



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 21, 2025

Mary North  
Brookdale Troy AL  
4850 Northfield Parkway  
Troy, MI 48098

RE: License #: AH630236943  
Investigation #: 2025A0784026  
Brookdale Troy AL

Dear Mary North:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

Please review the enclosed documentation for accuracy and contact me with any questions. If 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 cursive script that reads "Aaron L. Clum".

Aaron Clum, Licensing Staff  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(517) 230-2778

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AH630236943
<b>Investigation #:</b>	2025A0784026
<b>Complaint Receipt Date:</b>	01/21/2025
<b>Investigation Initiation Date:</b>	01/21/2025
<b>Report Due Date:</b>	03/22/2025
<b>Licensee Name:</b>	Brookdale Senior Living Communities, Inc.
<b>Licensee Address:</b>	105 Westwood Place Brentwood, TN 37027
<b>Licensee Telephone #:</b>	(615) 221-2250
<b>Administrator:</b>	William Brown
<b>Authorized Representative:</b>	Mary North
<b>Name of Facility:</b>	Brookdale Troy AL
<b>Facility Address:</b>	4850 Northfield Parkway Troy, MI 48098
<b>Facility Telephone #:</b>	(248) 952-5533
<b>Original Issuance Date:</b>	10/01/1999
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/01/2024
<b>Expiration Date:</b>	07/31/2025
<b>Capacity:</b>	78
<b>Program Type:</b>	AGED

## II. ALLEGATION(S)

	Violation Established?
The facility is serving expired food	Yes
Dishes are not properly sanitized	Yes
The building has unaddressed insects	No
Additional Findings	No

## III. METHODOLOGY

01/21/2025	Special Investigation Intake 2025A0784026
01/21/2025	Special Investigation Initiated - Telephone Interview with complainant
01/22/2025	Inspection Completed On-site
01/22/2025	Exit Conference Conducted with administrator

### ALLEGATION:

**The facility is serving expired food**

### INVESTIGATION:

On 1/21/2025, the department received this online complaint.

According to the complaint, expired food is being served at the facility.

On 1/21/2025, I interviewed complainant by telephone. Complainant stated the facility is serving expired cereal.

On 1/22/2025, I conducted an onsite at the facility. During the onsite, I inspected food storage areas located in the kitchen and in a kitchenette area located across from the kitchen. I observed four different containers storing cereals. Each of the containers included a label with line for a storage or "prep date" and a line for a "use by" date. While all four labels included a "prep date", only one of the containers included a "use by" date which read "1/09/2025", which, as of the onsite date, was

12 days expired. Within the main kitchen area, I observed a pan of bread covered by plastic wrap with similar label and had a “use by date” of 1/19/2025.

On 1/22/2025, I interviewed administrator William Brown at the facility. Administrator stated the facility has been short staffed in the kitchen as several kitchen staff recently quit. Administrator stated that management staff has been helping out while he is working on getting more people hired. Administrator stated that due to the lack of staff, it has been difficult to keep up with some of the responsibilities in the kitchen. Administrator acknowledged that having expired food stored at the facility and available for resident consumption was not acceptable.

<b>APPLICABLE RULE</b>	
<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(1) A home shall have a kitchen and dietary area of adequate size to meet food service needs of residents. It shall be arranged and equipped for the refrigeration, storage, preparation, and serving of food, as well as for dish and utensil cleaning and refuse storage and removal.</b>
<b>ANALYSIS:</b>	The complaint alleged the facility was serving expired food. Based on the findings, the allegation is substantiated.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

**Dishes are not properly sanitized**

**INVESTIGATION:**

According to the complaint, dishes are not properly sanitized.

When interviewed, complainant stated food has been observed coming from the kitchen during mealtimes on dishes that do not appear to be clean.

When interviewed, administrator stated that hot food for the facility is prepared in the licensed “sister” building located on the same property. It should be noted that the building referred to by administrator is a licensed HFA and serves individuals appropriate for memory care (MC). Administrator stated the food is appropriately transferred from the MC building to the assisted living (AL) building in hot boxes and then plated at the AL building and served to the residents in that building. Administrator stated dishes for the AL are cleaned and stored in the AL building. Administrator stated dishes are washed in the dishwashing machine located in the kitchen. During the onsite, I observed several dishes, included plates, bowls, and

cups, located in the cupboards of the kitchen which appeared to be clean. Upon request, administrator was unable to locate testing strips in order confirm if the dish washing machine was getting hot enough to sanitize the dishes. Administrator was unable to provide any documentation demonstrating the dish washer was being tested. Administrator reported “no one has been keeping track or tacking temps” as it pertained to the dishwashing machine.

<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>	According to the complaint, food is being served on dishes that do not appear to be properly sanitized. While the facility appeared to have clean dishes available within the cupboards of the kitchen, administrator was unable to show evidence that the dishwasher was being tested to ensure dishes were adequately cleaned. Based on the findings, the facility is not in compliance with this rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

**The building has unaddressed insects**

**INVESTIGATION:**

According to the complaint, staff have observed roaches in the building.

When interviewed, complainant stated staff have reported seeing roaches and that it has not been addressed. Complainant could recall a specific time but stated it was recently.

When interviewed, administrator stated he is not aware of the presence of any roaches within the building. Administrator stated that reports of insects in the building are taken seriously when brought to the attention of administration. Administrator stated pest control services, provided by a company called *ECOLAB*, were recently called to the building for an inspection and did not find insects to be present.

I reviewed receipts from *ECOLAB*, provided by administrator. A receipt, with a service date of 1/07/2025, indicated an inspection was completed at the facility and found “no rodent or insect activity during inspection”.

<b>APPLICABLE RULE</b>	
<b>R 325.1978</b>	<b>Insect and vermin control.</b>
	<b>(1) A home shall be kept free from insects and vermin.(2) Pest control procedures shall comply with MCL 324.8301 et seq.</b>
<b>ANALYSIS:</b>	The complaint alleged the presence of roaches has been observed in the building and reported to administration with no actions being taken. Based on the findings, the allegation is unsubstantiated.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, it is recommended that the status of the license remain unchanged.

*Aaron L. Clum*

2/21/2025

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 Aaron Clum  
 Licensing Staff

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 Date

Approved By:

*Andrea L. Moore*

02/21/2025

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

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 Date