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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 4, 2019

Rhonda Hendrickson
Provision Living at Forest Hills
730 Forest Hill Avenue
Grand Rapids, MI 49546

RE: Application #: AH410381380
Provision Living at Forest Hills
730 Forest Hill Avenue
Grand Rapids, MI 49546

Dear Ms. Hendrickson:

Attached is the Original Licensing Study Report for the above referenced facility. The study has determined substantial compliance with applicable licensing statutes and administrative rules. Therefore, a temporary license with a maximum capacity of 116 is issued.

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) 356-0101.

Sincerely,

A handwritten signature in blue ink that reads "Lauren Wohlfert".

Lauren Wohlfert, Licensing Staff
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 260-7781

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH410381380
Applicant Name:	PVL at Grand Rapids, LLC
Applicant Address:	Suite 310 1630 Des Peres Road St. Louis, MO 63131
Applicant Telephone #:	(314) 909-9797
Authorized Representative:	Rhonda Hendrickson
Administrator:	Eric Kirby
Name of Facility:	Provision Living at Forest Hills
Facility Address:	730 Forest Hill Avenue Grand Rapids, MI 49546
Facility Telephone #:	(616) 258-2250
Application Date:	02/05/2016
Capacity:	116
Program Type:	AGED ALZHEIMERS

II. METHODOLOGY

02/05/2016	Enrollment
02/09/2016	Application Incomplete Letter Sent Corporation Paperwork for MI
02/25/2016	Contact - Document Received Valid Corporation Paperwork
03/01/2016	File Transferred To Field Office Lansing
03/17/2016	Application Incomplete Letter Sent
03/24/2016	Contact - Document Received packet returned address not valid, resent with line item 7 to st louis licensee address.
10/18/2018	Contact - Document Received Email received from AR Rhonda Hendrickson containing policies and procedures, AL and MC program statements, residents rights and responsibilities, admission contract/resident lease agreement and employee training information
04/04/2019	Contact - Document Received Management agreement received from AR Rhonda Hendrickson
05/31/2019	Occupancy Approval (AH ONLY) Occupancy approval received from HFES engineer Andrea Humphrey HFES project number 20170203
06/04/2019	Inspection Completed On-site
06/04/2019	Inspection Completed-BCAL Full Compliance
06/04/2019	Recommend license issuance

III. DESCRIPTION OF FINDINGS & CONCLUSIONS

A. Physical Description of Facility

Provisions Living at Forest Hills is a two story, 116 bed home for the aged that offers assisted living and memory care services.

Upon entering the facility, visitors and guests are greeted by the concierge desk that is staffed Monday through Sunday from 8:00 am until 8:00 pm. The main entrance is

always secured and can be opened by the use of a key fob that staff and residents carry. After concierge hours, visitors must utilize the telephone located in the main entrance vestibule to notify staff to gain entrance.

The first floor of the facility contains multiple seating and living room areas, a bistro area, a welcome center, a wellness center, the main dining room, a commercial kitchen, and several offices and work spaces. Meals are prepared on-site in the commercial kitchen which has been licensed by the Kent County Health Department. The meals are prepared in the commercial kitchen and will be transported in warming carts to the secured memory care unit.

The first floor of the facility consists of a secured memory care unit and general assisted living apartments. The secured memory care unit consists of 30 studio style resident apartments and is secured with a key fob system to enter. There is a telephone located outside of the memory care unit door for visitors to use to gain entry. The memory care studio apartments are outfitted with a bathroom that has a sink, toilet, cabinetry, and walk in shower with grab bars. The memory care unit also has a dining room with a kitchenette, a creative gallery where residents can participate in activities, and a med room.

The two corridors of the general assisted living areas on the first floor have 12 one bedroom apartments and five two bedroom apartments. Double occupancy is offered in the five two bedroom apartments.

The second floor of the facility consists of a beauty salon, a fitness center, a theater room, multiple seating and living room areas, and general assisted living resident apartments. There are 31 studio style, 22 one bedroom, and five two bedroom general assisted living resident apartments on the second floor. Double occupancy is offered in the five two bedroom apartments on the second floor.

All general assisted living apartments in the facility are outfitted with a refrigerator and freezer, a sink, and cabinet and counter space. All of the bathrooms in the general assisted living apartments contain a sink, toilet, and walk in shower with grab bars.

All resident apartments in the facility contain individually controlled thermostats. Every resident apartment in the facility is outfitted with a call system that summons staff for assistance and have pull cords located in each bedroom and bathroom. This call system alerts staff iPhones of the exact location the resident is summoning for assistance from. Additionally, residents can chose to wear pendants to summon staff for assistance.

As an added security measure, each resident apartment is equipped with *Foresite Eldercare*. *Foresite Eldercare* is a heat and motion detection system that provides notification to staff iPhones if a resident has fallen in their apartment.

The facility has an emergency generator that is compliant with MCL 333.21335. Essential services are maintained during power outages such as heating and cooling, kitchen equipment, elevators, and the fire detection system.

The facility is outfitted with approved fire suppression systems throughout the building. On 5/7/19, the Bureau of Fire Services granted an acceptable fire safety certification. Health Facilities Engineering Section granted occupancy approval effective 5/31/19.

PVL at Forest Hills, LLC is the licensee of Provision Living at Forest Hills. PVL at Forest Hills, LLC has entered into a management agreement with Provision Living, LLC effective 7/25/17. A review of the Department of Licensing and Regulatory Affairs *Corporations Online Filing System* revealed PVL at Forest Hills, LLC is a Foreign Limited Liability Company with a Michigan qualification date of 2/12/16.

B. Program Description

Provision Living at Forest Hills offers room, board, and supervised personal care services to a total capacity of 116 individuals 55 years of age or older. The facility allows residents to choose their own primary health physician, specialist, licensed health care agency and/or hospice provider. The facility allows residents to choose their own personal pharmacy, Veteran Affairs if eligible, and/or the facility's contracted pharmacy, PCA. Resident needs are assessed and an initial service plan is written prior to admission to the facility.

Staff training includes assistance in personal care, medication administration, the facility's disaster plans, resident rights, behavior management and all services identified in the resident's service plans.

Spectrum Health hospital, along with pharmacies, banking, retail, and restaurants are located within ten minutes driving distance of the facility.

C. Rule/Statutory Violations

The facility is in substantial compliance with home for the aged public health code and administrative rules

IV. RECOMMENDATION

I recommend issuance of a temporary license to this home for the aged that will allow it to operate for a period of six months with a licensed bed capacity of 116.

Lauren Wohlfert

6/4/19

Lauren Wohlfert
Licensing Staff

Date

Approved By:

Russell Misiak

6/4/19

Russell B. Misiak
Area Manager

Date