



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

September 8, 2021

Ime & Raphael Etuk
908 College Ave. NE
Grand Rapids, MI 49503

RE: License #: AS410398069
Investigation #: 2021A0467015
Victory Palace V

Dear Ime & Raphael Etuk:

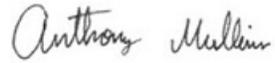
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 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.

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) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410398069
Investigation #:	2021A0467015
Complaint Receipt Date:	09/01/2021
Investigation Initiation Date:	09/01/2021
Report Due Date:	10/31/2021
Licensee Name:	Ime & Raphael Etuk
Licensee Address:	908 College Ave. NE, Grand Rapids, MI 49503
Licensee Telephone #:	(616) 432-9493
Administrator:	N/A
Licensee Designee:	Ime & Raphael Etuk
Name of Facility:	Victory Palace V
Facility Address:	904 College Ave. NE, Grand Rapids, MI 49503
Facility Telephone #:	(616) 881-3843
Original Issuance Date:	03/19/2019
License Status:	REGULAR
Effective Date:	09/19/2019
Expiration Date:	09/18/2021
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED, AGED, MENTALLY ILL, TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
On 9/1/21, there were no staff members present in the home with residents.	Yes

III. METHODOLOGY

09/01/2021	Special Investigation Intake 2021A0467015
09/01/2021	Special Investigation Initiated - On Site
09/07/2021	Exit Conference Completed with the owner/designee, Ime Etuk.

ALLEGATION: On 9/1/21, there were no staff members present in the home with residents.

INVESTIGATION: On 9/1/21, I was investigating staffing concerns at another home across the street owned by Mr. and Mrs. Etuk. Due to the information relayed in that investigation, I asked Mrs. Etuk what staff members are working at Victory Palace (908 College Ave NE) and Victory Palace V (904 College Ave NE) today. Mrs. Etuk stated that her husband is working at Victory Palace and there was one resident at Victory Palace V but she had him go to Victory Palace to watch TV. Mrs. Etuk again confirmed that there were no residents in Victory Palace V. Mrs. Etuk's assisted me across the street to both Victory Palace and Victory Palace V. Mrs. Etuk's husband was in fact working at Victory Palace. However, upon entry into Victory Palace III, there were five residents in the home with no staff members present. Mrs. Etuk stated that she told the residents to go to Victory Palace (908 College Ave NE) but they didn't listen to her. I then explained to Mrs. Etuk that the residents have the right to stay at their home, regardless of where she wants them to go. Mrs. Etuk insisted that she didn't lie to me and that not having a staff member present in the home was not a rule violation. I explained to Mrs. Etuk that she would be cited for the lack of staffing and concluded the interview.

On 9/7/21, I completed an exit conference with the owner and designee, Ime Etuk. I informed Mrs. Etuk of the investigative findings and she agreed to complete a corrective action plan.

APPLICABLE RULE	
R 400.14206	Staffing requirements.
	(1) The ratio of direct care staff to residents shall be adequate as determined by the department, to carry out the

	responsibilities defined in the act and in these rules and shall not be less than 1 direct care staff to 12 residents and children who are under the age of 12 years.
ANALYSIS:	On 9/1/21, I observed five residents in the home without staff being present after Mrs. Etuk informed me there were no residents present in the home.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable correction action plan, I recommend the status of the license remain unchanged.

Anthony Mullins

09/08/2021

 Anthony Mullins
 Licensing Consultant

 Date

Approved By:

Jerry Hendrick

09/08/2021

 Jerry Hendrick
 Area Manager

 Date