



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 10, 2021

Rhonda Hendrickson
University Living
One Town Center Rd, Suite 310
Boca Raton, FL 33486

RE: License #: AH810401699
Investigation #: 2021A1019046

Dear Ms. Hendrickson:

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. Failure to submit an acceptable corrective action plan will result in disciplinary action. 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 authorized representative and a date.

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 (248) 975-5053

Sincerely,

A handwritten signature in blue ink, appearing to read "Elizabeth Gregory-Weil".

Elizabeth Gregory-Weil, Licensing Staff
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(810) 347-5503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH810401699
Investigation #:	2021A1019046
Complaint Receipt Date:	08/04/2021
Investigation Initiation Date:	08/04/2021
Report Due Date:	10/03/2021
Licensee Name:	Ann Arbor Senior Housing OPCO, LLC
Licensee Address:	Ste 310 One Town Center Rd Boca Raton, FL 33486
Administrator:	Josie Gentry
Authorized Representative:	Rhonda Hendrickson
Name of Facility:	University Living
Facility Address:	2865 S. Main Street Ann Arbor, MI 48103
Facility Telephone #:	(734) 665-2819
Original Issuance Date:	05/26/2021
License Status:	TEMPORARY
Effective Date:	05/26/2021
Expiration Date:	11/25/2021
Capacity:	90
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Unsanitary kitchen practices	Yes
Additional Findings	Yes

III. METHODOLOGY

08/04/2021	Special Investigation Intake 2021A1019046
08/04/2021	Special Investigation Initiated - On Site
08/04/2021	Inspection Completed On-site
08/04/2021	Inspection Completed-BCAL Sub. Compliance
08/10/2021	Exit Conference

ALLEGATION:

Unsanitary kitchen practices

INVESTIGATION:

On 8/4/21, the department received an anonymous complaint that read "Someone needs to go and do a surprise inspection at University Living assisted living facility in the kitchen that they serve elderly residents from. Someone recently got sick from suspected food poisoning. Kitchen is in deplorable condition and extremely unsanitary."

On 8/4/21, I conducted an onsite inspection. I interviewed administrator Josie Gentry at the facility. Ms. Gentry stated that she is unaware of anyone (resident or employee) having food poisoning and denied that anyone has reported food poisoning like symptoms recently. Ms. Gentry reported that there has been some recent turnover with kitchen and dietary staff and that the facility is actively hiring to fill any vacancies.

While onsite, I inspected the commercial kitchen in the presence of dining manager Cari Chavez. The following observations were made: moldy produce, raw chicken, raw bacon, pepperoni, frozen vegetables and an unidentified meat were all improperly sealed and contained no label or date, pea salad containing no date, dry goods without a date and lack of dish sanitizing procedures. Ms. Chavez stated that she was unaware of anyone getting sick from food prepared and served out of the facility kitchen. Ms. Chavez stated that dietary staff check the food temperatures prior to serving to the residents but stated that those temperatures are not recorded. Ms. Chavez stated that the facility dish washing machine uses chemicals to sanitize the dishes, however stated that staff do not check the levels of the chemicals to ensure they are properly sanitized. I observed that the facility had a “daily dish machine sanitizing checklist”, but it had not been filled out since 5/16/21. Ms. Chavez showed me that the facility had chemical test strips to check the chemical levels, but the strips had expired on 10/1/20 and Ms. Chavez admitted that she was unfamiliar with the kind of test strips that the facility had and was not using them.

Ms. Chavez stated that the facility recently had an unfavorable inspection from the Washtenaw County Health Department and provided a copy of their report. The inspection occurred on 7/22/21. The violations included but were not limited to the following: the chlorine solution levels were below required concentration to sanitize dishes, lack of proper dating of food, employee beverages observed in areas where cross contamination can occur and soiled contact surfaces with a mold- like substance. The health department inspection report contained eleven total violations, with seven being repeat violations.

APPLICABLE RULE	
R 325.1976	Kitchen and dietary.
	(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.
ANALYSIS:	I was unable to confirm any food poisoning cases, however I observed unsanitary practices occurring in the kitchen such as moldy food items in the fridge, perishable food items not properly sealed or labeled and staff not ensuring that dishware and utensils are adequately sanitized. Based on this information, the allegation is substantiated.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

Ms. Gentry confirmed that the menu for the current day is posted in the dining room for residents to view and the menu for the week is posted in an employee area that residents do not access.

Menus provided by Ms. Gentry and Ms. Chavez showed changes made with several substitutions handwritten on them. When comparing the menus provided to me by Ms. Gentry and Ms. Chavez with the menus that were posted, I observed that the handwritten changes were not included on the posted versions.

APPLICABLE RULE	
R 325.1953	Menus.
	(1) A home shall prepare and post the menu for regular and therapeutic or special diets for the current week. Changes shall be written on the planned menu to show the menu as actually served.
ANALYSIS:	Daily menus instead of weekly menus were posted for the residents and posted menus were not always updated to reflect substitutions that were made.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION:

When asked for a copy of their meal census, the documentation that Ms. Gentry and Ms. Chavez provided only identified if a resident was present in the dining room, received a meal tray or if the meal was refused. The documentation provided did not contain the kind and amount of food used.

APPLICABLE RULE	
R 325.1954	Meal and food records.
	The home shall maintain a record of the meal census, to include residents, personnel, and visitors, and a record of the kind and amount of food used for the preceding 3-month period.

ANALYSIS:	The facility's meal census did not contain the information as outlined in this rule.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION:

Kitchen and dietary staff were unable to demonstrate that the dish machine was sanitizing the dishes. The chemical test strips that the facility had were expired and Ms. Chavez could not indicate what the chemical concentration levels should be to ensure proper sanitizing. I observed that the dish sanitizing checklist that should be logged by staff daily was last completed on 5/16/21.

APPLICABLE RULE	
R 325.1976	Kitchen and dietary.
	(13) A multi-use utensil used in food storage, preparation, transport, or serving shall be thoroughly cleaned and sanitized after each use and shall be handled and stored in a manner which will protect it from contamination.
ANALYSIS:	Staff were not ensuring that dishes were properly sanitized, as test strips were not being used and documentation was not being completed per the facility's protocol.
CONCLUSION:	VIOLATION ESTABLISHED

On 8/10/21, I shared the findings of this report with authorized representative Rhonda Hendrickson.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.

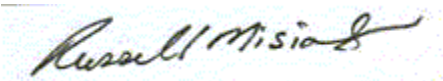


8/9/21

Elizabeth Gregory-Weil
Licensing Staff

Date

Approved By:



8/9/21

Russell B. Misiak
Area Manager

Date