



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 14, 2024

Steven Tyshka  
Waltonwood at Twelve Oaks II  
27495 Huron Cr.  
Novi, MI 48377

RE: License #: AH630264366  
Investigation #: 2024A1019042

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.

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 blue ink, appearing to read "Elizabeth Gregory-Weil".

Elizabeth Gregory-Weil, Licensing Staff  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 347-5503

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AH630264366
<b>Investigation #:</b>	2024A1019042
<b>Complaint Receipt Date:</b>	03/08/2024
<b>Investigation Initiation Date:</b>	03/12/2024
<b>Report Due Date:</b>	05/07/2024
<b>Licensee Name:</b>	Waltonwood at Twelve Oaks II, LLC
<b>Licensee Address:</b>	7125 Orchard Lake Rd., Suite 200 West Bloomfield, MI 48322
<b>Licensee Telephone #:</b>	(248) 865-1600
<b>Administrator:</b>	Joe Whitney
<b>Authorized Representative:</b>	Steven Tyshka
<b>Name of Facility:</b>	Waltonwood at Twelve Oaks II
<b>Facility Address:</b>	27495 Huron Cr. Novi, MI 48377
<b>Facility Telephone #:</b>	(248) 735-1030
<b>Original Issuance Date:</b>	01/25/2005
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/11/2024
<b>Expiration Date:</b>	07/31/2024
<b>Capacity:</b>	94
<b>Program Type:</b>	ALZHEIMERS AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Food is not served at the proper temperature.	Yes
Additional Findings	No

## III. METHODOLOGY

03/08/2024	Special Investigation Intake 2024A1019042
03/12/2024	Inspection Completed On-site
03/12/2024	Inspection Completed-BCAL Sub. Compliance

### **ALLEGATION:**

Food is not served at the proper temperature.

### **INVESTIGATION:**

On 3/8/24, the department received an anonymous complaint that read "The food in the Memory Care Unit is not served at proper temperature." The complaint read that this is a regular occurrence during breakfast. The complaint was forwarded to LARA from the Oakland County Health Department. Due to the anonymous nature of the complaint, additional information could not be obtained.

On 3/12/24, I conducted an onsite inspection. I interviewed administrator Joe Whitney at the facility. Mr. Whitney reported that food is prepared onsite in the commercial kitchen in the general assisted living area, and then transported to the memory care unit on carts. Mr. Whitney reported that prior to being taken to the memory care unit, the food is already plated, and a metal plate cover is placed over the food during transfer. Mr. Whitney reported that the facility has a fully functioning warming kitchen adjacent to the memory care unit, but that the corporate office advised not to use it. Mr. Whitney acknowledged that he has received some complaints regarding food temperatures, stating "It could be hotter."

While onsite, I interviewed Employee 1. Employee 1 demonstrated how food is transferred from the commercial kitchen and into the memory care unit. I directly observed the plates, plate covers and the cart that is used during the meal transfer. Employee 1 reported that the carts used to transfer the food do not contain any form

of heating or warming mechanism and reported that the facility does not use warming trays or steam tables to keep food warm while serving to the memory care residents. Employee 1 reported that food temperatures are taken prior to being transferred to the memory care unit. Employee 1 reported that the food temperatures are recorded for each meal, however the log where the temperatures are recorded do not distinguish temperatures of food being served to the assisted living residents versus the memory care residents since the menus are the same.

While onsite, I reviewed facility menus and daily temperature chart for the previous month. I observed multiple instances where food temperatures for an entire meal were not recorded (the log was left blank), and repeated instances where the meal posted on the menu did not match the items listed on the temperature chart. For example, on 3/8/24, the menu read that the main dish for breakfast is a pecan caramel French toast, but the daily temperature chart only listed temperatures for “eggs” and “bacon”; there were no recorded temperatures for French toast. Mr. Whitney reported that the menus provided were reflective of what was served to residents and could not provide an explanation as to why the items on the temperature chart were inconsistent with the menus.

I was present for lunchtime meal service and observed the process as described above by Mr. Whitney and Employee 1.

<b>APPLICABLE RULE</b>	
<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Facility menus and food temperature logs were inconsistent on several occasions, with missing temperatures for hot food items served. Given the lack of documentation, the facility could not provide evidence that food was served warm, and at temperatures safe for human consumption.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon approval of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



03/13/2024

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Elizabeth Gregory-Weil  
Licensing Staff

Date

Approved By:



03/14/2024

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

Date