



STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

GRETCHEN WHITMER  
GOVERNOR

MARLON I. BROWN, DPA  
DIRECTOR

January 29, 2026

Kimberly Wozniak  
Byron Center Care Operations, LLC  
1435 Coit Ave NE  
Grand Rapids, MI 49505

RE: License #: AL410418569  
Investigation #: 2026A0357006  
Byron Manor #2

Dear Kimberly Wozniak:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Arlene B. Smith".

Arlene B. Smith, MSW, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 916-4213

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL410418569
<b>Investigation #:</b>	2026A0357006
<b>Complaint Receipt Date:</b>	11/19/2025
<b>Investigation Initiation Date:</b>	11/19/2025
<b>Report Due Date:</b>	01/18/2026
<b>Licensee Name:</b>	Byron Center Care Operations, LLC
<b>Licensee Address:</b>	1435 Coit Ave NE Grand Rapids, MI 49505
<b>Licensee Telephone #:</b>	(616) 878-3300
<b>Administrator:</b>	Bryan Cramer
<b>Licensee Designee:</b>	Kimberly Wozniak
<b>Name of Facility:</b>	Byron Manor #2
<b>Facility Address:</b>	Suite 2 2115 84th Street SW Byron Center, MI 49315
<b>Facility Telephone #:</b>	(616) 878-3300
<b>Original Issuance Date:</b>	09/19/2024
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/18/2025
<b>Expiration Date:</b>	03/17/2027
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

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**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Facility does not have hot water in the building.	No

**III. METHODOLOGY**

11/19/2025	Special Investigation Intake 2026A0357006 I did not make a referral to DHHS because no resident was abused, neglected or exploited.
11/19/2025	Special Investigation Initiated - Telephone To Administrator to discuss the complaint. He reported it was fixed immediately.
01/23/2026	Inspection Completed On-site Unannounced inspection.
01/23/2026	Contact - Face to Face I met with Bryan Cramer, Administrator.
01/23/2026	Contact - Telephone call made I conducted a telephone interview while I was at the facility with the Head of Maintenance, Mr. Gale Billow.
01/27/2026	APS Referral Referral made to Kent County APS.
01/27/2026	Contact - Telephone call made Call to Bryan Cramer.
01/27/2026	Contact - Document Received. Mr. Cramer emailed me the temperature log for the water each month in 2025, which I reviewed.
01/27/2026	Contact - Telephone call made Bryan Cramer AD, did a video while taking the water temperature in resident room 118 so I could view it.
01/27/2026	Contact - Telephone call made Conducted telephone interview with Resident A and Resident B,.
01/27/2026	Contact - Telephone call made

	Direct Care Staff, Dunia Diaz, who worked on 3 <sup>rd</sup> shift on 11/19/2025.
01/28/2026	Exit Conference Telephone exit conference with the Licensee Designee, Kimberly Wozniak.

**ALLEGATION:** Facility does not have hot water in the building.

**INVESTIGATION:** On 11/19/2025, I received a complaint that Byron Manor # 2 did not have hot water in the building. The complaint was anonymous.

On 11/19/2025, I telephoned the Administrator (AD), Bryan Cramer. Bryan Cramer stated that he had been informed that the facility did not have hot water. AD Cramer stated the Head of Maintenance, Mr. Gale Billow, had been notified and he was able to fix the problem himself.

On 01/23/2026 I made an unannounced inspection of the facility. I checked the water in the medication room, and it was hot. I met AD Cramer, and he explained that Mr. Billow was not at the facility at this time, so Mr. Cramer telephoned him. I spoke with Mr. Billow by telephone, and he stated an unknown member of the staff had telephoned him to tell him about the lack of hot water. Mr. Billow thought it was about 7:30 AM. Mr. Billow stated he came to the facility immediately and he figured out the mixing valve was not working properly. Mr. Billow continued to explain, last year they had to replace the boiler, and the mixing valve was replaced then. Mr. Billow stated that he was able to fix it himself and he had it fixed by 9:30AM. Mr. Billow stated later he took the temperature of the water and it was 118 degrees. Mr. Billow said he takes the water temperature regularly and keeps a log of the temperatures. Mr. Billow confirmed the water temperatures have remained consistent since the incident.

Mr. Cramer stated that if anyone requested a shower in that time frame they could have used a shower on the independent side or the other licensed facility which is right next door.

On 01/27/2026, Bryan. Cramer, the administrator, sent me the log of the water temperatures that Mr. Billow had completed. Bryan Cramer took the temperatures each month in different residents' rooms for the year 2025. They were recorded with the lowest temperature being 108 degrees Fahrenheit and the highest was 120 degrees Fahrenheit.

On 01/27/2026, Bryan Cramer went to a resident room that I had selected, room 118, and he videotaped the thermometer with the water running and the temperature registered at 110.9 degrees.

On 01/27/2026, I telephoned Resident A and asked her about not having hot water. Resident A had no knowledge of the facility not having hot water on 11/19/2025. Resident A denied missing any showers. On the same date I spoke by telephone with Resident B who also was unaware of not having hot water on 11/19/2025. Resident B denied missing a shower.

On 01/27/2026, I conducted a telephone interview with Direct Care Staff, Dunia Diaz, who confirmed that she worked the 3<sup>rd</sup> shift on 11/19/2025. Staff Diaz does not remember who found that the water was not hot. Staff Diaz reported no residents were scheduled for showers on 3<sup>rd</sup> shift, therefore, no residents missed any of their showers due to not having hot water.

On 01/28/2026, I conducted an exit conference with the Licensee Designee, Kimberly Wozniak. We discussed the findings of this investigation. Kimberly Wozniak agreed with the findings.

<b>APPLICABLE RULE</b>	
<b>R 400.645</b>	<b>Environmental health.</b>
	<b>(3) A licensee shall provide hot and cold running water under pressure. A licensee shall maintain the hot water temperature for a resident's use at a range of 105 degrees Fahrenheit to 120 degrees Fahrenheit at the fixture.</b>
<b>ANALYSIS:</b>	<p>The allegation was that this facility does not have hot water in the building.</p> <p>An unknown member of the staff telephoned Mr. Billow, Head of Maintenance. Mr. Billow immediately came to the facility and within two hours had the mixing valve fixed and the water returned to 118 degrees.</p> <p>Resident A and Resident B both denied they had missed any showers.</p> <p>Direct Care Staff, Dunia Diaz 3<sup>rd</sup> shift staff on 01/19/2025, denied that there were no residents scheduled for a shower on 3<sup>rd</sup> shift and therefore no resident missed their shower when there was not hot water.</p> <p>Mr. Billow, the Head of Maintenance, had taken the water temperatures in resident rooms for each month for the year of</p>

	<p>2025. The temperature ranged from 108 degrees to 120 degrees Fahrenheit.</p> <p>On 01/27/2026, Mr. Cramer filmed a video showing a water temperature in resident room, 118, and I could see it registered at 110.9 degrees.</p> <p>During this investigation I found the hot water only to be off for about 2 hours and once fixed the water temperature returned to 118 degrees. Therefore, there is not a violation established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend the complaint be closed and the status of this license remains unchanged.

*Arlene B. Smith*

01/28/2026

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Arlene B. Smith  
Licensing Consultant

Date

Approved By:

*Mary Holton*

01/29/2026

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Mary E. Holton  
Area Manager

Date