



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 08, 2023

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

RE: License #: AL700397733
Investigation #: 2023A0467021
AHSL Holland Driftwood

Dear Mr. Ferreri:

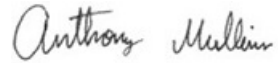
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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,

A handwritten signature in cursive script that reads "Anthony Mullins".

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

License #:	AL700397733
Investigation #:	2023A0467021
Complaint Receipt Date:	12/15/2022
Investigation Initiation Date:	12/15/2022
Report Due Date:	02/13/2023
Licensee Name:	AH Holland Subtenant LLC
Licensee Address:	One SeaGate, Suite 1500 Toledo, OH 43604
Licensee Telephone #:	(248) 203-1800
Administrator:	David Ferreri
Licensee Designee:	David Ferreri
Name of Facility:	AHSL Holland Driftwood
Facility Address:	11907 James Street Holland, MI 49423
Facility Telephone #:	(616) 393-2174
Original Issuance Date:	03/21/2019
License Status:	REGULAR
Effective Date:	09/21/2021
Expiration Date:	09/20/2023
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED

II. ALLEGATION(S)

	Violation Established?
The kitchen is dirty and needs to be cleaned.	Yes

III. METHODOLOGY

12/15/2022	Special Investigation Intake 2023A0467021
12/15/2022	Special Investigation Initiated - Telephone
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.

On 12/15/22, I spoke to the complainant via phone. The complainant stated that the kitchen has ants in it 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 were 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 this home and the food is transported to other homes on the campus via a food warmer. Mr. Ferreri denied having any knowledge of Driftwood 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 Driftwood’s kitchen. Immediately upon entry into the kitchen, I notice 3 full trash bags sitting next to the door. The floor and walls were dirty with stains on them. The water in one of the steam tables was a light brown color. Kitchen Manager, Simon Snoeyer was present and stated that the water in the steam table was a dirty due to just finishing up with the lunch rush. Mr. Snoeyer stated that the water in the steam tables is changed daily. Mr. Snoeyer was adamant that the color of the water in the steam table does not affect food quality. Mr. Snoeyer was also adamant that the black substance observed near the pipes on the floor was dirt as opposed to mold. Mr. Snoeyer stated that all of the food for AHSL Holland homes is prepped in this kitchen, which is why it is in its current condition. I did not observe any mice or ants during my onsite inspection.

On 12/29/22, I spoke to Mr. Snoeyer via phone. 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.

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.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(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.
ANALYSIS:	I observed the kitchen and the walls and floor were dirty with stains on them. There was dirt under the sink near pipes that the kitchen manager, Mr. Snoeyer took responsibility for. Based on the presentation of the kitchen, a preponderance of evidence does exist to support the allegation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Anthony Mullins

02/07/2023

Anthony Mullins
Licensing Consultant

Date

Approved By:

Jerry Hendrick

02/08/2023

Jerry Hendrick
Area Manager

Date