



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

December 20, 2021

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

RE: License #: AM110091925  
Investigation #: 2022A0579011  
Eau Claire Residence

Dear Joyce Divis:

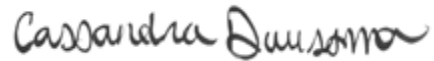
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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,



Cassandra Duursma, Licensing Consultant  
Bureau of Community and Health Systems  
350 Ottawa Ave, NW 7<sup>th</sup> 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**

<b>License #:</b>	AM110091925
<b>Investigation #:</b>	2022A0579011
<b>Complaint Receipt Date:</b>	11/29/2021
<b>Investigation Initiation Date:</b>	12/02/2021
<b>Report Due Date:</b>	12/29/2021
<b>Licensee Name:</b>	Spectrum Community Services
<b>Licensee Address:</b>	Suite 700, 185 E. Main St Benton Harbor, MI 49022
<b>Licensee Telephone #:</b>	(173) 445-8872
<b>Administrator:</b>	David Schnoor
<b>Licensee Designee:</b>	Joyce Divis
<b>Name of Facility:</b>	Eau Claire Residence
<b>Facility Address:</b>	2860 M-140, Eau Claire, MI 49111
<b>Facility Telephone #:</b>	(269) 944-1927
<b>Original Issuance Date:</b>	05/19/2000
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/12/2021
<b>Expiration Date:</b>	06/11/2023
<b>Capacity:</b>	12
<b>Program Type:</b>	MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
The home is not maintained in a way that ensures residents' health and safety.	Yes

**III. METHODOLOGY**

11/29/2021	Special Investigation Intake 2022A0579011
12/02/2021	Special Investigation Initiated- Face to Face Direct Care Worker A Direct Care Worker B Direct Care Worker C
12/15/2021	Exit Conference Joyce Divis, Licensee Designee

**ALLEGATION: The home is not maintained in a way that ensures residents' health and safety.**

**INVESTIGATION:** On 11/29/2021, I received this referral through the Bureau of Community Health Systems on-line complaint system. The complaint alleged the home is in serious disrepair. There are three bathrooms in the home but only one is functional. The toilets do not flush well and "gurgle". The boards under the toilet are rotten so the toilets are not secure. This week the toilet in the working bathroom fell over. The staff called to have this fixed, but it could not be fixed until Monday 11/29/21. The staff "fixed" the toilet enough to function but there is water leaking all over the floor. There is cold air blowing through the doors. This was approved to be fixed in the spring/summer but still has not been fixed. The ceiling in the living room is starting to drop and the ceiling fan is loose and there is a concern it could fall and hurt a staff member or resident. The kitchen sink broke and it is difficult to get hot water to wash dishes. These concerns have been reported to management, but nothing has been done.

On 12/02/2021, I completed an unannounced on-site investigation at the facility. Interviews were completed with Direct Care Worker A, B, and C. Direct Care Worker A stated there was an issue with the plumbing in the home beginning 11/22/2021. The toilets were not flushing well, and two toilets eventually became clogged. She stated a plumber came to the home that day and he unclogged one toilet and could not unclog the other. She stated at that time, there were two working toilets in the home. She stated eventually a second toilet in the home became clogged. She stated at that time there was one working toilet in the home and staff had placed

garbage bags in a second toilet so that residents could urinate or defecate in the garbage bag in the toilet and then staff would tie the bag and take it to the garbage outside. She stated on 11/26/2021, the last working toilet tipped over. She stated a plumber was called to the home on 11/26/2021 and arrived at 10:00 PM to fix the toilet that had fallen over. She stated on 11/29/2021, it was learned there was an issue with the septic system, a breaker for the pump was broken so waste was not being pumped into the septic tank, that was causing the issues with the toilets in the home. She stated once that breaker was replaced, the pump became operable, and the toilets began working again. She stated all toilets in the home are now operable.

Direct Care Worker A stated there are visible gaps allowing drafts in the home at each of the doors. Direct Care Worker A stated Ms. Divis has been made aware that new doors are needed, and she believes the doors will be replaced soon. She stated in previous years, weatherstripping was placed around the door to block the draft but it is not a permanent solution.

Direct Care Worker A stated the ceiling is dropping near where a heat vent is and where there is a drywall joint in the ceiling. She stated Ms. Divis is aware of this as well and it is set to be corrected. Direct Care Worker A stated she does not feel this is an immediate safety concern for the residents. She expressed that the ceiling fan is secure.

Direct Care Worker A stated she is aware a new screw is needed at the kitchen sink faucet to ensure the handle does not come off so the hot water can regularly be fully accessible. She stated this should be an easy fix and she will make Ms. Divis aware.

Direct Care Worker B stated there was an issue with all the toilets in the home for a week. She stated they were slow to flush and two eventually became clogged. She stated there was one working toilet, but it fell over because the flooring is damaged around it. She stated the working toilet that fell over was fixed the same day it fell over, but the two other toilets were not fixed until 11/29/2021. She stated one clogged toilet was emptied by staff and garbage bags were placed in the bowl that staff had to take to the outdoor trash every time a resident urinated or defecated. She stated all the toilets are now operable, but the floorboards are damaged, so the toilets are not secure.

Direct Care Worker B stated the gaps around the door allow cold air, rain, and snow into the facility. She stated in addition, the doors sometimes blow open because they are not secure. She stated she has been told since last spring that the doors would be replaced, and she does not believe efforts are being made to replace the doors.

Direct Care Worker B stated the area near the ceiling fan has been dropping since she has worked at this home. She stated it has been brought to Ms. Divis attention, but it has not been corrected. She stated she fears that the ceiling will fall and injure someone.

She stated it is challenging to get hot water at the kitchen sink because the sink handle comes off when touched. She stated this has been brought to Ms. Divis attention too, as it has been a problem for several months, but it has not been corrected.

Direct Care Worker C stated the toilets in the home were not operating well for a week. She stated at one point there was one operable toilet, and a second toilet was lined with a garbage bag and staff would take the bag to the trash outside after a resident urinated or defecated in it. She stated at one point, the working toilet fell over. It was repaired the same day and the rest of the toilets were repaired on 11/29/2021.

Direct Care Worker C stated the doors in the home need to be replaced. She stated they blow open allowing snow and cold air into the home. She stated even when they are closed, snow can come in through the gaps and the bottom and sides of the door. She stated a towel is kept at the bottom of one door because the gap is so large that water seeps in when it rains or snows. She stated this has been addressed with management but not corrected.

Direct Care Worker C stated the ceiling has been cracked at the seam near the ceiling fan and dropping since she worked at this facility. She stated this has been addressed with management but not corrected.

Direct Care Worker C stated the sink faucet handle has not been secure for several months and comes off when touched. She stated that makes it challenging to turn to get hot water. She stated this has been addressed with management but not corrected.

I observed all three toilets in the facility to be operable. The toilets appeared clean and secure. The floor around and behind the toilets also appeared free from damage.

I observed the faucet sink handle to be loosely sitting on the faucet. When touched, the faucet handle came off. The handle was not easily moved to change water temperature; however, hot water was observed coming from the faucet when effort was taken to hold the handle onto the faucet and turn it.

I observed all three doors in the facility to have gaps at either the side or bottom. Significant gaps that could allow snow or water into the facility were observed at the front entrance and back exit of the home.

I observed what appeared to be a sheet of drywall separating at ceiling joint near the heat vent in the living room. It appeared to be dropped approximately two inches at the seam. The ceiling fan appeared secure.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	<b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	<p>While onsite, I observed the sink faucet handle was not securely attached which created a challenge for changing the water temperature at the kitchen sink. I observed significant gaps at the bottom of the front entrance door and back exit door that could allow snow and rain to enter the home. I observed a slab of drywall to be dropping from a ceiling joint near the heat vent in the living room. I did not observe any current problems related to the toilet or bathrooms.</p> <p>Direct Care Worker A, B and C reported the week of 11/22/2021 to 11/29/2021, there were issues with the plumbing in the home. At one time there was only one operable toilet that had fallen over, and residents were using a second toilet that was lined with a garbage bag that was disposed after a resident urinated or defecated in it. It was reported the plumbing issues were repaired on 11/29/2021.</p> <p>Direct Care Worker A, B and C reported there has been a crack in the ceiling drywall for several months. It was reported that management was made aware, and the issue has not been addressed.</p> <p>Direct Care Worker A, B and C reported the kitchen sink faucet handle is not securely attached. It was reported and observed that this makes changing the water temperature difficult. It was reported that management was made aware, and the issue has not been addressed.</p> <p>Direct Care Worker A, B and C reported there are significant gaps at each of the doors in the home allowing the elements into the home and blowing the doors open at times. It was reported that management was made aware, and the issue has not been addressed.</p> <p>Based on the interviews completed and observations made, there is sufficient evidence to support the allegation that the home is not currently constructed or maintained in a way that ensures the health, safety, and well-being of residents is adequately provided.</p>

<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>
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On 12/15/2021, I completed an exit conference with Ms. Divis. She stated she was not aware that the issues noted in the report were ongoing over the last year. She stated staff never made her aware. She stated she has created a form and informed all employees that they are to fax repair requests to her so there is documented proof that staff are notifying her of needed repairs moving forward. She stated the doors have already been repaired and maintenance has been informed of the other needed repairs and they will be all be addressed. She agreed to provide me with photographs of all the completed repairs by 12/20/2021.

On 12/20/2021, I received photographs of the repaired ceiling drywall, there was no longer a gap at the seam. I observed all doors to be weather tight. I received a video of the operable sink faucet, secure and easily movable in both directions for hot and cold.

**IV. RECOMMENDATION**

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

*Cassandra Duursma*

12/20/2021

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Cassandra Duursma  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:

*Jerry Hendrick*

12/20/2021

\_\_\_\_\_  
Jerry Hendrick  
Area Manager

\_\_\_\_\_  
Date