



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 22, 2023

Rebecca Lopez
Residential Opportunities, Inc.
1100 South Rose Street
Kalamazoo, MI 49001

RE: License #: AM390382558
Wisner House
2208 East Cork Street
Kalamazoo, MI 49001

Dear Ms. Lopez:

Attached is the Renewal Licensing Study Report for the facility referenced above. The violations cited in the report require the submission of a written corrective action plan. 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 dates 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 licensee or licensee designee or home for the aged authorized representative and a date.

Upon receipt of an acceptable corrective plan, a regular license and specialized certification for the developmentally disabled, will be issued. If you fail to submit an acceptable corrective action plan, disciplinary action will result.

Please contact me with any questions. In the event that I am not available and you need to speak to someone immediately, you may contact the local office at (517) 284-9730.

Sincerely,

A handwritten signature in black ink that reads "Cathy Cushman". The signature is written in a cursive, flowing style.

Cathy Cushman, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 615-5190

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
RENEWAL INSPECTION REPORT**

I. IDENTIFYING INFORMATION

License #:	AM390382558
Licensee Name:	Residential Opportunities, Inc.
Licensee Address:	1100 South Rose Street Kalamazoo, MI 49001
Licensee Telephone #:	(269) 343-3731
Licensee Designee:	Rebecca Lopez
Administrator:	Diane Fidler
Name of Facility:	Wisner House
Facility Address:	2208 East Cork Street Kalamazoo, MI 49001
Facility Telephone #:	(269) 381-1455
Original Issuance Date:	10/15/2018
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. METHODS OF INSPECTION

Date of On-site Inspection: 02/21/2023

Date of Bureau of Fire Services Inspection if applicable: 02/09/2023

Date of Environmental/Health Inspection if applicable: N/A

No. of staff interviewed and/or observed 4
No. of residents interviewed and/or observed 10
No. of others interviewed [redacted] Role: [redacted]

- Medication pass / simulated pass observed? Yes No If no, explain.
- Medication(s) and medication record(s) reviewed? Yes No If no, explain.
- Resident funds and associated documents reviewed for at least one resident? Yes No If no, explain.
- Meal preparation / service observed? Yes No If no, explain.
- Fire drills reviewed? Yes No If no, explain.
- Fire safety equipment and practices observed? Yes No If no, explain.
- E-scores reviewed? (Special Certification Only) Yes No N/A
If no, explain.
- Water temperatures checked? Yes No If no, explain.
- Incident report follow-up? Yes No If no, explain.
- Corrective action plan compliance verified? Yes CAP date/s and rule/s:
N/A
- Number of excluded employees followed-up? N/A
- Variances? Yes (please explain) No N/A

III. DESCRIPTION OF FINDINGS & CONCLUSIONS

This facility was found to be in non-compliance with the following rules:

R 400.14205 Health of a licensee, direct care staff, administrator, other employees, those volunteers under the direction of the licensee, and members of the household.

(5) A licensee shall obtain written evidence, which shall be available for department review, that each direct care staff, other employees, and members of the household have been tested for communicable tuberculosis and that if the disease is present, appropriate precautions shall be taken as required by state law. Current testing shall be obtained before an individual's employment, assumption of duties, or occupancy in the home. The results of subsequent testing shall be verified every 3 years thereafter or more frequently if necessary.

FINDING: Upon review of direct care staff files, it was determined direct care staff Lela Love's and Kalesia Washington's last TB results were from 09/2019 and 10/2019, respectively. Subsequently, neither Ms. Love nor Ms. Washington had verification of a TB within the last 3 years, as required.

R 400.14303 Resident care; licensee responsibilities.

(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.

"Assessment plan" means a written statement which is prepared in cooperation with a responsible agency or person and which identifies the specific care and maintenance, services, and resident activities appropriate for each individual resident's physical and behavioral needs and well-being and the methods of providing the care and services, taking into account the preferences and competency of the individual.

FINDING: It was determined during the inspection Resident A has employment at a local restaurant, which he gets to and from using city transportation. Review of Resident A's most recent assessment plan did not indicate his ability to take local transportation by himself, his employment, or his decrease in level of supervision while out in the community.

R 400.14306 Use of assistive devices.

(2) An assistive device shall be specified in a resident's written assessment plan and agreed upon by the resident or the resident's designated representative and the licensee.

FINDING: Resident E's assessment plan did not indicate his use for bedrails.

R 400.14306 Use of assistive devices.

(3) Therapeutic supports shall be authorized, in writing, by a licensed physician. The authorization shall state the reason for the therapeutic support and the term of the authorization.

FINDING: A physician's order was not available for review authorizing Resident E's bedrails.

R 400.14312 Resident medications.

(5) When a resident requires medication while out of the home, a licensee shall assure that the resident or, in the alternative, the person who assumes responsibility for the resident has all of the appropriate information, medication, and instructions.

FINDING: Resident A has a job during the day, but requires 4 pm medications, Seroquel and Trileptal. Subsequently, direct care staff send Resident A's medication with him in a bag to take while at work. It was discussed during the inspection about contacting the prescribing physician(s) to determine if the medication's administration time could be changed to accommodate Resident A's work schedule or if an order could be obtained for Resident A to self-administer the medications while at work.

R 400.14312 Resident medications.

(4) When a licensee, administrator, or direct care staff member supervises the taking of medication by a resident, he or she shall comply with all of the following provisions:

(e) Not adjust or modify a resident's prescription medication without instructions from a physician or a pharmacist who has knowledge of the medical needs of the resident. A licensee shall record, in writing, any instructions regarding a resident's prescription medication.

FINDING: During the inspection, it was indicated Resident B is administered his medications by direct care staff crushing them; however, there was no physician's instruction or order available for review to verify this modification of medication.

R 400.14315 Handling of resident funds and valuables.

(3) A licensee shall have a resident's funds and valuables transaction form completed and on file for each resident. A department form shall be used unless prior authorization for a substitute form has been granted, in writing, by the department.

FINDING: Resident B and Resident E did not have Resident Funds I forms in their resident files, as required.

R 400.14315 Handling of resident funds and valuables.

(6) Except for bank accounts, a licensee shall not accept resident funds of more than \$200.00 for any resident of the home after receiving payment of charges owed.

FINDING: The licensee was holding in excess of \$200 for Resident E in the facility. Upon review, it was determined Resident E's personal funds being held at the facility were \$393.68.

R 400.14401 Environmental health.

(4) All garbage and rubbish that contains food wastes shall be kept in leakproof, nonabsorbent containers. The containers shall be kept covered with tight-fitting lids and shall be removed from the home daily and from the premises at least weekly.

FINDING: The two garbage containers in the kitchen were observed without tight fitting lids.

R 400.14402 Food service.

(4) All food service equipment and utensils shall be constructed of material and that is nontoxic, easily cleaned

and maintained in good repair. All food services equipment and eating and drinking utensils shall be thoroughly cleaned after each use.

FINDING: The freezer in the kitchen has excessive frost in it indicating it was not functioning properly and/or in need of repair.

R 400.14403 Maintenance of premises.

(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.

FINDING: Resident A had a multiple outlet adapter plugged into a wall outlet with an additional two power strips plugged into the adapter creating a fire risk.

R 400.14403 Maintenance of premises.

(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.

FINDING: Resident A's bathroom was unkempt, disorderly, and visibly dirty. Hair was observed in the sink and there was extensive rust build up in the toilet indicating it hadn't been cleaned for a significant period. The toilet seat was also visibly dirty, discolored and had hair on it. Resident A's bedroom was cluttered with his belongings creating a disorderly appearance.

R 400.14403 Maintenance of premises.

(5) Floors, walls, and ceilings shall be finished so as to be easily cleanable and shall be kept clean and in good repair.

FINDING: The bathroom, primarily used by Resident C and Resident D, had multiple areas of peeling, and cracked paint.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan and an approval rating from the Bureau of Fire Services, renewal of the license and special certification for the developmentally disabled population is recommended.

Cathy Cushman

02/22/2023

Date

Licensing Consultant