stated that the water was repaired a couple days later. She stated that the owner was using the pandemic as an excuse not to bring a repairman out to the facility.

I completed an exit conference with Licensee Designee, Sanjay Rattan by email on 06/17/2020. I informed him of violation found and that a copy of report would be mailed once approved. I also informed him that previous recommendation for provisional license remains in effect.

I completed the exit conference with Licensee Designee, Sanjay Rattan on 06/30/2020 by email. I informed him of the change in recommendation. I also informed him that he would be mailed report and a compliance conference would be scheduled.

APPLICABLE RULE	
R 400.15401	Environmental health.
	(2) Hot and cold running water that is under pressure shall be provided. A licensee shall maintain the hot water temperature for a resident's use at a range of 105 degrees Fahrenheit to 120 degrees Fahrenheit at the faucet.
ANALYSIS:	The hot water at Dawn's Center for Seniors was not in working order for approximately two to three weeks. The Complainant and Staff, Shenika Welch stated that water had to be boiled to bathe residents. Licensee Designee, Sanjay Rattan denied any knowledge of this taking place. He stated that the boiler was tripping, however, hot water was available if the switch was turned back on. On 06/16/2020, I received an email from Sanjay Rattan with a repair invoice from Air Conditioning Engineers, Inc. dated

	06/04/2020. The invoice stated, "System is working good at this time".
CONCLUSION:	VIOLATION ESTABLISHED (BUT CORRECTED)

IV. RECOMMENDATION

A previous recommendation for revocation of the license was made in Special Investigation Report #2020A0990011, which remains in effect.

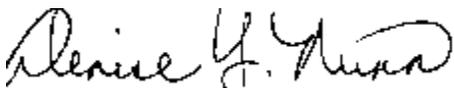


06/30/2020

Kristine Cilluffo
Licensing Consultant

Date

Approved By:



07/07/2020

Denise Y. Nunn
Area Manager

Date