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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 26, 2022

Jennifer Bhaskaran
Alternative Services Inc.
Suite 10
32625 W Seven Mile Rd
Livonia, MI 48152

RE: License #: AS150344861
Investigation #: 2022A0009023
Charlevoix House

Dear Ms. Bhaskaran:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- A specific time frame for the 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 this issue, 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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script, appearing to read "Adam Robarge".

Adam Robarge, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 350-0939

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS150344861
Investigation #:	2022A0009023
Complaint Receipt Date:	05/05/2022
Investigation Initiation Date:	05/05/2022
Report Due Date:	06/04/2022
Licensee Name:	Alternative Services Inc.
Licensee Address:	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
Licensee Telephone #:	(248) 471-4880
Administrator:	Tamie Stevens
Licensee Designee:	Jennifer Bhaskaran
Name of Facility:	Charlevoix House
Facility Address:	203 East Garfield Charlevoix, MI 49720
Facility Telephone #:	(231) 547-6144
Original Issuance Date:	09/13/2013
License Status:	REGULAR
Effective Date:	03/13/2022
Expiration Date:	03/12/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
It is unknown if there is a menu and if there is, staff are not following it.	Yes

III. METHODOLOGY

05/05/2022	Special Investigation Intake 2022A0009023
05/05/2022	Special Investigation Initiated – Telephone call made to Jennifer Tilley, former home manager
05/10/2022	Inspection Completed On-site Interviews with direct care workers Nicole Smith and Jane Thelen. Face to face contact and verbal interaction with residents
05/24/2022	Inspection Completed On-site Interviews with direct care workers Nicole Smith and Amelia Swailes
05/25/2022	Contact – Telephone call made to home manager Amanda Bishaw
05/25/2022	Exit conference with licensee designee Jennifer Bhaskaran

ALLEGATION: It is unknown if there is a menu and if there is, staff are not following it.

INVESTIGATION: I spoke with Ms. Jennifer Tilley by phone on May 5, 2022. She informed me that she is no longer the home manager or administrator at the Charlevoix adult foster care (AFC) home. I asked her about the report of there not being a menu at the Charlevoix House or if there is, that staff were not following it. Ms. Tilley stated that when she worked there, they did follow the menu. She had heard that since she left employment, staff have not been following a menu. It is her understanding that the staff just pick whatever they want and prepare it the same day that they serve it. Ms. Tilley stated that she could not say if there is an actual menu posted and if the current staff were instructed to follow a menu.

I made an unannounced site inspection at the Charlevoix House on May 10, 2022. I wore personal protection equipment to protect myself and others. Direct care workers Ms. Nicole Smith and Ms. Jane Thelen were present at the time of my inspection. I asked to see the menu that was posted. Ms. Smith showed me a menu posted on the refrigerator. There was no date listed on the menu but it did indicate that it was for "Week 4 Sunday – Saturday". I asked Ms. Smith what they

served for lunch that day. She reported that they had turkey or egg salad sandwiches with potato salad. This did not match the posted menu for Tuesday which indicated that for lunch they would have cottage cheese, fruit cocktail, jello, muffins and a beverage. There were no substitutions documented on the menu. I asked Ms. Smith what they planned to have for dinner. She indicated that they planned on having hot dogs, macaroni and cheese and the choice of a vegetable. This did not match the menu for Tuesday's dinner which indicated pork chops, noodle roni, corn, fruit cocktail and milk. There were no substitutions written in for Sunday, Monday or Tuesday. There were two substitutions written in on Friday and Saturday which might lead one to believe that the same menu had been posted for over a week. I asked Ms. Smith about this discrepancy. She admitted that recently, the residents just choose what they want each day. Ms. Smith went on to say that they try to help the residents learn independent life skills. This includes having the residents go to the grocery store with staff to pick out food items, choosing what items they will cook each day and then helping to prepare the meals. I told her that this approach was acceptable if it could be modified to include a menu that was written at least 1 week in advance and then posted. I told her that substitutions are acceptable if noted at the time they are made. An example of how this might be done would include having the residents involved in developing a menu at least a week in advance, shopping for the items on the menu and then helping prepare the meals. The residents would need to be educated and assisted with making choices that meet their basic nutritional needs. Ms. Smith stated that they have followed a menu in the past but this practice has just "fallen off" recently. She showed me a binder which contained menus "Week 1" through "Week 6". Ms. Smith stated that she believed that this might be the "winter menu". I told her that a rotating menu like that was acceptable and that the practice should include making a copy of the master sheet, dating it, posting it and making substitutions on the menu copy. Then this dated menu copy, with the substitutions, is kept for a year.

I made another unannounced site inspection at the Charlevoix House on May 23, 2022. I again wore personal protection equipment to protect myself and others. Direct care workers Nicole Smith and Amelia Swailes were present. Ms. Smith told me that they were following the menu that was already in place and noting substitutions at the time those were made. Ms. Smith stated that they still have the residents plan, budget, shop and help prepare their meals. They know that if something is on the menu but they do not have it, they can run out and buy it. I noted that the menu on the refrigerator indicated that it was for "Week 4". Ms. Smith stated that she believed that was because it was the fourth week of May. The home manager Ms. Amanda Bishaw was not present at the time of the inspection.

I spoke with Ms. Bishaw by phone on May 25, 2022. She indicated that she has been the home manager there for a couple of months but had been the home manager there in the past. Ms. Bishaw stated that the staff were supposed to be following the menu that is in the binder. The binder has always been on the kitchen counter. "Week 1" through "Week 6" are rotated. When Week 6 is done, they start over with Week 1. When there is a substitution they are supposed to note this on


the menu. Ms. Bishaw admitted that some things had been served that were not on the menu. She said that it had been a bit of a “free for all” lately with the residents eating what they wanted. She stated she plans to educate them on healthy eating and having staff encourage healthy eating. Ms. Bishaw stated that she was in the process of creating new menus that reflected what the current residents like to eat. I told her they could meet the rule by creating a menu at least 1 week in advance with the residents’ input. The residents could shop for the menu items with staff help and then help prepare meals.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(4) Menus of regular diets shall be written at least 1 week in advance and posted. Any change or substitution shall be noted and considered as part of the original menu.
ANALYSIS:	It was confirmed through this investigation that the posted menu was not always followed. On May 10, 2022, I found that the lunch served that day and the planned dinner did not match the posted menu. No substitutions had been noted for the day. Staff admitted that the residents were choosing what they wanted to eat the same day and that was what they prepared.
CONCLUSION:	VIOLATION ESTABLISHED

I conducted an exit conference with licensee designee Jennifer Bhaskaran by phone on May 25, 2022. I told her of the findings of my investigation and gave her the opportunity to ask questions.

IV. RECOMMENDATION

I recommend no change in the license status.



05/26/2022

Adam Robarge, Licensing Consultant

Date

Approved By:



05/26/2022

Jerry Hendrick, Area Manager

Date