



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 8, 2023

David Ferreri  
AH Holland Subtenant LLC  
6755 Telegraph Rd Ste 330  
Bloomfield Hills, MI 48301

RE: License #: AL700397724  
Investigation #: 2023A0467018  
AHSL Holland Lakeshore

Dear Mr. Ferreri:

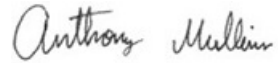
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames 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 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) 356-0183.

Sincerely,



Anthony Mullins, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL700397724
<b>Investigation #:</b>	2023A0467018
<b>Complaint Receipt Date:</b>	12/15/2022
<b>Investigation Initiation Date:</b>	12/15/2022
<b>Report Due Date:</b>	02/13/2023
<b>Licensee Name:</b>	AH Holland Subtenant LLC
<b>Licensee Address:</b>	One SeaGate, Suite 1500 Toledo, OH 43604
<b>Licensee Telephone #:</b>	(248) 203-1800
<b>Administrator:</b>	David Ferreri
<b>Licensee Designee:</b>	David Ferreri
<b>Name of Facility:</b>	AHSL Holland Lakeshore
<b>Facility Address:</b>	11911 James Street Holland, MI 49423
<b>Facility Telephone #:</b>	(616) 393-2174
<b>Original Issuance Date:</b>	03/21/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/21/2021
<b>Expiration Date:</b>	09/20/2023
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
The kitchen is dirty and needs to be cleaned.	Yes

## III. METHODOLOGY

12/15/2022	Special Investigation Intake 2023A0467018
12/15/2022	Special Investigation Initiated - Telephone Spoke to the complainant
12/22/2022	Inspection Completed On-site
02/07/2023	Exit conference completed with licensee designee, David Ferreri.
02/08/2023	APS Referral sent via email

**ALLEGATION: The Kitchen is dirty and needs to be cleaned.**

**INVESTIGATION:** On 12/15/22, I received a BCAL online complaint stating that the AFC facility has “unsanitary conditions in the kitchen” and needs to be cleaned. The complaint did not provide further details.

On 12/15/22, I spoke to the complainant via phone. The complainant stated that the kitchen has ants and the water in the steam table was observed with food floating in it when it is supposed to be changed. The complainant stated that there have been a couple of times that residents got food poison, but the facility just assumed it was due to having diarrhea. The complainant also stated that one of the kitchens was observed to have dead mice in the past due to the unsanitary conditions. The complainant stated that the kitchens have black mold behind the grouting and the stainless-steel appliances. The complainant stated that he has relayed his concerns to Simon Snoeyer, kitchen manager. The complainant stated that Mr. Snoeyer has done the best he can but the maintenance team at AHSL is “worthless.”

On 12/22/22, I made an unannounced onsite investigation to the facility. Upon arrival, I spoke to licensee designee, David Ferreri regarding the allegations. Mr. Ferreri stated that most of the cooking is done at AHSL Holland Driftwood and the food is transported to Lakeshore and the other homes via a food warmer. Mr. Ferreri denied having any knowledge of Lakeshore or any of the kitchens having dead mice or ants. Mr. Ferreri also denied any of the kitchens having mold in it or any knowledge of residents getting sick due to the food that is served.

Mr. Ferreri and I observed Lakeshore’s kitchen together. Upon entry into the kitchen, I immediately noticed that the floor was dirty and needed to be cleaned. Behind the sink area and near the window in the kitchen, I observed a buildup of dirt that appeared to be there for an extended period. The dirt on the windows and near the sink did appear to be mold based on its presentation. In addition to the floors and sink, the whole kitchen needs to be thoroughly cleaned. I did not observe any ants or mice during my onsite inspection.

On 12/29/22, I spoke to staff member Simon Snoeyer, kitchen manager. Mr. Snoeyer immediately denied any of the AHSL Holland AFC homes having ants or mice in the kitchen. He also denied any of the residents getting food poison due to the food served in the home. Mr. Snoeyer believes that the complaint was filed by a disgruntled employee as there was reportedly a false complaint made in the past. Mr. Snoeyer stated, “you would have families and doctors calling you if decent food wasn’t being served” to residents. Mr. Snoeyer denied any of the kitchens having mold in them. He did, however, acknowledge that the kitchens being dirty, to which he took full responsibility.

On 02/07/2023, I conducted an exit conference with licensee designee, David Ferreri. He was informed of the investigative findings and agreed to complete a corrective action plan within 15 days of receipt of this report.

<b>APPLICABLE RULE</b>	
<b>R 400.15403</b>	<b>Maintenance of premises.</b>
	<b>(7) All water closet compartments, bathrooms, and kitchen floor surfaces shall be constructed and maintained so as to be reasonably impervious to water and to permit the floor to be easily kept in a clean condition.</b>
<b>ANALYSIS:</b>	<p>The kitchen in the facility was observed to have dirt and/or mold near the window and kitchen sink. The floors were observed to be dirty with dried stains on them. Although the kitchen was dirty, I did not observe any mice or ants during my onsite inspection.</p> <p>Licensee designee, Mr. Ferreri agreed that the kitchen could benefit from a thorough cleaning. Based on my observation of the kitchen, there is a preponderance of evidence to support the allegation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend no changes to the current license status.

*Anthony Mullins*

02/07/2023

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Anthony Mullins  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

02/08/2023

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Jerry Hendrick  
Area Manager

Date