



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 8, 2021

Paul Wyman
Retirement Living Management of Lowell, LLC
1845 Birmingham S.E.
Lowell, MI 49331

RE: License #: AL410311105
Investigation #: 2021A0357007
Green Acres Lowell

Dear Mr. Wyman:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Arlene B. Smith".

Arlene B. Smith, MSW, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 916-4213

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL410311105
Investigation #:	2021A0357007
Complaint Receipt Date:	11/06/2020
Investigation Initiation Date:	11/06/2020
Report Due Date:	01/05/2021
Licensee Name:	Retirement Living Management of Lowell, LLC
Licensee Address:	1845 Birmingham S.E. Lowell, MI 49331
Licensee Telephone #:	(616) 897-8000
Administrator:	Kendra Stormzand
Licensee Designee:	Paul Wyman
Name of Facility:	Green Acres Lowell
Facility Address:	11530 Fulton Street East Lowell, MI 49331
Facility Telephone #:	(616) 987-9115
Original Issuance Date:	07/13/2011
License Status:	REGULAR
Effective Date:	01/23/2020
Expiration Date:	01/22/2022
Capacity:	20
Program Type:	AGED, ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Meat served to residents was raw and the cake had raw dough in it.	No
Food in the refrigerator was never checked related to expiration dates.	No
Residents became very sick from eating the foods from the facility.	No

III. METHODOLOGY

11/06/2020	Special Investigation Intake 2021A0357007
11/06/2020	Special Investigation Initiated - Telephone I telephoned Sargent Scot VanSolkema
11/06/2020	Contact - Document Received Attached to the complaint was an e-mail response from the Kent County Health Department.
12/18/2020	Contact - Face to Face I conducted a face-to-face interview with the Kitchen Manager, Rick Hall.
12/18/2020	Contact - Face to Face With Resident A and Resident B, and the Administrator, Kendra Stormzand, RN.
12/31/2020	Contact - Telephone call made I conducted telephone interviews with the Kitchen Staff: Kendra Lotterman, Kayla Loveless, and Lisa Wall.
01/04/2021	Contact - Telephone call made Conducted telephone interview with Kitchen Staff, Elizabeth Hamilton.
01/05/2021	Contact - Telephone call made To Family Member of Resident C.
01/07/2021	Telephone exit conference conducted with Administrator, Kendra Stormzand, RN.

ALLEGATION: Meat served to residents was raw and the cake had raw dough in it.

INVESTIGATION: On 11/06/2020, I received an anonymous complaint in our Lansing office, BCHS from Silent Observer of West Michigan. The complaint originally went to the Lowell Police Department. Attached to the complaint was the contact information for Sergeant Scot VanSolkema at the Lowell Police Department. I called him, and he explained the AFC facility, Green Acres Lowell, is in Lowell Township, so it is not within the jurisdiction of the Lowell Police Department. He said he sent the complaint to the Kent County Health Department and the Kent County Sheriff's Department. Also Attached to the complaint was an e-mail response from the Kent County Health Department, Krystal Rodriguez, Clerk II, Kent County Department Environmental Health Division. Her email stated: "We received this complaint, and it is not one of our licensed facilities through the Health Department. I believe it falls under your jurisdiction." The complaint read as follows: *"I have a family member that works at Green Acres in Lowell. They told me yesterday that in the kitchen they serve raw meat. They had never check [sic] the dates in the fridge when it comes to food. The cake had raw dough in the middle as well. They are not using gloves in the kitchen. Not practicing safe kitchen conditions. This is horrible especially when it comes the elderly. They have been eating food and getting severely sick."*

I did not investigate the lack of use of gloves in the kitchen by staff because the administrative rules do not require the use of gloves. I did however observe each staff member in the kitchen wearing gloves as they prepared the supper meal on 12/18/2020 and gloves were available.

On 12/18/2020, I made an announced inspection of the facility. I conducted a face-to-face interview with Administrator, Kendra Stormzand, RN. She stated that they have never served raw meat to the residents. She stated that if the staff did not have enough time to thaw the meat, they were planning to serve for a meal they would substitute another food or meat product. She stated that the staff in the kitchen know all the required times and the required internal temperatures of each meat dish they serve. She stated that she has never seen a cake served to the residents that had raw dough in it. She reported that their Kitchen Manager, Rick Hall, is a chef by trade and he has many years of experience. She reported that Mr. Hall is fully trained and has fully trained all the staff that work in the kitchen. She said she has not received any complaints from kitchen staff, direct care staff, residents or family members concerning serving raw meat or uncooked dough in a cake. She was certain that their kitchen staff would not serve any foods that were not cooked properly. She explained that they serve their hot main meal at lunch time and their smaller meals at supper/dinner times. She said their direct care staff serve the residents in their rooms during the quarantined times related to when they had some residents diagnosed with COVID-19 and they required their residents to be isolated in their rooms. I asked her if any staff had had any issues with the facility and she stated that recently one staff was terminated from the kitchen and it was related to the many times that the staff had called in for various reasons and was not coming to work.

On 12/18/2020, I observed some of the preparation of the supper/dinner meal in their kitchen. I met with Rick Hall, the Kitchen Manager and conducted an interview with him. He denied that they had served any meats that were not fully cooked. He showed me a posting on the refrigerator that recorded the internal temperature required of chicken, which was to be cooked to 165 degrees, pork was to be cooked to 160 degrees and beef was to be cooked to 155 degrees. I observed several temperature gages they used to test the internal temperatures of their meats. He stated that he had trained all the staff that work in the kitchen on food safety. Mr. Hall stated that he has been fully trained in all aspects of food service and been in the industry for over 35 years. He denied that any cake had been served with raw dough in it. He also stated that he had not received any complaints from anyone about the kitchen staff serving any raw meat or finding any raw dough in any of their cakes. He said they work closely with the residents on choosing their foods with the prepared menus of choices, which he showed me, and so the residents have had ample opportunities to express their concerns about the foods they are served. Again, there were no complaints voiced that he was aware of. He stated that they heat their plates up and then they put the foods on it and then they cover it with a protective cover to keep it warm until it is served.

On 12/18/2020, I conducted a face-to-face interview with Resident A in his room. I asked him about the foods served and he said: "It is pretty good." I asked him if he had been served any raw meats and he denied it. He also denied being served cake with raw dough in it. He acknowledged that if the foods served to him were raw or not fully cooked, he knew to contact the direct care staff and he knew Ms. Stormzand.

On 12/18/2020, I conducted an interview with Resident B in his room. I asked him about the food he was served in the facility and he stated that it was okay, but not like eating at home. He reported that today he had been served a piece of chicken and he thought it tasted raw to him, but it was hard to determine. He denied being served any cake with raw dough in it. While we were talking his supper/dinner meal arrived, delivered by the direct care staff. He stated that sometimes the meals are cold, but he has a microwave and he reported he will heat the food up.

On 12/31/2020, I conducted a telephone interview with kitchen staff Kendra Lotterman, Lisa Wood and Kay Loveless. All three denied that they had served any raw meats or any cake with raw dough in it. They all confirmed that Mr. Hall had fully trained them. They all knew the internal temperatures of each meat they had cooked and served. They all denied that they had received any complaints from residents, staff, or family members concerning meat being served raw or cake having raw dough in it.

On 12/04/2020, I received a telephone call from Kitchen Staff, Elizabeth Hamilton. She stated that she had recently graduated from Culinary School at Grand Rapids Community College. She acknowledged that she had received education in food safety during her schooling. She denied that she had served any raw meat or cake

with raw dough in it. She told me the exact internal temperatures of each meat that that they cook at the facility. She reported one time she was cutting up a cake and it was not cooked in the middle, so she threw the care away and served a different dessert. She stated she had not received any complaints from anyone that they had been served raw meat or cake with raw dough in it.

On 01/05/2021, I telephoned a Family Member of Resident C. The Family Member stated that he has come to the facility to have lunch/or their main meal with Resident C and to help her eat and he purchased his meal. He said he has been doing this since Resident C’s admission of 06/15/2020, except when the home was under a quarantined due to COVID-19. He said: “The food was absolutely great, and I love the quality of the meat.” He reported that he has never seen any raw meat or any uncooked dough in their cakes.

On 01/07/2021, I conducted a telephone exit conference with Administrator, Kendra Stormzand, RN, and she agreed with my findings.

APPLICABLE RULE	
R 400.15313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	<p>Administrator, Kendra Stormzand, RN denied that the facility had served any raw meat or cake with raw dough in it. She also had not received any complaints from anyone.</p> <p>The Kitchen Manger, Rick Hall denied that they had served any raw meat or cake with raw dough in it. He also had not received any complaints.</p> <p>Kitchen staff Kendra Lotterman, Lisa Wood, Kay Loveless and Elizabeth Hamilton all denied that they had served any raw meat or cake with raw dough in it. They also had not received any complaints.</p> <p>Resident A and Resident B stated that they had not been served any raw meat or cake with raw dough in it.</p> <p>Family Member of Resident C has eaten the main meal in the facility, and he has never seen any raw meat or dough in a cake.</p>

	No evidence was discovered through this investigation which would indicate a violation of this rule.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Food in the refrigerator was never checked related to expiration dates.

INVESTIGATION: On 12/18/2020, I conducted an inspection of the kitchen in the facility. Mr. Hall showed me each of their refrigerators and freezers contained temperatures of the thermometers which were all correct. He explained that he orders most all of their food products from Gordon Foods. He also stated and showed me how he puts the new food items in the back and rotates all the older foods to the front in the refrigerator when he receives the food items from Gordon Foods. He stated that he has trained his staff to do the same. I did not see any outdated foods in the refrigerators or freezers. Mr. Hall also showed me their pantry and how the foods are rotated when new food items arrive. There were no expired food items.

On 12/31/2020, I conducted a telephone interview with kitchen staff Kendra Lotterman, Lisa Wood and Kay Loveless and had previously interviewed (12/04/2020) kitchen staff, Elizabeth Hamilton. All four staff stated that they knew how to rotate the foods in the refrigerators, and they checked dates on all of their foods. They all stated that they use their food supply very quickly. Ms. Lotterman and Ms. Hamilton both reported that on a rare occasion a yogurt has fallen toward the back and when they find it they check the date and if it is expired and they throw it away, but this is very rare.

On 01/07/2021, I conducted a telephone exit conference with Administrator, Kendra Stormzand, RN and she agreed with my findings.

APPLICABLE RULE	
R 400. 15402	Food service.
	(1) All food shall be from sources that are approved or considered satisfactory by the department and shall be safe for human consumption, clean, wholesome and free from spoilage, adulteration, and misbranding.
ANALYSIS:	Rick Hall, the Kitchen Manager stated that he and his staff rotate all food items in the refrigerator and freezers, and they check all of the dates on the food items.

	<p>Kitchen Staff Kendra Lotterman, Lisa Wood, Kay Loveless and Elizabeth Hamilton, all stated that they check the dates on all food items in the refrigerators and they all rotate the food items.</p> <p>I did not find any food items that were outdated in the refrigerators.</p> <p>During this investigation there was no evidence provided to indicate that the rule was violated.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED.

IV. RECOMMENDATION

I recommend that the status of the license remain the same.

Arlene B. Smith

01/08/2021

Arlene B. Smith, MSW
Licensing Consultant

Date

Approved By:

Jerry Hendrick

01/08/2021

Jerry Hendrick
Area Manager

Date