



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 12, 2023

Kristine Curtis  
Impact Inc.  
1001 Military St  
Port Huron, MI 48060

RE: License #: AL740092230  
Investigation #: 2023A0580016  
River Bend #2

Dear Mrs. Curtis:

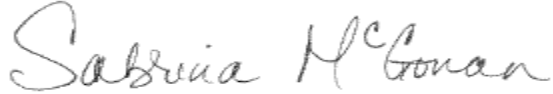
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan". The signature is written in black ink and is positioned below the word "Sincerely,".

Sabrina McGowan, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 835-1019

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL740092230
<b>Investigation #:</b>	2023A0580016
<b>Complaint Receipt Date:</b>	12/28/2022
<b>Investigation Initiation Date:</b>	01/03/2023
<b>Report Due Date:</b>	02/26/2023
<b>Licensee Name:</b>	Impact Inc.
<b>Licensee Address:</b>	1001 Military St Port Huron, MI 48060
<b>Licensee Telephone #:</b>	(810) 985-5437
<b>Administrator:</b>	Aaron Foote
<b>Licensee Designee:</b>	Kristine Curtis
<b>Name of Facility:</b>	River Bend #2
<b>Facility Address:</b>	1572 Meisner Rd East China, MI 48054
<b>Facility Telephone #:</b>	(810) 765-1002
<b>Original Issuance Date:</b>	11/16/2000
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/13/2021
<b>Expiration Date:</b>	05/12/2023
<b>Capacity:</b>	20
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED



## II. ALLEGATION(S)

	<b>Violation Established?</b>
No hot water.	Yes

## III. METHODOLOGY

12/28/2022	Special Investigation Intake 2023A0580016
01/03/2023	Special Investigation Initiated - Telephone A call was made to the license administrator, Mr. Aaron Foote.
01/04/2023	Inspection Completed On-site AN onsite inspection was conducted. Contact was made with Ms. Starr Black.
01/04/2023	Contact - Face to Face An interview was conducted with Resident B.
01/04/2023	Contact - Face to Face An interview was conducted with Resident A.
01/05/2023	Contact - Telephone call made A call was made to Watson Brothers Plumbing.
01/05/2023	APS Referral A referral was made to APS sharing the allegations.
01/05/2023	Contact - Telephone call made Call to Relative Guardian B, assigned guardian for Resident B.
01/06/2023	Contact - Telephone call made Call to Relative Guardian A, assigned guardian for Resident A.

01/12/2023	Exit Conference Exit conference with the licensee designee, Ms. Kristine Curtis.

**ALLEGATION:**

No hot water.

**INVESTIGATION:**

On 12/28/2022, I received a complaint via BCAL Online complaints.

On 01/03/2023, I spoke with Mr. Aaron Foote, license administrator. He stated that the building does have hot water, it takes some time for the water to get hot in some of the rooms and has to be ran longer before it gets hot. He indicated that the water is experiencing circulation issues and new water lines have to be added. There is one water system for the 2 connected facilities. Watson Brothers is the plumbing company being used by the facility. They were scheduled to come out several weeks ago, however, they have not yet returned to complete the work.

On 01/04/2023, I conducted an onsite inspection at River Bend #2. Contact was made with the manager, Ms. Starr Black and Ms. Ashley Eldridge, manager at River Bend #1. Ms. Black stated that there are currently 15 residents in the facility. The rooms where the hot water does not circulate were identified.

While onsite I tested the water in Resident A’s private bathroom. The water in the bathroom sink tested at 84.2 degrees after running for an extended period of time. Resident A stated that the water used to get hot, now it does not. He was observed while walking down the hall. He was adequately dressed and appeared to be receiving appropriate care

While onsite I tested the water in Resident B’s private bathroom. The water in the bathroom sink also tested at 84.2 degrees after running for an extended period of time. Resident B stated that the water takes some time to get hot. She tends to let the sink and shower run at the same time to get the water hot.

While onsite I also observed the mechanical room, which houses the furnace and hot water system. Water was observed on the mechanical room floor.

Other residents in the facility were observed sitting in the common and dining area of the home. The residents were dressed adequately and appeared to be receiving appropriate care.

On 01/05/2023, I spoke with Mr. Ken Pakulski of Watson Brothers Plumbing. He shared that he has been working with the facility for a few months in attempts to resolve the issue surrounding the unequal flow of hot water circulation throughout the building. He added that the facility recently upgraded to an On-Demand hot water system. New return lines need to be added, however because the facility does not have the original blueprint of the building, it has been difficult to pinpoint where the lines will be installed. Mr. Pakulski plans on visiting the facility today to determine the final steps needed before installing the lines.

On 01/05/2023, I made a referral to APS, sharing the allegations that the facility is without hot water.

On 01/05/2023, I placed a call to Relative Guardian B, assigned guardian for Resident B. A voice mail message was left requesting a return call.

On 01/06/2023, I spoke with Relative Guardian A, assigned guardian for Resident A. She stated that the lack of hot water has been a big major ongoing issue. She has spoken to upper management about the issue and was told that it was being resolved, however, this was 4-5 months ago. She shared that Resident A cannot take a shower in the cold water and has to come to her home to shower, which is 45 minutes away. Otherwise, she has no issues with the home as staff are always eager to help and resolve issues.

On 01/12/2023, I conducted an exit conference with the licensee designee, Ms. Kristine Curtis. Ms. Curtis was informed of the findings of the investigation. She shared that the new hot water system was put in in the fall of 2022. Problems with the hot water circulation arose shortly thereafter. They have been attempting to address this issue for quite some time. She confirmed that Watson Brothers Plumbing is working to install new cedar water lines and circuit setters for proper hot water distribution.

<b>APPLICABLE RULE</b>	
<b>R 400.15401</b>	<b>Environmental health.</b>
	<b>(2) Hot and cold running water that is under pressure shall be provided. A licensee shall maintain the hot water temperature for a resident's use at a range of 105 degrees Fahrenheit to 120 degrees Fahrenheit at the faucet.</b>

<p><b>ANALYSIS:</b></p>	<p>It was alleged that there is no hot water in the facility.</p> <p>License administrator Mr. Aaron Foote stated that there is hot water in the facility, however, it takes time to circulate throughout the building.</p> <p>Water in 2 resident bathroom sinks tested at 84.2 degrees.</p> <p>Resident A stated that the water does not get hot. Resident B stated that the water takes some time to get hot.</p> <p>Relative Guardian A stated that the lack of hot water has been a major ongoing issue.</p> <p>Licensee designee, Ms. Kristine Curtis stated have been attempting to address this issue for quite some time. She confirmed that Watson Brothers Plumping is working to install new cedar water lines and circuit setters for proper hot water distribution.</p> <p>Based on the interviews conducted and the onsite water temperature inspection conducted on 01/04/2023, there is enough evidence to support the rule violation.</p>
<p><b>CONCLUSION:</b></p>	<p><b>VIOLATION ESTABLISHED</b></p>



#### IV. RECOMMENDATION

Upon the receipt of an approved corrective action plan, no changes to the status of the license is recommended.

*Sabrina McGowan* January 12, 2023

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Sabrina McGowan Date  
Licensing Consultant

Approved By:

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Mary E Holton Date  
Area Manager