



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

September 16, 2022

Manda Ayoub
Pomeroy Living Sterling Assisted
2200 15 Mile Road
Sterling Heights, MI 48310

RE: License #: AH500317073
Investigation #: 2022A0585053
Pomeroy Living Sterling Assisted

Dear Ms. Ayoub:

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 responsible party 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 (517) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Brender Howard".

Brender Howard, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street, P.O. Box 30664
Lansing, MI 48909
(313) 268-1788

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH500317073
Investigation #:	2022A0585053
Complaint Receipt Date:	05/03/2022
Investigation Initiation Date:	05/04/2022
Report Due Date:	07/02/2022
Licensee Name:	Pomkal Sterling Assisted LLC
Licensee Address:	Suite 100 25480 Telegraph Rd Southfield, MI 48033
Licensee Telephone #:	(248) 356-4060
Administrator:	Mary Zolno
Authorized Representative:	Manda Ayoub
Name of Facility:	Pomeroy Living Sterling Assisted
Facility Address:	2200 15 Mile Road Sterling Heights, MI 48310
Facility Telephone #:	(586) 554-7200
Original Issuance Date:	02/27/2014
License Status:	REGULAR
Effective Date:	06/26/2021
Expiration Date:	06/25/2022
Capacity:	74
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Resident's A authorized representative did not receive the refund from Resident A's account after she was deceased.	Yes
Additional Findings	No

III. METHODOLOGY

05/03/2022	Special Investigation Intake 2022A0585053
05/04/2022	Special Investigation Initiated - Telephone Called the complainant to discuss allegation.
05/12/2022	Contact - Telephone call made Called the administrator Mary Zolno to discuss allegations and request documents.
05/25/2022	Contact - Document Sent Emailed the administrator Mary Zolno for additional information.
05/26/2022	Contact - Telephone call received Administrator Mary Zolno called for clarification of documents requested and to answer questions pertaining to allegations.
06/10/2022	Contact – Document received Requested documents received.
09/16/2022	Exit Conference. Conducted with authorized representative Manda Ayoub.

ALLEGATION

Resident's A authorized representative did not receive the refund from Resident A's account after she was deceased.

INVESTIGATION:

On 5/1/2022, the department received the allegations via the BCHS Online Complaint website. The complaint alleges, on February 26, 2020, during the check-in/paperwork process for Resident A, he deposited \$100 into activities trust fund. It alleged Resident A passed away about three weeks later March 18, 2020. The complaint alleges, the \$100 went unused and has yet to be paid back to him.

On 5/12/2022, I interviewed the complainant by telephone. He stated that it has been two years since he deposited the \$100 in an activity account trust fund and to this day, he has not received the refund. The complainant alleged that he has called and emailed the facility numerous times to collect the \$100 back and he has not been getting a response.

On 5/12/2022, I interviewed administrator Mary Zolno by telephone. She stated that they hold funds for the resident. She stated that if a resident become deceased, the money is refunded back to the family. She stated that they had stopped doing the account during COVID. She stated that the residents had stopped going out and the residents' account was inactive for a while. Ms. Zolno stated that "she dropped the ball". She stated that an email was sent to her, and she did not follow through. Ms. Zolno shared copies of the surety bond and log of Resident's A funds deposited into the account.

The facility log shows \$100 deposited into the account for Resident A on 2/26/2020. A receipt showed that \$100 was paid to Resident's A authorized representative on 6/10/2022.

APPLICABLE RULE	
MCL 333.21321	Bond required.
	(1) Before issuance of a license under this article, the owner, operator, or governing body of the applicant shall give a bond with a surety approved by the department. The bond shall insure the department for the benefit of the residents. The bond shall be conditioned that the applicant do all of the following: (c) Render a true and complete account to the resident, the depositor, and the department when requested. (d) Account, on termination of the deposit, for all funds received, and held on hand.

ANALYSIS:	The complaint alleged that facility did not return money from Resident A's account. After the Resident A was deceased, the money was not returned timely to the resident's authorized representative. Therefore, the facility did not comply with this rule.
CONCLUSION:	VIOLATION ESTABLISHED

On 9/16/2022, I conducted an exit conference with licensee authorized representative Manda Ayoub by telephone.

IV. RECOMMENDATION

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

Brender L. Howard

09/16/2022

Brender Howard
Licensing Staff

Date

Approved By:

Andrea L. Moore

09/12/2022

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

Date