



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 11, 2022

Sara Dickendesher
Springvale Assisted Living
4276 Kroger Street
Swartz Creek, MI 48473

RE: License #: AH250382043
Investigation #: 2022A1010028
Springvale Assisted Living

Dear Ms. Dickendesher:

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 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 (616) 356-0183.

Sincerely,

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
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AH250382043
Investigation #:	2022A1010028
Complaint Receipt Date:	02/28/2022
Investigation Initiation Date:	03/01/2022
Report Due Date:	04/30/2022
Licensee Name:	Springvale Assisted Living, LLC
Licensee Address:	3196 Kraft Se, Suite 200 Grand Rapids, MI 49512
Licensee Telephone #:	(616) 464-1564
Authorized Representative/ Administrator:	Sara Dickendesher
Name of Facility:	Springvale Assisted Living
Facility Address:	4276 Kroger Street Swartz Creek, MI 48473
Facility Telephone #:	(810) 230-6644
Original Issuance Date:	08/15/2017
License Status:	REGULAR
Effective Date:	02/15/2022
Expiration Date:	02/14/2023
Capacity:	73
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Expired mayonnaise was used by kitchen staff to make chicken salad sandwiches that were served on 2/25/22. Several residents got sick as a result.	Yes

III. METHODOLOGY

02/28/2022	Special Investigation Intake 2022A1010028
03/01/2022	APS Referral APS referral emailed to Centralized Intake
03/01/2022	Special Investigation Initiated - Letter APS referral emailed to Centralized Intake
03/08/2022	Contact - Telephone call made Interviewed complainant by telephone
03/08/2022	Inspection Completed On-site

ALLEGATION:

Expired mayonnaise was used by kitchen staff to make chicken salad sandwiches that were served on 2/25/22. Several residents got sick as a result.

INVESTIGATION:

On 2/28/22, the Bureau received the allegations from the online complaint system. The complaint read, "Residents were served chicken salad sandwiches on Friday (2/25) and most of them hot sick Friday night around 11:00pm. It was found they got food poisoning from the mayonnaise used in the sandwiches. The mayo was thrown away. Residents were sick all day Saturday and quite a few were still sick on Sunday."

On 3/1/22, I emailed an Adult Protective Services (APS) referral to Centralized Intake.

On 3/8/22, I interviewed the complainant by telephone. The complainant reported the facility called him regarding Resident A getting sick on 2/25/22. The complainant

stated Resident vomited and had diarrhea. The complainant said when staff at the facility called again, they stated Resident A got sick from expired mayonnaise that was used to make chicken salad sandwiches. The complainant reported several ate the chicken salad sandwiches and got sick. The complainant stated after staff initially thought residents got sick from eating expired mayonnaise, now it is believed the residents got the flu rather than food poisoning. The complainant said Resident A was sick for approximately two days.

On 3/8/22, I interviewed care coordinator Jordan Howe at the facility. Ms. Howe said there was speculation amongst kitchen staff that the mayonnaise used to make the chicken salad sandwiches that were served on 2/25/22 was expired. Ms. Howe reported that to her knowledge it was not confirmed whether the mayonnaise was expired. Ms. Howe said she did not observe the jar of mayonnaise that was used. Ms. Howe stated some staff told residents the mayonnaise was expired, and rumors began to circulate amongst residents and staff that residents got sick because of food poisoning from the mayonnaise.

Ms. Howe stated it could not be confirmed that the residents who got sick got food poisoning from the chicken salad sandwiches. Ms. Howe reported residents began experiencing flu like symptoms, such as vomiting and diarrhea, several days before the chicken salad sandwiches were served to residents on 2/25/22. Ms. Howe reported she also began to vomit and had diarrhea starting on 2/26/22. Ms. Howe stated her symptoms were not caused by consuming food at the facility because she has never eaten anything from the kitchen at the facility.

Ms. Howe reported she began tracking residents who began to experience flu like symptoms, such as nausea, diarrhea, and vomiting, when they started on 2/12/22. Ms. Howe provided me with a copy of the document she initiated for my review. The document read the first resident experienced nausea and vomiting on 2/12/22. One resident experienced nausea, "achiness," and had a headache on 2/17/22. One resident experienced "tiredness" and diarrhea on 2/20/22. One resident experienced nausea and vomiting on 2/21/22. Five residents experienced vomiting and diarrhea on 2/26/22. Eight residents experienced nausea and diarrhea on 2/26/22. One resident experienced diarrhea on 3/6/22.

Ms. Howe stated she and the residents who experienced symptoms were better within 48 hours. Ms. Howe reported staff contacted the resident physicians and responsible persons after they began to experience symptoms. Ms. Howe said staff were advised to ensure the residents were hydrated and monitor if symptoms worsened.

On 3/8/22, I interviewed care coordinator Shannon Sagamang at the facility. Ms. Sagamang's statements regarding residents and their symptoms were consistent with Ms. Howe. Ms. Sagamang stated it could not be confirmed whether residents experienced the flu or got sick from the chicken salad sandwiches that were served on 2/25/22.

On 3/8/22, I interviewed kitchen manager Nate Johnson at the facility. Mr. Johnson reported he received a telephone call from kitchen staff after the chicken salad sandwiched were served. Mr. Johnson said he was informed it was suspected the mayonnaise used to make the chicken salad was expired. Mr. Johnson stated he did not observe the jar of mayonnaise to confirm the expiration date. Mr. Johnson reported staff were trained to write when condiments are opened on the jar and to check the expiration date on the item before using it to prepare meals. Mr. Johnson explained he also audits items in the walk-in refrigerator to ensure they are not expired.

On 3/8/22, I interviewed kitchen staff person April Bolin at the facility. Ms. Bolin reported she worked when the chicken salad sandwiches were prepared and served to residents on 2/25/22. Ms. Bolin said she heard from care staff that they thought residents were getting sick from the chicken salad, so she looked at the jar of mayonnaise that was used to make it. Ms. Bolin reported she observed the mayonnaise was expired by approximately a month. Ms. Bolin stated she then threw the expired jar of mayonnaise away.

On 3/8/22, I inspected the walk-in refrigerator in the kitchen. I observed opened and expired jars of salsa, barbeque sauce, and teriyaki sauce. There was also a container of French toast batter that was not dated or labeled.

On 3/8/22, I interviewed Resident A at the facility. Resident A stated she did consume a chicken salad sandwich and experience vomiting and diarrhea later that night. Resident A reported she heard she and other residents got sick because the mayonnaise in the chicken salad was expired. Resident A said she later was informed by staff she may have had the flu rather than food poisoning.

On 3/8/22, I interviewed Resident B at the facility. Resident B reported he did not eat the chicken salad that was served on 2/25/22, however he began to experience diarrhea a few days before 2/25/22.

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:	The interview with Ms. Bolin, along with my inspection of the walk-in refrigerator in the kitchen revealed there were expired condiments being used to prepare resident meals. Although it cannot be determined whether expired mayonnaise used to make chicken salad sandwiches caused residents to become ill on 2/25/22, it was discovered there were expired items used by kitchen staff to prepare meals.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



03/11/2022

Lauren Wohlfert
Licensing Staff

Date

Approved By:



03/11/2022

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

Date