



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

January 5, 2024

Lauren Gowman
Grand Pines Assisted Living Center
1410 S. Ferry St.
Grand Haven, MI 49417

RE: License #: AH700299440
Investigation #: 2024A1010016
Grand Pines Assisted Living Center

Dear Licensee:

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 authorized representative 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) 241-1970.

Sincerely,

A handwritten signature in blue ink that reads "Lauren Wohlfert".

Lauren Wohlfert, Licensing Staff
Bureau of Community and Health Systems
350 Ottawa NW Unit 13, 7th Floor
Grand Rapids, MI 49503
(616) 260-7781
enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH700299440
Investigation #:	2024A1010016
Complaint Receipt Date:	11/20/2023
Investigation Initiation Date:	11/21/2023
Report Due Date:	01/20/2023
Licensee Name:	Grand Pines Assisted Living LLC
Licensee Address:	950 Taylor Ave. Grand Haven, MI 49417
Licensee Telephone #:	(616) 846-4700
Administrator:	Ami Moy
Authorized Representative:	Lauren Gowman
Name of Facility:	Grand Pines Assisted Living Center
Facility Address:	1410 S. Ferry St. Grand Haven, MI 49417
Facility Telephone #:	(616) 850-2150
Original Issuance Date:	07/08/2009
License Status:	REGULAR
Effective Date:	05/12/2023
Expiration Date:	05/11/2024
Capacity:	177
Program Type:	ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
There is mold in the walk-in cooler in the kitchen and food stored is not labeled, dated, or covered.	Yes

III. METHODOLOGY

11/20/2023	Special Investigation Intake 2024A1010016
11/21/2023	Special Investigation Initiated - Letter APS referral emailed to Centralized Intake
11/21/2023	APS Referral APS referral emailed to Centralized Intake
11/28/2023	Inspection Completed On-site
11/29/2023	Contact - Document Received Received kitchen staff person's training documents, staff person's written disciplinary action, and staff meeting documents
01/05/2024	Exit Conference

ALLEGATION:

There is mold in the walk-in cooler in the kitchen and food stored is not labeled, dated, or covered.

INVESTIGATION:

On 11/20/23, the Bureau received the allegations from an anonymous complainant. I was unable to gather additional information as a result. The complaint read, "There is mold in the walk-in cooler in the kitchen, food is not cleaned or dated. They are not told exactly how long food is good for."

On 11/21/23, I emailed an Adult Protective Services (APS) referral to Centralized Intake.

On 11/28/23, I interviewed administrator Ami Moy at the facility. Ms. Moy reported the facility's kitchen manager, Staff Person 1 (SP1), was recently terminated due to work performance issues and not managing kitchen staff appropriately. Ms. Moy stated SP1 received written disciplinary action prior to his termination. Ms. Moy

denied knowledge regarding mold in the walk-in refrigerator and food stored not being labeled, covered, or dated.

On 11/28/23, Ms. Moy and I inspected the main kitchen in the facility, including the walk-in refrigerator and freezer. I observed the walls in the walk-in refrigerator were dirty, I was unable to determine whether the substance observed on the walls was mold. There were several food items in the walk-in refrigerator that were uncovered and open to the elements. I observed mold in the crevices of a cooling rack that was in the walk-in refrigerator near uncovered food items. Several food items stored in containers were also not dated.

I also observed a dirty warming cart that is used to transport meals to the facility's satellite kitchens. It was apparent the cart had not been cleaned as there was an unknown substance spilled down the side of it.

On 11/28/23, I interviewed Staff Person 2 (SP2) at the facility. SP2 reported she and staff at the facility were trained to cover and date all food items when they are stored, however she has observed several staff on multiple occasions not completing this task. SP2 stated cooling racks, warming carts, and the walls in the walk-in refrigerator and walk-in cooler are not cleaned in accordance with the cleaning schedules. SP2 said her concerns regarding these issues were brought to management's attention, however the issues have not improved.

SP2 reported she has also observed uncovered food on cooling racks near the ice machine's fan blower. SP2 stated the fan was blowing onto the uncovered food items. SP2 stated she has observed staff who cook not wash vegetables before preparing and cooking them for meals.

APPLICABLE RULE	
R 325.1976	Kitchen and dietary.
	(6) Food and drink used in the home shall be clean and wholesome and shall be manufactured, handled, stored, prepared, transported, and served so as to be safe for human consumption.
ANALYSIS:	The interview with SP2, along with my inspection of the facility's main kitchen revealed food items were not properly covered or labeled when stored. I observed mold on a cooling rack in the walk-in refrigerator, along with several uncovered food items. It was evident equipment used to store and transport food is not cleaned regularly.
CONCLUSION:	VIOLATION ESTABLISHED

I shared the findings of this report with licensee authorized representative Lauren Gowman on 1/5/24.

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



12/20/2023

Lauren Wohlfert
Licensing Staff

Date

Approved By:



01/04/2024

Andrea L. Moore, Manager
Long-Term-Care State Licensing Section

Date