



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

September 30, 2025

Eric Hiemstra  
Provision Living at St. Joseph  
3351 Niles Road  
St. Joseph, MI 49085

RE: License #: AH110405636  
Investigation #: 2025A0627005  
Provision Living at St. Joseph

Dear Eric Hiemstra:

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. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Sincerely,

A handwritten signature in black ink that reads "Rick Brummette".

Rick Brummette, Licensing Staff  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AH110405636
<b>Investigation #:</b>	2025A0627005
<b>Complaint Receipt Date:</b>	08/04/2025
<b>Investigation Initiation Date:</b>	08/07/2025
<b>Report Due Date:</b>	10/03/2025
<b>Licensee Name:</b>	AEG St Joseph Opco, LLC
<b>Licensee Address:</b>	Ste 385 1610 Des Peres Road St. Louis, MO 63131
<b>Licensee Telephone #:</b>	(314) 272-4980
<b>Administrator:</b>	Eric Hiemstra
<b>Licensee Designee:</b>	Eric Hiemstra
<b>Name of Facility:</b>	Provision Living at St. Joseph
<b>Facility Address:</b>	3351 Niles Road St. Joseph, MI 49085
<b>Facility Telephone #:</b>	(269) 247-5635
<b>Original Issuance Date:</b>	03/09/2022
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/01/2025
<b>Expiration Date:</b>	07/31/2026
<b>Capacity:</b>	60
<b>Program Type:</b>	AGED ALZHEIMERS

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
There are times when there are no medication technicians working.	No
The facility keeps medications from former residents in the medication box.	No
Staff are aggressive with residents.	No
Resident rooms are dirty.	Yes
Additional Findings	No

**III. METHODOLOGY**

08/04/2025	Special Investigation Intake 2025A0627005
08/04/2025	APS Referral
08/07/2025	Contact - Face to Face

**ALLEGATION:**

**There are times when there are no medication technicians working.**

**INVESTIGATION:**

On 08/04/2025, the licensing department received a complaint from APS (Adult Protective Services). The APS reporting source alleged there are times when there are no medication technicians working. There was no specific complainant identified to contact.

On 08/07/2025 I interviewed Eric Hiemstra, Executive Director (ED1) and SP2 at the facility. ED1 and SP2 both denied there being significant times when there are no medication technicians working. SP1 stated that the facility has a loyal staff and does not experience problems with staffing. ED1 reported when the facility does experience staff calling off, the facility has incentives to attract staff to come in and cover and on-call leadership staff who also help to cover short-staffed periods.

Review of the facility's staffing schedule showed appropriate staffing including an instance where a split shift had been covered by staff for a potentially short-staffed period.

<b>APPLICABLE RULE</b>	
<b>R 325.1931</b>	<b>Employees; general provisions.</b>
	<b>(5) The home shall have adequate and sufficient staff on duty at all times who are awake, fully dressed, and capable of providing for resident needs consistent with the resident service plans.</b>
<b>ANALYSIS:</b>	Interviews conducted and review of documentation note a lack of evidence to support this allegation.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**The facility keeps medications from former residents in the medication box.**

**INVESTIGATION:**

The APS reporting source alleged the facility keeps medications from former residents in the medication box.

During the 08/07/25 onsite visit, I interviewed the med techs and inspected their respective medication carts. There was no evidence of there being any medications present that were not being used for the facility's current patients.

On 08/07/25, I interviewed SP3 and SP4 at the facility. SP3 and SP4 reported that they do not hold any medications for a resident that no longer resides at the facility and that their medications are removed by SP2 promptly upon discharge.

<b>APPLICABLE RULE</b>	
<b>R 325.1932</b>	<b>Resident medications.</b>
	<b>(6) Prescription medication that is no longer required by a resident shall be properly disposed of after consultation with a licensed health care professional or a pharmacist.</b>

<b>ANALYSIS:</b>	Based on interviews and observation, there was no evidence of a violation related to former patient medication being stored in the facility medication carts.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Staff are aggressive with residents.**

**INVESTIGATION:**

The APS reporting source alleged staff are aggressive with residents.

ED1 reported that the facility has had difficult behaviors exhibited between two male residents, but it was a spontaneous and brief encounter in which there were no injuries and there was no need for staff to physically intervene. ED1 reported there have been no physical incidents between staff and residents.

I reviewed the facility's Incident Report log and noted most of the reports revolve around falls.

SP3 and SP4, both reported that they have no concerns about the quality of care that facility staff provide, deny witnessing staff being aggressive with residents, and find the work that they are doing enjoyable.

<b>APPLICABLE RULE</b>	
<b>R 325.1931</b>	<b>Employees; general provisions.</b>
	<b>(2) A home shall treat a resident with dignity and his or her personal needs, including protection and safety, shall be attended to consistent with the resident's service plan.</b>
<b>ANALYSIS:</b>	Based on interview and document review there was no evidence supporting the allegation that staff were being aggressive with residents.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Resident rooms are dirty.**

**INVESTIGATION:**

The APS reporting source alleged that resident rooms are dirty.

On 08/07/2025, an onsite inspection was completed. During the inspection with ED1 and SP2 of the Memory Care unit, it was noted in rooms F-MC, H-MC, and N-MC that there was visible dirt present on the floor and in the corners where there was furniture. Cobwebs were also visible behind furniture. Two public bathrooms on the memory care unit were inspected, which was again noted, visible dirt was built up in the corners and cobwebs behind the cabinets. The rest of the facility's care areas were clean. The findings were discussed with ED1 during an interview after the facility tour who stated that the facility would do whatever it took to comply with the rules.

<b>APPLICABLE RULE</b>	
<b>R 325.1979</b>	<b>General maintenance and storage.</b>
	<b>(1) The building, equipment, and furniture shall be kept clean and in good repair.</b>
<b>ANALYSIS:</b>	Based on observation, the allegation that resident rooms are dirty was substantiated.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION:**

Upon receipt of an acceptable corrective action plan, I recommend no change in the status of the license.



08/29/2025

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Rick Brummette  
Licensing Staff

Date

Approved By:



09/30/2025

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

Date