



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 25, 2023

Louis Andriotti, Jr.
IP Vista Springs Timber Ridge Opco, LLC
Ste 110
2610 Horizon Dr. SE
Grand Rapids, MI 49546

RE: License #: AL190383347
Investigation #: 2023A1033052
Vista Springs Terraces at Timber Ridge

Dear Mr. Andriotti, Jr.:

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) 284-9730.

Sincerely,

A handwritten signature in black ink that reads "Jana Lipps". The signature is written in a cursive style with a large initial 'J' and 'L'.

Jana Lipps, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL190383347
Investigation #:	2023A1033052
Complaint Receipt Date:	06/28/2023
Investigation Initiation Date:	06/28/2023
Report Due Date:	08/27/2023
Licensee Name:	IP Vista Springs Timber Ridge Opco, LLC
Licensee Address:	Ste 110 2610 Horizon Dr. SE Grand Rapids, MI 49546
Licensee Telephone #:	(303) 929-0896
Administrator:	Katelyne Prutzal
Licensee Designee:	Louis Andriotti, Jr.
Name of Facility:	Vista Springs Terraces at Timber Ridge
Facility Address:	16260 Park Lake Road East Lansing, MI 48823
Facility Telephone #:	(517) 339-2322
Original Issuance Date:	11/14/2016
License Status:	REGULAR
Effective Date:	05/14/2023
Expiration Date:	05/13/2025
Capacity:	20
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The direct care staff are not using proper food handling techniques and there are unsanitary conditions in the facility's kitchen.	Yes

III. METHODOLOGY

06/28/2023	Special Investigation Intake 2023A1033052
06/28/2023	Special Investigation Initiated - Telephone AFC Licensing Consultant, Leslie Herrguth, interviewed Complainant.
07/06/2023	Contact - Telephone call made Interview with Citizen 1, via telephone.
07/12/2023	Inspection Completed On-site Inspection of the kitchen at the Terraces building and the industrial kitchen at the neighboring Imperial Park facility where meals are prepared for residents of the Terraces building, completed. Interviews with direct care staff, Miranda Duran, Managing Director, Michael Novak, and Director of Dietary Services, & Director of Culinary Services, Jason Ormond.
07/13/2023	Inspection Completed-BCAL Sub. Compliance
07/13/2023	APS Referral- Not indicated at this time. No suspected abuse/neglect currently.
07/25/2023	Exit Conference- Conducted via telephone with licensee designee, Louis Andriotti, Jr.

ALLEGATION:

The direct care staff are not using proper food handling techniques and there are unsanitary conditions in the facility's kitchen.

INVESTIGATION:

On 6/28/23 I received an online complaint regarding the Vista Springs Terraces at Timber Ridge adult foster care facility (the facility). The complaint alleged direct care staff are not using proper food handling techniques and there are unsanitary conditions in the facility's kitchen. On 7/6/23 I interviewed Citizen 1 via telephone. Citizen 1 identified being previously employed by the facility and observed unsanitary dietary service practices. Citizen 1 reported that the food for the facility is prepared at a neighboring facility and transported to this facility for resident distribution. Citizen 1 reported that they had witnessed the dietary staff leave bags of flour on the floor of the kitchen by the mop bucket, observed plates of rotten food left out for resident consumption, food items were being opened and not dated appropriately, perishable food items had been expired and not disposed of, and raw meats were being stored in the refrigerator above fresh foods causing concern for leaking packages to drip onto fresh food items causing foodborne illnesses.

On 7/12/23 I completed an on-site investigation at the facility. I conducted an inspection of the kitchen at the facility as well as the main kitchen at the neighboring facility, where resident meals are prepared. I made the following observations of the kitchen at the facility, where residents food is transported to for meals and resident snacks are prepared:

- Opened, raw chicken breast, covered with plastic wrap was found without an expiration date or date the product was opened by facility staff.
- Raw chicken breast was found stored on the shelf above fresh food products.
- A container of expired yogurt was found with expiration date of July 1, 2023.
- A plastic container holding shredded cheese was found with no expiration date or date the product was placed in this container.
- Two packages of lunch meat were found taken out of the original packaging, placed in resealable plastic bags with no expiration date and no date identifying when the product was opened.
- A plate of prepared food, covered with plastic wrap was found in the refrigerator without a preparation date or consume by date.
- The carton of eggs held two used eggshells that had not been properly disposed of.
- The refrigerator held a resealable plastic bag of sliced tomatoes with no expiration date, or preparation date noted on the bag.

- A resealable plastic bag of what appeared to be cooked bacon, dated 7/3, was found in the refrigerator.
- A resealable plastic bag with a block of cheese was found in the refrigerator. This cheese was removed from the original packaging and did not include an expiration date or the date the item was opened.
- The freezer contained a plastic container of frozen hamburger patties, removed from their original packaging, without an expiration date, or date the product was opened. The plastic container also did not have a tight-fitting lid and the lid was placed on the container leaving the container exposed to air.
- A frozen pie was found, outside of the original container, exposed to the air with no expiration date or date the product was opened. This pie was found in its metal pie shell, partially eaten.
- The trash container was found to not have a tight-fitting lid and contained food materials.
- A large bag of ACT II Popcorn was found in the back storage room, opened to the air, not in an airtight container with an expiration date of 6/15/23.
- Cooking pots and pans were found, stored in the kitchen cabinets with food particles still on the sauté pan.
- The kitchen cabinets, where cooking equipment, such as pots and pans are stored, were found to need cleaning, and contained dirt and grim on the bottoms of the cabinets.
- Bottles of condiments, such as syrup and sauces, were found in the cupboards and the refrigerator and did not have dates on the bottles or labels identifying what the contents are and the date they were transferred to the bottle from the original container.

I made the following observations of the main kitchen, at the neighboring facility, where all resident meals are prepared:

- A box of potatoes was found stored on the floor of the dry food storage area, not on a shelf. These potatoes were also sitting next to a puddle of water. This box of potatoes read, "Keep Refrigerated".
- Piles of soiled rags were observed on the floor in multiple locations.
- A container of Smuckers Sugar-Free Breakfast Syrup was observed in the dry storage area with an expiration date of 5/7/23.
- A package of Gluten Free Golden Pancake Mix was found in the dry food storage area with a Best By date of 4/4/23.
- Open packages of pasta were observed in the dry food storage area having been rolled under and not preserved in an airtight container. There was no date observed noting when the package had been opened.
- A package of unopened lunch meat was found in the refrigerator with an expiration date of 6/24/23.
- An opened package of shredded cheese was found in the refrigerator, with the bag rolled under for closure purposes. This cheese was not

stored in an airtight container or dated for when the cheese had been opened.

- Sitting outside of the dry food storage area, near the food preparation sinks, on a rolling cart was a large, opened bag of flour. The flour was not found in an airtight container and was exposed to the air and other contaminants.
- In the dry food storage area, I observed a package of opened crackers with no date listed of when the package had been opened.
- In the dry food storage area, I observed a container of dry rice with no date of when the rice was placed in this container.

During the on-site investigation on 7/12/23 I interviewed direct care staff/nurse at the facility, Miranda Duran. I inquired about the food in the refrigerator at the facility, specifically the food without dates and the plate of food without a date. She reported that she did not know how long this food had been in the refrigerator and had little knowledge of being required to date items in the refrigerator, freezer, or dry storage.

During the on-site investigation on 7/12/23 I interviewed the Director of Culinary Services, Jason Ormond, and conducted a walk through of the main kitchen. Mr. Ormond was asked about the storage of flour in the kitchen as it was observed open on a cart near the food preparation sink. Mr. Ormond reported that the standard practice of the dietary staff is to open bags of flour and leave the flour in the original container and just roll down the top of the bag to ensure closure. He did not report the use of an airtight container in storing opened flour, or any type of seal to secure this product from contaminants.

On 7/19/23 I received an email correspondence from the facility's, Managing Director, Michael Novak, containing the *Servsafe Certification* for Mr. Ormond. I reviewed this document on 7/25/23. Mr. Ormond's *Servsafe Certification* states the date of his exam was 7/22/20 and this certification is good through 7/22/25.

APPLICABLE RULE	
R 400.15402	Food service.
	(2) All food shall be protected from contamination while being stored, prepared, or served and during transportation to a facility.

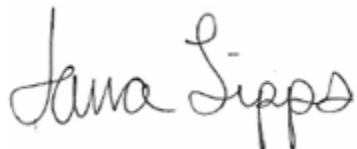
ANALYSIS:	Based upon the direct observations during the on-site investigation and the interviews with Ms. Duran and Mr. Ormond, it can be determined that the culinary staff are not protecting the food from contamination while being stored, prepared, or served. Multiple food items were found not stored in airtight containers, taken from their original packaging, and not dated with an expiration date or the date the package was opened. Raw poultry was found stored without dates and on a shelf above fresh foods, potatoes were found stored on the ground near standing water, and several food items were being stored past their "Best By" or "Use By" dates.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	During on-site investigation I observed multiple piles of soiled rags on the floor of the kitchen area.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15401	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.
ANALYSIS:	During the on-site investigation I toured the kitchen at the facility and found a trash container, with food waste, open to the air, without a tight-fitting lid.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of an approved corrective action plan, no change to the status of the license recommended at this time.



07/25/23

Jana Lipps
Licensing Consultant

Date

Approved By:



07/25/2023

Dawn N. Timm
Area Manager

Date