



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 28, 2025

Benjamin Biswas
3978 140th Ave
HOLLAND, MI 49424

RE: License #: AF700418970
Mercy Care
3978 140th Ave
Holland, MI 49424

Dear Mr. Biswas:

Attached is the Renewal Licensing Study Report for the facility referenced above. The violations cited in the report require the submission of a written corrective action plan. 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 dates 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 licensee or licensee designee or home for the aged authorized representative and a date.

A six-month provisional license is recommended. If you do not contest the issuance of a provisional license, you must indicate so in writing; this may be included in your corrective action plan or in a separate document. If you contest the issuance of a provisional license, you must notify this office in writing and an administrative hearing will be scheduled. Even if you contest the issuance of a provisional license, you must still submit an acceptable corrective action plan within 15 days.

Please contact me with any questions. In the event that I am not available and you need to speak to someone immediately, you may contact the local office at (517) 335-5985.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Browning". The script is cursive and fluid, with the first letter of each word being capitalized and prominent.

Jennifer Browning, Licensing Consultant
Bureau of Community and Health Systems
browningj1@michigan.gov - 989-444-9614

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
RENEWAL INSPECTION REPORT**

I. IDENTIFYING INFORMATION

License #:	AF700418970
Licensee Name:	Benjamin Biswas
Licensee Address:	3978 140th Ave HOLLAND, MI 49424
Licensee Telephone #:	(347) 922-1898
Licensee:	Benjamin Biswas
Administrator:	N/A
Name of Facility:	Mercy Care
Facility Address:	3978 140th Ave Holland, MI 49424
Facility Telephone #:	(347) 922-1898
Original Issuance Date:	03/17/2025
Capacity:	4
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED AGED TRAUMATICALLY BRAIN INJURED
Certified Program:	DEVELOPMENTALLY DISABLED

II. METHODS OF INSPECTION

Date of On-site Inspection(s): 08/28/2025- On-site was not completed because there were no residents in care during the six month duration of the temporary license.

Date of Bureau of Fire Services Inspection if applicable: Not applicable

Date of Health Authority Inspection if applicable: 03/04/2025

No. of staff interviewed and/or observed 0

No. of residents interviewed and/or observed 0

No. of others interviewed 1 Role: Licensee

- Medication pass / simulated pass observed? Yes ☐ No ☒ If no, explain.
No residents in the facility for the duration of the six month licensing period.
- Medication(s) and medication record(s) reviewed? Yes ☐ No ☒ If no, explain.
No residents in the facility for the duration of the six month licensing period.
- Resident funds and associated documents reviewed for at least one resident?
Yes ☐ No ☒ If no, explain. No residents in the facility for the duration of the six month licensing period.
- Meal preparation / service observed? Yes ☐ No ☒ If no, explain.
No residents in the facility for the duration of the six month licensing period.
- Fire drills reviewed? Yes ☐ No ☒ If no, explain.
No residents in the facility for the duration of the six month licensing period.
- Fire safety equipment and practices observed? Yes ☐ No ☒ If no, explain.
No residents in the facility for the duration of the six month licensing period.
- E-scores reviewed? (Special Certification Only) Yes ☐ No ☐ N/A ☒
If no, explain. No residents in the facility for the duration of the six month licensing period.
- Water temperatures checked? Yes ☐ No ☒ If no, explain.
No residents in the facility for the duration of the six month licensing period.
- Incident report follow-up? Yes ☐ No ☒ If no, explain.
No residents in the facility for the duration of the six month licensing period.
- Corrective action plan compliance verified? Yes ☐ CAP date/s and rule/s:
N/A ☒
- Number of excluded employees followed-up? N/A ☒
- Variances? Yes ☐ (please explain) No ☐ N/A ☒

III. DESCRIPTION OF FINDINGS & CONCLUSIONS

This facility was found to be in non-compliance with the following rules:

MCL 400.713 **License required; application; forms; investigation; on-site evaluation; issuance or renewal of license; disclosures; maximum number of persons; stating type of specialized program; issuance of license to specific person at specific location; transferability of license; sale of facility; notice; items of noncompliance; refusal by department to issue or renew license; conditions; unlicensed facility; violation as misdemeanor; penalty; receipt of completed application; issuance of license within certain time period; inspections; report; criminal history and records check; storage of fingerprints in automated fingerprint identification system database; convictions; "completed application" defined.**

(3) Before issuing or renewing a license, the department shall investigate the activities and standards of care of the applicant and shall make an on-site evaluation of the facility. On-site inspections conducted in response to the application may be conducted without prior notice to the applicant. On-site inspections conducted for renewing a license may be conducted within 12 months before the expiration date of the current license without impact on the license renewal date or the license fee. Subject to subsections (9), (10), and (11), the department shall issue or renew a license if satisfied as to all of the following:

(b) The applicant's compliance with this act and rules promulgated under this act.

The facility has not had residents for the six-month duration of the license therefore the quality of care cannot be assessed for renewal.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, issuance of a provisional license is recommended.

Jennifer Browning

— Jennifer Browning
Licensing Consultant

_____ 08/28/2025 _____
Date