



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 3, 2022

Afzal Troast
3538 144th Ave.
Holland, MI 49424

RE: License #: AF700408004
Investigation #: 2022A0350028
Faith Care

Dear Mr. Troast:

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) 644-9526.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ian Tschirhart', with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 644-9526

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF700408004
Investigation #:	2022A0350028
Complaint Receipt Date:	05/27/2022
Investigation Initiation Date:	05/27/2022
Report Due Date:	06/26/2022
Licensee Name:	Afzal Troast
Licensee Address:	3538 144th Ave. Holland, MI 49424
Licensee Telephone #:	(616) 994-2260
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Faith Care
Facility Address:	3538 144th Ave. Holland, MI 49424
Facility Telephone #:	(616) 994-2260
Original Issuance Date:	07/23/2021
License Status:	REGULAR
Effective Date:	01/23/2022
Expiration Date:	01/22/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED, MENTALLY ILL AGED, TRAUMATICALLY BRAIN INJURED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The Licensee, Afzal Troast, tells the residents they have to come with him when he goes on errands or they have to go somewhere else, that they cannot stay at home.	Yes

III. METHODOLOGY

05/27/2022	Special Investigation Intake 2022A0350028
05/27/2022	APS Referral
05/27/2022	Special Investigation Initiated - Face to Face I spoke with Afzal Troast, Licensee, and Resident B
05/27/2022	Contact - Telephone call received I spoke with Resident A
05/31/2022	Contact - Telephone call made I spoke with Resident C
06/03/2022	Exit Conference Held with Afzal Troast, Licensee
06/03/2022	Inspection Completed-BCAL Sub. Non-Compliance

ALLEGATION: The Licensee, Afzal Troast, tells the residents they have to come with him when he goes on errands or they have to go somewhere else, that they cannot stay at home.

INVESTIGATION: On 05/27/2022, I made an onsite inspection and met with Afzal Troast, Licensee. I informed Mr. Troast that a complaint was made and that I needed to speak with the residents. Mr. Troast stated that only Resident B was there at this time, one was at program and the other was out in the community. I told Mr. Troast that I would need to speak with Resident B, and that I would call at another time to speak with the other residents. Mr. Troast arranged it so that I could speak with Resident B in private.

On 05/27/2022, I spoke with Resident B in private at this home. I asked Resident B if she had ever come home from being out somewhere and was unable to get in the house because it was locked and no one was home to let her in. Resident B said that that has never happened. However, Resident B did say that when Mr. Troast has to leave the house to run errands, he gives the residents a choice of either going with him, or for them to leave the house for a while without him. Resident B told me

this happens about once a week, but when she first moved in back in February 2022, it happened almost every day.

On 05/27/2022, I spoke with Resident A on the phone. I asked Resident A what happens when Mr. Troast has to leave the house to run errands, and he stated that the residents “have to go with him”, they cannot stay at home if they want to. Resident A told me that this happens about “two or three times a week.”

On 05/31/2022, I called and spoke with Resident C. I asked Resident C what happens when Mr. Troast has to leave the house to run errands, and he stated that Mr. Troast tells the residents he can’t leave them at home by themselves, so the residents either have to go with him or go somewhere else.

On 06/03/2022, I held an exit conference with Afzal Troast, Licensee. I informed Mr. Troast that I was citing a violation of this rule. Mr. Troast stated that the residents are not forced to go with him or go somewhere else away from the home when he goes on errands. He stated that if a resident does not want to go with him or leave the house, he will not go. Mr. Troast said that when he asks the residents if they want to come with him when he goes on errands, Resident C thinks he is telling him he has to go with him or leave the house.

APPLICABLE RULE	
R 400.1409	Resident rights; licensee responsibility.
	<p>(1) Upon a resident's admission to the home, the licensee shall inform and explain to the resident or the resident's designated representative all of the following resident rights:</p> <p style="padding-left: 40px;">(j) The right of reasonable access to and use of his or her personal clothing and belongings.</p> <p style="padding-left: 40px;">(p) The right of access to his or her room at his or her own discretion.</p>
ANALYSIS:	<p>Resident A said that often, when Mr. Troast has to leave the home, he tells the residents they either have to come with him or go somewhere else (not stay at the home). Resident A said that this happens about once a week. Resident B stated that this occurs about two or three times a week. Resident C also stated that Mr. Troast tells the residents he can’t leave them at home by themselves, so the residents either have to go with him or go somewhere else.</p> <p>My findings support that this rule had been violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the status of this home's license remain unchanged, and that this special investigation be closed.



June 3, 2022

Ian Tschirhart
Licensing Consultant

Date

Approved By:



June 3, 2022

Jerry Hendrick
Area Manager

Date