



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

February 7, 2024

Patrice Weber
Portland Assisted Living & Memory Center, LLC
11920 W. Cutler Road
Eagle, MI 48822

RE: License #: AL340365433
Investigation #: 2024A0622008
Portland Assisted Living & Memory Center

Dear Ms. Weber:

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 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) 284-9727.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amanda Blasius', written in a cursive style.

Amanda Blasius, 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 #:	AL340365433
Investigation #:	2024A0622008
Complaint Receipt Date:	01/24/2024
Investigation Initiation Date:	01/25/2024
Report Due Date:	03/24/2024
Licensee Name:	Portland Assisted Living & Memory Center, LLC
Licensee Address:	223 Charlotte Highway Portland, MI 48875
Licensee Telephone #:	(517) 643-2073
Administrator:	Patrice Weber
Licensee Designee:	Patrice Weber
Name of Facility:	Portland Assisted Living & Memory Center
Facility Address:	223 Charlotte Highway Portland, MI 48875
Facility Telephone #:	(517) 643-2073
Original Issuance Date:	01/20/2016
License Status:	REGULAR
Effective Date:	07/20/2022
Expiration Date:	07/19/2024
Capacity:	20
Program Type:	DEVELOPMENTALLY DISABLED ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Leaving food in the oven for multiple shifts leaving the kitchen in an unkept state.	No
No temperature control on food.	No
Additional Findings:	Yes

III. METHODOLOGY

01/24/2024	Special Investigation Intake 2024A0622008
01/25/2024	Special Investigation Initiated - On Site. Interviewed DCW's Tracie Lower, Emma Whitney and Resident A.
01/25/2024	Contact - Telephone call with licensee, Patrice Weber.
01/29/2024	Contact – Voicemail left for licensee, Patrice Weber.
02/01/2024	Contact – Voicemail left for licensee, Patrice Weber
02/01/2024	APS referral does not apply for this special investigation.
02/01/2024	Exit Conference with licensee, Patrice Weber
02/01/2024	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: Leaving food in the oven for multiple shifts leaving the kitchen in an unkept state.

INVESTIGATION:

On 01/25/2024, I completed an unannounced onsite investigation to Portland Assisted Living and Memory Care at 12:30pm. Upon arrival I observed residents eating lunch and direct care workers (DCWs) serving and assisting residents with the meal. I viewed the posted menu in the dining room and confirmed that what they were serving matched what was on the menu. I inspected the kitchen including the two refrigerators and freezers and found food to be stored correctly and covered. I did not view any previous leftovers in the refrigerator nor was there any previous meals left on the counters or in the oven.

On 01/25/2024, I observed the kitchen and found the counters, sink and dishwasher to be clean. I observed the microwave and stove, and it was apparent that they were just used to make lunch.

On 01/25/2024, I interviewed DCW Traccie Lower who was cooking and serving lunch. DCW Lower was able show me a food thermometer that is used for cooking. DCW Lower also reported that they very rarely have enough food left over after the meals and most of the time it is thrown away, as it would not be enough to feed all the residents. DCW Traccie Lower reported that she cleans the kitchen up after lunch is completed.

On 01/25/2024, I interviewed Resident A who was eating lunch. Resident A reported that she likes the food at the home and has had no concerns regarding how it has been cooked. She stated her favorite meal is biscuits and gravy and it is served every Thursday.

On 01/25/2024, I interviewed licensee Patrice Weber via phone as she was not present at the facility. She reported that she would comply with any licensing standards and to follow up with her after my visit. On 02/01/2024, I interviewed Ms. Weber via phone and completed an exit conference. Ms. Weber reported that her normal kitchen staff member is on leave due to family illness, therefore additional staff have been maintaining the kitchen. She reported that 3rd shift mops and helps clean up the kitchen. The kitchen staff also cleans after each meal. She reported that in the past she had hired a cleaning company to come in and deep clean the kitchen every six weeks and she is considering hiring the company again.

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 on the unannounced onsite investigation to Portland Assisted Living and Memory Care, through observation and interviews the kitchen was observed to be cleaned at an appropriate level and I found food to be protected from contamination while being stored, prepared and served. I did not observe any left over food in the facility oven at the time of the investigation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: No temperature control on food.

INVESTIGATION:

On 01/25/2024, I observed two refrigerators and two freezers within the kitchen. Each fridge and freezer were equipped with an approved thermometer. Each thermometer was at the approved temperatures. I also observed meat thermometers available within the kitchen that are used when cooking food.

APPLICABLE RULE	
R 400.15402	Food service.
	(3) All perishable food shall be stored at temperatures that will protect against spoilage. All potentially hazardous food shall be kept at safe temperatures. This means that all cold foods are to be kept cold, 40 degrees Fahrenheit or below, and that all hot foods are to be kept hot, 140 degrees Fahrenheit or above, except during periods that are necessary for preparation and service. Refrigerators and freezers shall be equipped with approved thermometers.
ANALYSIS:	Food, refrigerator, and freezer thermometers were available during the unannounced onsite investigation and were in proper working condition.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 01/25/2024, during an unannounced onsite investigation, I found that the kitchen contained a trash can without a lid. I asked DCW Emma Whitney if a trash lid was available and she reported that they currently did not have one and it may have been lost.

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 onsite investigation, the kitchen trash can was observed to not be covered and at the time of the investigation, a tight-fitting lid was not available.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend that the status of the license remains the same.



02/02/2024

Amanda Blasius
Licensing Consultant

Date

Approved By:



02/07/2024

Dawn N. Timm
Area Manager

Date