



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 22, 2021

Justin Stein
Lansing Bickford Cottage
3830 Okemos Road
Okemos, MI 48864

| | |
|------------------|--------------------------|
| RE: License #: | AH330278347 |
| Investigation #: | 2022A1021017 |
| | Lansing Bickford Cottage |

Dear Mr. Stein:

Attached is the Special Investigation Report for the above referenced facility.

You have submitted an acceptable written corrective action plan addressing the violations cited in the report. To verify your implementation and compliance with this corrective action plan:

- You are to submit a Statement of Correction (attached).

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) 284-9730.

Sincerely,

Kimberly Horst, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|--------------------------------------|
| License #: | AH330278347 |
| Investigation #: | 2022A1021017 |
| Complaint Receipt Date: | 12/15/2021 |
| Investigation Initiation Date: | 12/16/2021 |
| Report Due Date: | 02/14/2022 |
| Licensee Name: | Lansing Bickford Cottage L.L.C. |
| Licensee Address: | 13795 S. Murlen Olathe, KS 66062 |
| Licensee Telephone #: | (913) 782-3200 |
| Administrator: | Alynne Dukes |
| Authorized Representative: | Justin Stein |
| Name of Facility: | Lansing Bickford Cottage |
| Facility Address: | 3830 Okemos Road Okemos, MI 48864 |
| Facility Telephone #: | (517) 706-0300 |
| Original Issuance Date: | 09/08/2008 |
| License Status: | REGULAR |
| Effective Date: | 08/24/2020 |
| Expiration Date: | 08/23/2021 |
| Capacity: | 55 |
| Program Type: | AGED ALZHEIMERS |

II. ALLEGATION(S)

| | Violation Established? |
|----------------------------|-----------------------------------|
| Facility has no hot water. | Yes |
| Additional Findings | No |

III. METHODOLOGY

| | |
|------------|--|
| 12/15/2021 | Special Investigation Intake 2022A1021017 |
| 12/16/2021 | Inspection Completed On-site |
| 12/16/2021 | Contact-Telephone call made Interviewed Myers Heating and Cooling |
| 12/22/2021 | Exit Conference Exit conference with authorized representative Justin Stein by telephone |

ALLEGATION:

Facility has no hot water.

INVESTIGATION:

On 12/15/21, the licensing department received a complaint with allegations the facility has had no hot water for six weeks.

On 12/16/21, I interviewed administrator A'lynnne Dukes at the facility. Ms. Dukes reported the facility has had hot water issues since she started at the facility in November. Ms. Dukes reported the facility's hot water heaters are not working. Ms. Dukes reported the facility has purchased new heaters but due to supply chain interruptions related to Covid-19, there is a delay in obtaining the hot water heaters. Ms. Dukes reported it changes as to where the facility will not have hot water. Ms. Dukes reported if a resident does not have hot water, then the caregivers will take the resident to a vacant apartment to shower, or the resident can use the spa room and take a bath. Ms. Dukes reported the vacant resident rooms and spa room have always had hot water. Ms. Dukes reported there have been no issues with lack of hot water in the kitchen. Ms. Dukes reported each resident has hand sanitizer

available if they do not wish to wash their hands in their room with the cold water. Ms. Dukes reported she has been in constant contact with the residents and their families regarding the hot water issues. Ms. Dukes reported the facility does not have a timeframe as to when the parts will be available to fix the hot water heaters. Ms. Dukes reported hot water is always available to the residents.

On 12/16/21, I interviewed maintenance director Raymond Lee at the facility. Mr. Lee reported the hot water heaters are 14 years old and they have stopped working. Mr. Lee reported the facility has three hot water heaters and only one is fully functional. Mr. Lee reported he is working with Myers Plumbing and Heating. Mr. Lee reported the facility received the quote on 10/28 and it was known that it would take a few months to obtain the required parts. Mr. Lee reported he is hopeful the issue will be fixed by the end of 2021. Mr. Lee reported there has been no issues with hot water in the memory care unit or kitchen area. Mr. Lee reported if a resident does not have hot water, caregivers will take the resident to a vacant apartment to shower, or the resident can use the spa room. Mr. Lee reported residents have access to hot water within the facility.

On 12/16/21, I interviewed Resident A at the facility. Resident A reported the facility is waiting for new hot water heaters. Resident A reported she was without hot water for approximately one day a few weeks ago. Resident A reported she was offered the opportunity to shower in the vacant apartment. Resident A reported the facility works to ensure residents have access to hot water even if it is not in their apartment.

On 12/16/21, I interviewed caregiver Viola Leupai and Anju Agha at the facility. Ms. Leupai and Ms. Agha's statements were consistent with those made by Ms. Dukes and Mr. Lee.

At the facility, I took water temperatures for various common areas, kitchen area, and resident rooms. The following water temperatures were taken:

Kitchen: 110.0 degrees Fahrenheit
Spa Room: 105.1 degrees Fahrenheit
Vacant Room: 105.2 degrees Fahrenheit
Resident B's room: 102.0 degrees Fahrenheit
Resident C's room: 98.2 degrees Fahrenheit
Resident D's room: 105.0 degrees Fahrenheit

On 12/16/21, I interviewed Myers Heating and Cooling Plumber Andy Karek by telephone. Mr. Karek reported his company provided the facility the quote in October. Mr. Karek reported it was known it could take up to six weeks to obtain the parts. Mr. Karek reported his company plans to install a new water boiler and water supply tank. Mr. Karek reported he is hopeful his company can install the new equipment in the upcoming weeks.

I reviewed the proposal for the new water heaters. The proposal was written on 10/28/21. The proposal was for domestic hot water boiler and storage tank replacement work.

I reviewed correspondence sent by Ms. Dukes to the residents' families. The correspondence read,

Wanted to make sure I offered a bit of an update on the water temperature in the Branch. To my understanding the water temperature throughout our community differs from room to room on a rolling basis. Meaning at any given time the temperature differs. An order for 4 new water tanks was placed prior to my arrival. Upon my arrival we began checking water temperatures before every shower. If the water temp in a resident's room was not desirable, we offered two alternatives. One, our spa room and two, a designated shower room on the 400 hall. We are anxiously awaiting the water tanks and will continue to adjust to meet our residents needs. If you have any questions please feel free to contact me.

| APPLICABLE RULE | |
|------------------------|---|
| R 325.1970 | Water supply systems. |
| | (7) The temperature of hot water at plumbing fixtures used by residents shall be regulated to provide tempered water at a range of 105 to 120 degrees Fahrenheit. |
| ANALYSIS: | The facility has had interruptions with the hot water supply for an extended length of time. The facility is working with a local plumber to fix the issue and their should be a resolution soon. |
| CONCLUSION: | VIOLATION ESTABLISHED |

On 12/22/21, I conducted an exit conference with authorized representative Justin Stein by telephone. Mr. Stein reported the facility is working closely with the plumbing company to obtain the parts and address the issue.

IV. RECOMMENDATION

An acceptable corrective action plan has been received. I recommend no change in the status of the license.

Kimberly Horst

12/17/2021

Kimberly Horst
Licensing Staff

Date

Approved By:

Russell B. Misiak

12/22/2021

Russell B. Misiak
Area Manager

Date