



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 4, 2022

Achal Patel  
Divine Life Assisted Living Center 4 LLC  
2045 Birch Bluff Drive  
Okemos, MI 48864

RE: License #: AL230404953  
Investigation #: 2022A0577018  
Divine Life Assisted Living Center 4 LLC

Dear Mr. Patel:

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 feel free to 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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Bridget Vermeesch".

Bridget Vermeesch, Licensing Consultant  
Bureau of Community and Health Systems  
1919 Parkland Drive  
Mt. Pleasant, MI 48858-8010  
(989) 948-0561

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL230404953
<b>Investigation #:</b>	2022A0577018
<b>Complaint Receipt Date:</b>	12/09/2021
<b>Investigation Initiation Date:</b>	12/09/2021
<b>Report Due Date:</b>	01/08/2022
<b>Licensee Name:</b>	Divine Life Assisted Living Center 4 LLC
<b>Licensee Address:</b>	2045 Birch Bluff Drive Okemos, MI 48864
<b>Licensee Telephone #:</b>	(517) 580-8291
<b>Administrator/Licensee Designee:</b>	Achal Patel
<b>Name of Facility:</b>	Divine Life Assisted Living Center 4 LLC
<b>Facility Address:</b>	1038 Eastbury Drive Lansing, MI 48917
<b>Facility Telephone #:</b>	(517) 580-8291
<b>Original Issuance Date:</b>	11/09/2020
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/09/2021
<b>Expiration Date:</b>	05/08/2023
<b>Capacity:</b>	19
<b>Program Type:</b>	PHYSICALLY HANDICAPPED TRAUMATICALLY BRAIN INJURED ALZHEIMERS AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On December 01, 2021, the facility was left unattended, with no staff in the building during third shift.	Yes

## III. METHODOLOGY

12/09/2021	Special Investigation Intake 2022A0577018
12/09/2021	APS Referral made to Shelly Stratz, Eaton Co APS.
12/09/2021	Special Investigation Initiated - Letter Email from Shelly Stratz, Eaton Co APS with documents attached.
12/17/2021	Inspection Completed On-site
01/07/2022	Contact - Telephone call made Janice White and Jeff Klaver, DCS.
01/12/2022	Contact-Document Received- Email from Liza Hobbins, HM.
01/13/2022	Exit Conference with Achel Patel, LD.
01/13/2022	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION: On December 01, 2021, the facility was left unattended, with no staff in the building during third shift.**

### **INVESTIGATION:**

This allegation was received on December 9, 2021, after Complainant learned that the residents living in Divine Life Assisted Living Center 4 LLC were left unattended for an unknown period during midnight shift on December 1, 2021. Complainant stated the direct care staff member scheduled to work in Divine Life Assisted Living Center 4 LLC was called to an adjacent licensed AFC property to assist with a resident who had fallen. Complainant stated when the direct care staff member left the AFC facility to assist, the residents were left unsupervised and unattended.

On December 09, 2021, I received an *AFC Licensing Division Incident/Accident Report (IR)* and staff schedules for Divine Life Assisted Living Center 4 LLC and the adjacent licensed AFC property from Shelly Stratz, Eaton County Adult Protective Service (APS) Specialist. The IR was completed on December 01, 2021 by Janice

White a direct care staff (DCS) from the adjacent licensed AFC property and documented the fall of a resident in that building. The IR documented Ms. White called next door to Divine Life Assisted Living Center 4 LLC seeking assistance from the direct care staff member working as she could not get the resident up from the floor and back into bed on her own. The IR documented staff assistance was received from Divine Life Assisted Living Center 4 LLC. The staff schedule received from Ms. Stratz documented that one direct care staff member was working during third shift at Divine Life Assisted Living Center 4 LLC during the time of this incident.

On January 07, 2022, Ms. Stratz, Eaton County APS and I interviewed direct care staff member Jeff Klaver who reported he worked third shift, from 10:00pm-6:00am on December 01, 2021 and was working by himself. Mr. Klaver reported he was contacted by direct care staff member Janice White, who was working in the adjacent licensed AFC building, requesting assistance explaining that a resident had fallen and Ms. White needed help getting the resident up from the floor and back into bed. Mr. Klaver reported he left Divine Life Assisted Living Center 4 LLC building to assist Ms. White in the adjacent licensed AFC property and thus knowingly left the residents unattended. Mr. Klaver stated he thought he was away from the building for about 5-10 minutes total while helping in the adjacent building. Mr. Klaver reported this was not the first time he has been asked to leave the building, thus leaving residents unattended, to assist in other licensed AFCs on the property on more than one occasion; he could not recall exact dates of those previous occurrences nor give an estimate of how often this occurred on a weekly basis. Mr. Klaver stated he was usually only away from the residents for 5-10 minutes during those incidents as well.

On January 07, 2022, Ms. Stratz, Eaton County APS and I interviewed direct care staff member Janice White who reported she works third shift in an adjacent licensed AFC building. Ms. White reported there is only one staff schedule for third shift, from 10:00pm-6:00am. Ms. White reported on December 01, 2021, she needed assistance with a resident who had fallen, so she called direct care staff member Jeff Klaver, who was working at Divine Life Assisted Living Center 4 LLC, to come over to help lift the resident back into bed. Ms. White reported there was only one staff scheduled in each building and believes Mr. Klaver was the only staff member working in his building when he came over to assist Ms. White.

On January 12, 2022 I requested and received a copy of the staff schedule from Liza Hobbins, home manager for the November 28, 2021-December 04, 2021 documenting on December 01, 2021 Janice White was the only direct care staff member scheduled in the adjacently licensed AFC property and Jeff Klaver was the only direct care staff scheduled for Divine Life Assisted Living Center 4 LLC. The staff schedule documented only one staff person was scheduled for third shift from 10:00pm-6:00am.

<b>APPLICABLE RULE</b>	
<b>R 400.15206</b>	<b>Staffing requirements.</b>
	<b>(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.</b>
<b>ANALYSIS:</b>	Based on the information gathered during the investigation it has been found on December 01, 2021 the residents in building four were left unattended by direct care staff Jeff Klaver assisted direct care staff in another licensed AFC on the property. It has been found the residents were left unsupervised and without protection on December 01, 2021, for at least 5- 10 minutes and on other occasions as well.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, it is recommended that the current status of the license remains unchanged.

*Bridget Vermeesch*

01/13/2022

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Bridget Vermeesch  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

02/04/2022

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Dawn N. Timm  
Area Manager

Date