



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 29, 2021

Joyce Divis
Spectrum Community Services
Suite 700
185 E. Main St
Benton Harbor, MI 49022

RE: License #: AS110010333
Investigation #: 2021A0579034
Echo Court Home

Dear Joyce Divis:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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 cursive script that reads "Cassandra Duursma".

Cassandra Duursma, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa Ave NW, 7th Floor-Unit 13
Grand Rapids, MI 49503
(269) 615-5050

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS110010333
Investigation #:	2021A0579034
Complaint Receipt Date:	07/19/2021
Investigation Initiation Date:	07/19/2021
Report Due Date:	09/17/2021
Licensee Name:	Spectrum Community Services
Licensee Address:	Suite 700, 185 E. Main St Benton Harbor, MI 49022
Licensee Telephone #:	(269) 927-3472
Administrator:	David Schnoor
Licensee Designee:	Joyce Divis
Name of Facility:	Echo Court Home
Facility Address:	4185 Echo Road Benton Harbor, MI 49022
Facility Telephone #:	(269) 944-3506
Original Issuance Date:	03/17/1993
License Status:	REGULAR
Effective Date:	05/09/2020
Expiration Date:	05/08/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
The facility has been without hot water since 07/10/2021.	Yes

III. METHODOLOGY

07/19/2021	Special Investigation Intake 2021A0579034
07/19/2021	Special Investigation Initiated - Letter Tasha Stewart, Riverwood Caseworker
07/19/2021	Contact- Document Sent Joyce Divis, Licensee Designee
07/21/2021	Contact- Face to Face Tonya Mixon, Direct Care Worker
07/26/2021	Contact- Document sent Joyce Divis, Licensee Designee
07/29/2021	Exit Conference Joyce Divis, Licensee Designee

ALLEGATION: The facility has been without hot water since 07/10/2021.

INVESTIGATION: On 07/19/2021, I entered this referral into the Bureau of Community Health Systems' Bureau Information Tracking System after receiving an email reporting the facility had been without hot water since 07/10/2021.

On 07/19/2021, I exchanged emails with Ms. Tasha Stewart from Riverwood who reported she received notification on 07/13/2021 that the water heater in the facility had gone out on or about 07/10/2021 and the facility did not have hot water. She stated she went to the home on 7/14/2021 and confirmed the water heater was not working. She stated she spoke to Ms. Sharon Blaine and Ms. Stacy Kingman from Spectrum Community Services who reported the water heater stopped working on or about 07/10/2021 and the repair company came to the home at that time and reported the water heater needed to be replaced. She stated Ms. Blaine and Ms. Kingman confirmed the water heater was ordered at that time but had not yet arrived. She reported staff are heating water on the stove for doing dishes and sponge bathing residents. She stated as of 07/19/2021, the facility now has a new hot water heater, but it is not operating correctly due to not having propane. She

stated she spoke to Licensee Designee, Ms. Divis who confirmed the new water heater is not operable due to the facility not having propane.

On 07/19/2021, I exchanged email with Licensee Designee, Ms. Divis, inquiring about the status of the water heater at the home. She responded the propane tank at the home was being filled this afternoon.

On 07/21/2021, I completed an unannounced on-site investigation at Echo Court home. Residents were observed but unable to be interviewed due to their limited verbal abilities. I completed an interview with Direct Care Worker, Ms. Tonya Mixon.

Ms. Mixon stated she has worked at this facility for “only a few weeks” and cannot remember exactly when the water heater went out. She stated prior to the water heater completely going out, the water heater was inconsistent with heating the water, so she has done the dishes in water she boiled on the stove the entire time she worked at the facility to ensure the dishes were sanitary. She stated she did not know why it took so long for the new water heater to arrive after the previous one broke, but it did arrive on 07/19/2021 and the propane to make it operable was delivered in the afternoon on 07/20/2021.

While on-site, I observed the water temperature to heat up to 110 degrees Fahrenheit in a timely manner and it appeared the water heater was now operable.

On 07/26/2021, I exchanged emails with Ms. Divis inquiring what the repair service reported about the delay in replacing the hot water between when it went out on or about 7/10/2021 and when it became operable on 07/20/2021. I also asked Ms. Divis if staff had previously reported that the water heater was not sufficiently heating the water in the home prior to when it went out. Ms. Divis responded that she was notified that the water heater was no longer working on 07/06/2021 and it was serviced on 07/07/2021 at which time the repair company stated a new water heater was needed. She stated she advised the repair company that the facility was a licensed facility and hot water was needed for resident and staff safety. She stated the repair company agreed to place a rush order for a new water heater. She stated she did not inquire about the speed at which the water heater was received but assumed there was a supply chain issue as there has been with many housing items recently and there was no way to expedite the process outside of the rush order.

APPLICABLE RULE	
R 400.14401	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:	<p>Ms. Stewart confirmed the facility did not have hot water on 07/14/2021. She stated Ms. Divis reported to her that the replacement water heater was ordered. Ms. Stewart reported on 07/19/2021, that the new water heater was at the home but was still not operable due to the facility no having propane.</p> <p>Ms. Divis reported the water heater went out on 07/06/2021 and was serviced on 07/07/2021 at which time the repair service placed a rush order for a new water heater at Ms. Divis' request due to the facility being a licensed home that needed water for resident and staff health and safety. Ms. Divis confirmed there was a new hot water heater in the home on 07/20/2021 and reported the propane company would be providing propane in the afternoon on 07/20/2021.</p> <p>Ms. Mixon stated in the "few weeks" she worked at the facility, the water temperature was not hot enough to sanitize dishes even prior to the water heater failing. She stated a new water heater was installed and it became operable on 07/20/2021 when propane was installed.</p> <p>Based on the interviews completed, there is sufficient evidence to support the allegation that the facility went without hot water from approximately 07/10/2021 to 07/20/2021 and that the water temperature was not maintained at a range of 105 degrees Fahrenheit to 120 degrees Fahrenheit at the faucet.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 07/29/2021, I completed an exit conference with Licensee Designee, Ms. Divis, who did not dispute my findings or recommendations.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable plan of corrective action, I recommend the status of the license remain the same.

Cassandra Duursma

07/29/2021

Cassandra Duursma
Licensing Consultant

Date

Approved By:

Jerry Hendrick

07/29/2021

Jerry Hendrick
Area Manager

Date