



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

March 22, 2024

White Oaks, A Randall Residence  
300 White Oak Road  
Lawton, MI 49065

RE: License #: AL800315839  
Investigation #: 2024A1031024  
White Oaks Assisted Living - II

Dear Ms. Sparrow-Dinzik:

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.

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,

Kristy Duda, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL800315839
<b>Investigation #:</b>	2024A1031024
<b>Complaint Receipt Date:</b>	01/22/2024
<b>Investigation Initiation Date:</b>	01/22/2024
<b>Report Due Date:</b>	03/22/2024
<b>Licensee Name:</b>	White Oaks, A Randall Residence
<b>Licensee Address:</b>	300 White Oak Road Lawton, MI 49065
<b>Licensee Telephone #:</b>	(269) 624-4811
<b>Administrator:</b>	Kathleen Sparrow-Dinzik
<b>Licensee Designee:</b>	Kathleen Sparrow-Dinzik
<b>Name of Facility:</b>	White Oaks Assisted Living - II
<b>Facility Address:</b>	300 White Oak Road Lawton, MI 49065
<b>Facility Telephone #:</b>	(269) 624-4811
<b>Original Issuance Date:</b>	04/01/2013
<b>License Status:</b>	1ST PROVISIONAL
<b>Effective Date:</b>	10/02/2023
<b>Expiration Date:</b>	04/01/2024
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED ALZHEIMERS

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A did not receive their medications.	No
The kitchen is unsanitary.	Yes
Additional Findings	Yes

**III. METHODOLOGY**

01/22/2024	Special Investigation Intake 2024A1031024
01/22/2024	APS Referral
01/22/2024	Special Investigation Initiated – Telephone Interview with Patricia Krumrie.
01/22/2024	Contact - Documents Requested from Kathleen Sparrow-Dinzik and Cheryl Alford.
01/26/2024	Contact - Document Received from Kathleen Sparrow-Dinzik.
01/31/2024	Inspection Completed Onsite
01/31/2024	Contact – Face to Face interviews with Kathleen Sparrow-Dinzik, Brandi Enders, Evan Hamblin, Amber Parker, and Joanie McQuiston.
02/01/2024	Contact - Document Received from Kathleen Sparrow-Dinzik.
02/02/2024	Contact - Document Received from Kathleen Sparrow-Dinzik.
02/05/2024	Contact - Email exchange with Kathleen Sparrow-Dinzik.
02/07/2024	Contact - Document Received.
02/14/2024	Contact – Documents Requested and Received.
03/21/2024	Exit Conference held with Kathleen Sparrow-Dinzik.

**ALLEGATION:**

**Resident A did not receive their medications.**

**INVESTIGATION:**

On 1/22/24, I interviewed compliance officer Patricia Krumrie through Area Agency on Aging. Ms. Krumrie reported she was informed that Occupant A may not be receiving their medications.

On 1/31/24, I conducted an unannounced visit to the home. I was informed that Occupant A does not reside in the home. I reviewed the *Resident Registrar* and confirmed that the identified individual resides at the location but in an unlicensed area of the building.

<b>APPLICABLE RULE</b>	
<b>R 400.15312</b>	<b>Resident medications.</b>
	<b>(2) Medication shall be given, taken, or applied pursuant to label instructions.</b>
<b>ANALYSIS:</b>	The individual identified within the allegations does not reside in the licensed area of the home.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**The kitchen is unsanitary and there are pests.**

**INVESTIGATION:**

The building consists of two licensed AFC homes and an unlicensed area of living units. The buildings two AFC licensed areas each have an individual kitchen comprising of a range, refrigerator, residential dish machine, and counter and cupboard space. A commercial kitchen and large dining room separates the unlicensed living area from the secured licensed areas. While the residents of the licensed area dine in their individual AFC home areas, the food is prepared, cooked, and transported from the commercial kitchen located within the building but outside the AFC units.

The commercial kitchen was observed to have accumulated grease and food debris visibly under the stove. There was a plastic bucket located next to the preparation counter on the floor that had accumulated congealed fat stored in it. Staff reported

the commercial dish machine was not working right and therefore were not testing the sanitation levels of the water used to cleanse dishware. A base cabinet in the kitchen area within the licensed Birch unit had at least ten empty pop cans and bottles that were on the floor and not stored in a bag or container. There was an empty banana box located in another base cabinet that contained dried residue from previously stored bananas and wall cupboard contained a toaster surrounded by a layer of crumbs throughout the cabinet. The staff cleaned the cabinets and discarded the cans and bottles when shown the concerns for health and safety. The home was viewed to have multiple mouse traps but there were no-signs of mice in the home.

On 2/1/24, I received the pest inspection report that was requested from Ms. Sparrow-Dinzik. The report read that the most recent inspection occurred on 1/22/24 and there was “accumulated spillage noted on/under equipment – there is a lot of grease and food debris behind the grills that are along the food pantry wall”. There was no report of pests in the commercial kitchen or main areas of the home.

<b>APPLICABLE RULE</b>	
<b>R 400.15403</b>	<b>Maintenance of premises.</b>
	<b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	The 1/22 pest inspection report documented that the commercial kitchen had “accumulated spillage”, and “grease and food debris behind the grills that are along the pantry wall.” These findings were consistent with what I observed on this inspection date for the commercial kitchen. In addition, within the AFC unit I found a lack of refuse disposal in the form of empty cans and bottles and lack of adequate cleaning performed within the cabinetry. While both these items could encourage rodents and pests, I did not witness any evidence of such. While the staff were quick to remedy these deficiencies as I brought it to their attention, the home did not meet the intent of this rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

The waste containers located in the kitchen did not have lids.

<b>APPLICABLE RULE</b>	
<b>R 400.15401</b>	<b>Environmental health.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	The waste containers located in the main kitchen area were not covered with tight-fitting lids.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### **INVESTIGATION:**

The commercial kitchen had resident prepared food uncovered in the refrigerators. Within the commercial kitchen walk in cooler I witnessed multiple uncooked food items stored on the floor. The Birch unit had a stick of butter within an uncovered bowl located in the microwave that both employees present were unaware as to how long it had been there. The Birch unit freezer compartment was not cold and the food and beverages within were not frozen. Both workers stated they were not aware the freezer was not working properly. Staff immediately discarded the food in the freezer when informed the food was not frozen.

<b>APPLICABLE RULE</b>	
<b>R 400.15402</b>	<b>Food service.</b>
	<b>(2) All food shall be protected from contamination while being stored, prepared, or served and during transportation to a facility.</b>
<b>ANALYSIS:</b>	Inspection of the commercial kitchen refrigerator and the Birch unit microwave revealed unprotected and uncovered food items. In addition, the Birch unit freezer was not cooling, and the food items were not frozen.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:**

The refrigerator and freezer located within the Birch unit did not have thermometers. The refrigerator and freezer did not feel noticeably cold when opened. Items in the freezer included a gallon of milk, ice cream bars and nutritional drinks. The ice cream was observed to be melted and the milk and drinks were not frozen. Two separate ice cream coolers located outside the commercial kitchen and both units did not have thermometers. Staff interviewed reported that they provide residents of the unit ice cream products from both freezers.

On 2/2/24, Ms. Sparrow-Dinzik sent me an email stating that thermometers had been placed in the ice cream coolers. Then on 2/7/24, I received an email from Ms. Sparrow-Dinzik stating the refrigerator needed to be replaced and that an order for a new unit had been made. I requested documentation to verify that a new refrigerator had been ordered.

On 2/14/24, I received an email from Ms. Sparrow-Dinzik that contained a receipt from Menards verifying a refrigerator/freezer unit was purchased on 2/7/24.

<b>APPLICABLE RULE</b>	
<b>R 400.15402</b>	<b>Food service.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	The ice cream coolers and refrigerator were not equipped with thermometers. The freezer within the Birch unit had a gallon of milk, ice cream and nutritional drinks in the freezer that were not frozen.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:**

The commercial kitchen had flour, sugar, and oatmeal in large storage containers. When the containers were opened, the contents were observed to have foreign matter visibly present on the food within the container and the container surfaces

needed cleaning. The ice machines had scale build up and did not appear to on any scheduled routine cleaning as directed by the manufacturer. Staff reported it is their responsibility to clean the ice and drink machines, but they do not have time as caring for the residents is their priority. Staff reported they do not know when the machines were last cleaned. There was a deli slicer located within the main kitchen area that was observed to have dried meat on the blade and tray. Ms. Enders reported the last time the deli slicer was cleaned was over one week ago and acknowledged there was dried meat visible on the deli slicer.

<b>APPLICABLE RULE</b>	
<b>R 400.15402</b>	<b>Food service.</b>
	<b>(4) All food service equipment and utensils shall be constructed of material that is nontoxic, easily cleaned, and maintained in good repair. All food services equipment and eating and drinking utensils shall be thoroughly cleaned after each use.</b>
<b>ANALYSIS:</b>	The commercial kitchen staff did not ensure that all food service equipment was cleaned after each use. There was a foreign substance within the food stored in the storage bins and the bins themselves required cleaning. The deli slicer had visible dried meat on the blade.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

It is recommended that the home submit an acceptable corrective action plan and remain on a provisional license.

Kristy Duda  
Licensing Consultant

Date

Approved By:

3/24/24

Russell B. Misiak  
Area Manager

Date