



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

November 25, 2024

Julie Wardin
The Roosevelt House of Michigan LLC
17935 Roosevelt Road
Hemlock, MI 48626

RE: License #: AL730378718
Investigation #: 2025A0576001
The Roosevelt House

Dear Julie Wardin:

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.
- Be signed and dated.

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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "C. Garza".

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL730378718
Investigation #:	2025A0576001
Complaint Receipt Date:	10/04/2024
Investigation Initiation Date:	10/10/2024
Report Due Date:	12/03/2024
Licensee Name:	The Roosevelt House of Michigan LLC
Licensee Address:	17935 Roosevelt Road, Hemlock, MI 48626
Licensee Telephone #:	(989) 642-4663
Administrator:	Heather Keeven
Licensee Designee:	Julie Wardin
Name of Facility:	The Roosevelt House
Facility Address:	17935 Roosevelt Road, Hemlock, MI 48626
Facility Telephone #:	(989) 642-4663
Original Issuance Date:	08/21/2019
License Status:	REGULAR
Effective Date:	02/21/2024
Expiration Date:	02/20/2026
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Residents are fed old food.	No
The stove and oven are dirty.	Yes

III. METHODOLOGY

10/04/2024	Special Investigation Intake 2025A0576001
10/10/2024	Special Investigation Initiated - Letter Received email from Heather Keeven, Administrator
11/19/2024	Inspection Completed On-site Interviewed Administrator Heather Keeven, Resident A, Resident B
11/19/2024	Contact - Face to Face Interviewed Staff, Marie Tessin
11/19/2024	Contact - Face to Face Interviewed Licensee Designee Julie Wardin
11/25/2024	APS Referral Referral made to APS regarding the allegations.
11/25/2024	Exit Conference

ALLEGATION:

Residents are fed old food.

INVESTIGATION:

On October 10, 2024, I received an email for Administrator Heather Keeven who reported that a disgruntled ex-employee may have made a complaint to AFC licensing regarding the facility.

On November 19, 2024, I conducted an unannounced on-site inspection at The Roosevelt House and interviewed Staff/Cook Marie Tessin. Staff Tessin has worked at the facility for 4 years. Staff Tessin denied the allegation and stated the residents are not fed old or spoiled food. There are occasions when there are leftovers from dinner and those leftovers will be saved for a day or 2. Leftovers are saved in plastic containers or plastic bags and are dated. Sometimes residents like the leftovers and will request to have them the following day for lunch. Leftovers are not kept for more than 3 days.

On November 19, 2024, I interviewed Resident A who reported she has lived at her home for 2 years and she likes it. Staff treat Resident A well. Resident A likes the food served at her home and she described it as "good". Resident A receives breakfast, lunch, and dinner and she receives enough to eat. Resident A is not served old food and the food is fresh. The food is not spoiled, and it does not taste bad. If it was old or tasted bad Resident A would not eat it. Resident A stated they have a special cook, and Resident A likes the cook. The cook serves the residents healthy meals, and they get dessert at dinner. Resident A stated the cook is clean and she has no concerns regarding the cook or her home.

On November 19, 2024, I interviewed Resident B who reported she has lived at her home going on her 2nd year and loves it. Resident B described her home as a "wonderful place." The facility has a cook, and the cook is nice and makes good meals. According to Resident B, the meals she is provided taste good. Resident B has never received food that is old or that does not taste good. The cook makes meals everyday and Resident A receives breakfast, lunch, and dinner. Resident B receives plenty to eat and did not have any concerns regarding her home. Resident B was in her bedroom eating her lunch and confirmed she liked her meal.

On November 19, 2024, I interviewed Administrator, Heather Keeven regarding the allegation. Administrator Keeven denied the residents are served old food. There are few occasions when the home has leftovers from meals and when there are leftovers, they are kept for 3 days then discarded.

On November 19, 2024, I interviewed Licensee Designee, Julie Wardin who denied the allegations. Licensee Designee Wardin reported that the residents are not provided old food. Licensee Designee, Wardin advised that no resident has ever complained about the food or experienced food poisoning from meals served at the home.

On November 19, 2024, I viewed the facility kitchen and pantry area. There were menus posted and plenty of food in the pantry and refrigerators and freezers. There were some food items that had been frozen, and they were properly stored and dated. I viewed residents being served lunch which consisted of meat with gravy, potatoes, and diced pineapple.

APPLICABLE RULE	
R 400.15402	Food service.
	(1) All food shall be from sources that are approved or considered satisfactory by the department and shall be safe for human consumption, clean, wholesome and free from spoilage, adulteration, and misbranding.
ANALYSIS:	<p>It was alleged that the residents are fed old food. Upon conclusion of investigative interviews, there is not a preponderance of evidence to conclude a rule violation.</p> <p>Staff/Cook Marie Tessin was interviewed and denied the allegations. Staff Tessin reported residents are not fed old food and there are sometimes residents will request leftovers from the dinner they had the night before. Resident A and Resident B were interviewed and advised the meals they receive are good and not old or spoiled. An unannounced on-site inspection to the home found residents eating lunch and the meal appeared safe for consumption. The home was found to have adequate food which was stored properly.</p> <p>There is not a preponderance of evidence to conclude that residents are fed food that is not safe for human consumption.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The stove and oven are dirty.

INVESTIGATION:

On November 19, 2024, I conducted an unannounced on-site inspection at The Roosevelt House during lunchtime hours. I inspected the kitchen area and appliances. The stove burners, burner plates, and underneath the burners had some food debris that did not appear to be from the meal cooked at lunch time. There were 2 ovens and both ovens had old, cooked debris inside and both ovens needed cleaning.

On November 19, 2024, I conducted an unannounced on-site inspection at The Roosevelt House and interviewed Licensee Designee Julie Wardin. Licensee Designee Wardin explained that she believes the kitchen area could be better with respect to cleanliness. Licensee Designee Wardin explained that 2nd shift also assists with cleaning and sometimes staff are messy.

On November 25, 2024, I conducted an Exit Conference with Licensee Designee Julie Wardin. I advised Licensee Wardin I would be requesting a corrective action plan for the cited rule violation. Licensee Designee advised they will implement a schedule of cleaning responsibilities for staff and staff had cleaned the appliances at the facility.

APPLICABLE RULE	
R 400.15402	Food service.
	(6) Household and cooking appliances shall be properly installed according to the manufacturer's recommended safety practices. Where metal hoods or canopies are provided, they shall be equipped with filters. The filters shall be maintained in an efficient condition and kept clean at all times. All food preparation surfaces and areas shall be kept clean and in good repair.
ANALYSIS:	<p>It was alleged that the stove and oven are dirty. Upon conclusion of an unannounced on-site inspection, there is a preponderance of evidence to conclude a rule violation.</p> <p>I conducted an unannounced on-site inspection to the facility and inspected the kitchen area. I viewed the oven and 2 stoves and found the appliances to be soiled and in need of cleaning.</p> <p>There is a preponderance of evidence to conclude that all food preparation surfaces and areas were not kept clean.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, no change to the license status is recommended.




11/25/2024

Christina Garza
Licensing Consultant

Date

Approved By:



11/25/2024

Mary E. Holton
Area Manager

Date