



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 18, 2022

Deedre Vriesman
Resthaven Maple Woods
49 E 32nd St.
Holland, MI 49423

RE: License #: AH700236875
Investigation #: 2022A1010033
Resthaven Maple Woods

Dear Ms. Vriesman:

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.

If you desire technical assistance in addressing these issues, please feel free to 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 (517) 241-1970.

Sincerely,

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

Lauren Wohlfert, Licensing Staff
Bureau of Community and Health Systems
350 Ottawa N.W. Unit 13 7th Floor
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 #:	AH700236875
Investigation #:	2022A1010033
Complaint Receipt Date:	04/07/2022
Investigation Initiation Date:	04/08/2022
Report Due Date:	06/07/2022
Licensee Name:	Resthaven
Licensee Address:	948 Washington Ave. Holland, MI 49423
Licensee Telephone #:	(616) 796-3500
Administrator:	Tiffany Ziemba
Authorized Representative:	Deedre Vriesman
Name of Facility:	Resthaven Maple Woods
Facility Address:	49 E 32nd St. Holland, MI 49423
Facility Telephone #:	(616) 796-3700
Original Issuance Date:	06/01/1999
License Status:	REGULAR
Effective Date:	07/31/2021
Expiration Date:	07/30/2022
Capacity:	101
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The kitchen is unsanitary.	Yes

III. METHODOLOGY

04/07/2022	Special Investigation Intake 2022A1010033
04/08/2022	Special Investigation Initiated - Letter APS referral emailed to Centralized Intake
04/08/2022	APS Referral APS referral emailed to Centralized Intake
04/12/2022	Contact - Telephone call made Message left for the complainant, a call back was requested
04/12/2022	Inspection Completed On-site
04/12/2022	Contact - Document Received Kitchen staff training documents received
05/18/2022	Exit Conference Telephone messages left for licensee authorized representative Deedre Vriesman

ALLEGATION:

The kitchen is unsanitary.

INVESTIGATION:

On 4/7/22, The Bureau received the complaint form the online system. The complaint read, "Unsanitary conditions (example: dirty kitchen)." There was no additional information regarding the conditions in the facility's kitchen.

On 4/8/22, I emailed an Adult Protective Services (APS) referral to Centralized Intake.

On 4/12/22, I left a voicemail for the complainant and requested a telephone call back. To date, I have not received a telephone call back.

On 4/12/22, I interviewed administration Tiffany Ziemba at the facility. Ms. Ziemba reported she did receive some concerns regarding the facility's kitchen from kitchen Staff Person 1 on or about 4/4/22. Ms. Ziemba stated Staff Person 1 informed her there were cracked eggs in the walk-in refrigerator, silverware was not washed properly because the bin that went in the dish washer was "crowded," cook tops were dirty, and a block of cheese was still in the refrigerator after being a day past its labeled expiration date. Ms. Ziemba reported kitchen Staff Person 1 did not remove and dispose of the cheese that was one day over its expiration date.

Ms. Ziemba said after Staff Person 1 brought these concerns to her, they did a walk through of the kitchen together. Ms. Ziemba reported she did observe cracked eggs in the refrigerator; however the eggs were properly stored in their carton on a bottom shelf so they did not leak on any other food items. Ms. Ziemba stated she did not observe any other concerns and to her knowledge kitchen staff ensure the kitchen was in compliance with licensing rules and regulations.

Ms. Ziemba reported kitchen Staff Person 1 was terminated on 4/6/22 for being verbally aggressive towards kitchen supervisor Brandy Allen-Smith.

Ms. Ziemba provided me with kitchen staff person Michelle McKee's *Kitchen Onboarding Checklist* document for my review. The document read Ms. McKee was trained on "Labeling and Dating all product, Covering product in coolers, Sanitizer bucket and test strips, Proper food storage [off of floor, eggs on bottom shelf...], Handwashing When? Where? How?, Hairnets and general grooming policies, Storage of chemicals."

On 4/12/22, I interviewed kitchen manager Ryan Boersma at the facility. Mr. Boersma reported the evening cooks check expiration dates of all foods during their shift. Mr. Boersma stated another audit of the food expiration dates is completed by cooks on every Monday. Mr. Boersma reported kitchen staff have tasks to complete daily. These tasks include cleaning, removing trash, doing dishes, sweeping, and mopping floors.

Mr. Boersma provided me with copies of kitchen staff's daily tasks for my review. The *AM Dish* document read kitchen staff, "wash out trash cans, delime the dishwashers on Wednesday, roll up mats and put through dishwasher, sweep and mop floor in dish pit, drain and turn off dishwasher, wash counters and sink by dishwasher, wash all 3 sinks out." The *D7* document read, "Monday scrub dishwasher. Get all hard water build up off. Tuesday wash the shelf by the fan. Clean the fan and cord. Wednesday wash all 3 trash cans inside and out. Thursday scrub the 3 compartment sink including the wall and counters. Friday scrub the floor in dish put. Be sure to get under everything. Saturday wash and organize the cupboard under the silverware. Sunday wash and organize shelf that soap is kept on."

Mr. Boersma stated newly hired kitchen staff “shadow” experienced kitchen staff during their training. Mr. Boersma reported a training checklist is completed during this process.

On 4/12/22, I completed an inspection in the kitchen during preparation for the lunch time meal. I observed an uncovered tray of desserts in the walk-in refrigerator. I did not observe unsanitary conditions. Cook tops, the ice machine, and beverage machines all appeared to be clean. Items in the walk-in refrigerator, freezer, and reach ins were properly labelled.

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 inspection of the kitchen revealed there was a tray of uncovered desserts in the walk-in refrigerator. Mr. Boersma reported staff were trained to cover all items that are placed in the walk-in and reach in refrigerator, as well as the freezers. There were no concerns regarding unsanitary conditions in the kitchen.
CONCLUSION:	VIOLATION ESTABLISHED

I left messages for the licensee authorized representative Deedre Vriesman on 5/3/22 and 5/18/22 regarding the findings of this investigation.

IV. RECOMMENDATION

I recommend the status of the license remain unchanged.

Lauren Wohlfert

04/15/2022

Lauren Wohlfert
Licensing Staff

Date

Approved By:

Andrea Moore

05/02/2022

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

Date