



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

November 16, 2023

Theresa Bursley
AH Jenison Subtenant LLC
6755 Telegraph Rd Ste 330
Bloomfield Hills, MI 48301

RE: License #: AL700397748
Investigation #: 2023A0467058
AHSL Jenison Sandalwood

Dear Mrs. Bursley:

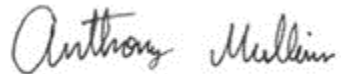
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 #:	AL700397748
Investigation #:	2023A0467058
Complaint Receipt Date:	09/19/2023
Investigation Initiation Date:	09/19/2023
Report Due Date:	11/18/2023
Licensee Name:	AH Jenison Subtenant LLC
Licensee Address:	One SeaGate, Suite 1500, Toledo, OH 43604
Licensee Telephone #:	(248) 203-1800
Administrator:	Theresa Bursley
Licensee Designee:	Theresa Bursley
Name of Facility:	AHSL Jenison Sandalwood
Facility Address:	861 Oak Crest Lane, Jenison, MI 49428
Facility Telephone #:	(616) 457-3576
Original Issuance Date:	03/11/2019
License Status:	REGULAR
Effective Date:	09/11/2023
Expiration Date:	09/10/2025
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The facility is required to have two staff members working each shift due to the residents' care needs.	Yes

III. METHODOLOGY

09/19/2023	Special Investigation Intake 2023A0467058
09/19/2023	Special Investigation Initiated - Telephone
09/21/2023	Inspection completed – Onsite
11/16/2023	APS referral completed via email
11/16/2023	Exit conference completed with Katrina Aleck, Regional Wellness Director.

ALLEGATION: The facility is required to have two staff members working each shift due to the residents' care needs.

INVESTIGATION: On 9/19/23, I received a BCAL online complaint simply stating "understaffed."

On 9/19/23, I spoke with the complainant via phone. The complainant stated the facility had one staff member working on 3rd shift on 6/12/23 and 7/31/23. The complainant stated that the facility is a memory care unit and has several residents who require a two-person assist.

On 9/21/23, I made an unannounced onsite investigation at the facility. Upon arrival, I spoke with the executive director/designee, Theresa Bursley and the wellness director, Jennifer Hicks. Mrs. Bursley confirmed that AHSL Jenison Sandalwood does have residents who require a two-person assist. Therefore, she knows the facility needs to be staffed with a minimum of two people each shift. Mrs. Bursley denied any knowledge of a staff member working alone 3rd shift on the nights in question.

Mrs. Bursley and I reviewed the staff schedule, and she reported that staff members Takiya Fluker and Tyler Stockdale worked 3rd shift on 6/12/23 at AHSL Jenison Sandalwood. However, Ms. Fluker's time sheet/punch card did not specify exactly which building she worked in. This is important to note as historically the facility has pulled staff members to work in buildings that they aren't assigned to for the day, making it difficult to track their whereabouts for staffing purposes. Mrs. Bursley was

adamant that Ms. Fluker only works at AHSL Jenison Sandalwood but she is aware that documentation needs to support this. Mrs. Bursley and I also reviewed July 2023 schedule and she confirmed that staff member Takiya Fluker called off (did not work) her scheduled shift of 11:30 pm to 7:00 am on 7/31/23. Therefore, the schedule accurately reflects that there was only one staff member working on the night of 7/31/23.

On 11/16/23, I conducted an exit conference with Katrina Aleck, Regional Wellness Director on behalf of American House. She was informed of the investigative findings and aware that a corrective action plan is due within 15 days of receipt of this report.

APPLICABLE RULE	
R 400.15206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.
ANALYSIS:	Mrs. Bursley confirmed that the facility has residents who require a two-person assist for care needs. Therefore, the facility is required to have two staff members working on each shift. The staff schedules were reviewed, and I was able to confirm that only one person worked 3 rd shift on 6/12/23 and 7/31/23. Therefore, there is a preponderance of evidence 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

11/16/2023

Anthony Mullins
Licensing Consultant

Date

Approved By:

Jerry Hendrick

11/16/2023

Jerry Hendrick
Area Manager

Date