



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 15, 2022

Mike Dykstra
Golden Life AFC, LLC
4386 14 Mile Rd, NE
Rockford, MI 49341

RE: License #: AL590398548
Investigation #: 2023A1033006
Golden Life AFC #3

Dear Mr. Dykstra:


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.

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) 284-9730.

Sincerely,

A handwritten signature in black ink that reads "Jana Lipps". The signature is written in a cursive style with a large initial "J" and "L".

Jana Lipps, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL590398548
Investigation #:	2023A1033006
Complaint Receipt Date:	11/02/2022
Investigation Initiation Date:	11/03/2022
Report Due Date:	01/01/2023
Licensee Name:	Golden Life AFC, LLC
Licensee Address:	4386 14 Mile Rd, NE Rockford, MI 49341
Licensee Telephone #:	(616) 307-7719
Administrator:	Mike Dykstra
Licensee Designee:	Mike Dykstra
Name of Facility:	Golden Life AFC #3
Facility Address:	8675 S. Grow Road Greenville, MI 48838
Facility Telephone #:	(616) 225-2649
Original Issuance Date:	07/22/2019
License Status:	REGULAR
Effective Date:	01/22/2022
Expiration Date:	01/21/2024
Capacity:	20
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Facility is not following procedures to allow residents to visit because of COVID in the home.	Yes

III. METHODOLOGY

11/02/2022	Special Investigation Intake 2023A1033006
11/03/2022	Special Investigation Initiated - Telephone Interview with Guardian A1, via telephone.
11/17/2022	Inspection Completed On-site Interview with Home Manager, Megan Lily, direct care staff, Ugeania Powers, Resident A & Resident B. Initiated review of Resident A's record.
11/30/2022	Contact - Telephone call made Interview with Long Term Care Ombudsman, Angela Goetz, via telephone.
12/06/2022	Inspection Completed-BCAL Sub. Compliance
12/15/2022	Exit Conference Exit Conference completed, via telephone, with Licensee Designee, Mike Dykstra.

ALLEGATION:

Facility is not following procedures to allow residents to visit because of COVID in the home.

INVESTIGATION:

On 11/2/22 I received a complaint pertaining to the Golden Life AFC #3 (the facility) adult foster care facility. The complaint alleged facility administration and direct care staff members restricted visitors to Resident A due to COVID-19 exposures. On 11/3/22 I interviewed Guardian A1 via telephone. Guardian A1 reported she has been restricted from visiting with Resident A at the facility on numerous occasions. She reported that usually the visits are restricted as the Home Manager, Megan Lily, will report to her that there has been a COVID-19 outbreak in the facility. She

reported that after June 2022 she had arranged with Ms. Lily to visit the facility every Tuesday and Friday from 12pm to 1pm. Guardian A1 reported that more recently her visitation had been changed to Tuesday and Fridays from 1p to 1:30pm. Guardian A1 reported that she feels this is not adequate time to visit with Resident A. Guardian A1 reported that things were going okay with the Tuesday/Friday visitation schedule until recently when she was told by Ms. Lily on 11/1/22 that she could not visit the facility due to COVID-19. Guardian A1 reported that she had consulted with the Long-Term Care Ombudsman, Angela Goetz, regarding the rules of visitation in an adult foster care facility related to COVID-19. Guardian A1 reported Ms. Goetz informed her the facility is not able to continue to restrict visitation due to current COVID-19 outbreaks. Guardian A1 reported Ms. Lily told her on 11/1/22 that she could not visit with Resident A, even with a mask on.

On 11/17/22 I completed an on-site investigation at the facility. I interviewed Ms. Lily at this time. Ms. Lily reported that prior to the most recent COVID-19 outbreak (10/24/22) at the facility, Guardian A1 was visiting Resident A on a scheduled basis, every Tuesday and Friday. Ms. Lily reported she thought she could still restrict visitors to the facility when there was an active COVID-19 outbreak and that she did tell Guardian A1 she could not come to the facility on 11/1/22. Ms. Lily reported she spoke with Ms. Goetz in July 2022 regarding visitation at the facility. She reported Ms. Goetz sent her an email noting facilities were no longer able to restrict visitation due to active COVID-19 outbreaks, as of March 2022, and they would need to accommodate visitors at these times. Ms. Lily reported she was aware of this information in July 2022, but further reported that on 11/1/22 she did instruct Guardian A1 not to visit the facility due to COVID-19 outbreak.

On 11/17/22, during on-site investigation, I interviewed Resident A who reported he has no complaints about the facility. Resident A reported Guardian A1 visits him at the facility, daily, but she only comes inside on Tuesday and Fridays. He reported the other days of the week he meets Guardian A1 outside. Resident A reported he is comfortable with this routine and does not feel the need for additional visitation at this time.

On 11/17/22 I interviewed direct care staff Ugeania Powers during the on-site investigation. Ms. Powers reported Guardian A1 visits Resident A twice per week. Ms. Powers reported Guardian A1 chose this schedule and has followed this schedule. Ms. Powers reported she was unaware of Guardian A1 being restricted from visiting Resident A.

On 11/17/22, during on-site investigation, I interviewed Resident B who reported he has visitors at the facility, weekly. Resident B reported he does not feel his visitors have been restricted and he has been happy with his visitation with friends/family at the facility.

On 11/30/22 I interviewed Ms. Goetz, via telephone. Ms. Goetz reported she was originally contacted for assistance, by Guardian A1, in July 2022. Ms. Goetz

reported it was reported the facility had been restricting Guardian A1's visits with Resident A due to a COVID-19 outbreak at the facility. Ms. Goetz reported that at this time she made a visit to the facility and communicated, in person, via telephone, and through email that the restrictions had been lifted in March 2022 and the facility could no longer restrict visitors due to COVID-19 outbreaks. Ms. Goetz reported in November 2022 she received another report facility direct care staff members were restricting visitors due to another COVID-19 outbreak in the facility. Ms. Goetz reported she spoke with Ms. Lily via telephone and reminded Ms. Lily that visitation can no longer be restricted due to COVID-19 outbreaks.

During on-site investigation, on 11/17/22, Ms. Lily emailed me a copy of the email Ms. Goetz had sent to her on 7/25/22 regarding updated visitation guidelines related to COVID-19 outbreaks. Ms. Goetz stated the following in this email:

"Thank you for taking my call last week. I have attached the excerpt from QSO-20-39 from CMS with the visitation guidelines. Please make sure your staff and families are aware of these guidelines.

Indoor Visitation:

*Facilities must allow indoor visitation at all times and for all residents as permitted under the regulations. While previously acceptable during the PHE, **facilities can no longer limit the frequency and length of visits for residents, the number of visitors, or require advance scheduling of visits.** Although there is no limit on the number of visitors that a resident can have at one time, visits should be conducted in a manner that adheres to the core principles of COVID-19 infection prevention and does not increase risk to other residents. Facilities should ensure that physical distancing can still be maintained during peak times of visitation (e.g., lunch time, after business hours, etc.). Also, facilities should avoid large gatherings (e.g., parties, events) where large numbers of visitors are in the same space at the same time and physical distancing cannot be maintained. During indoor visitation, facilities should limit visitor movement in the facility. For example, visitors should not walk around different halls of the facility. Rather, they should go directly to the resident's room or designated visitation area. Facilities may contact their local health authorities for guidance or direction on how to structure their visitation to reduce the risk of COVID-19 transmission. If a resident's roommate is not up-to-date with all recommended COVID-19 vaccine doses, or immunocompromised (regardless of vaccination status), visits should not be conducted in the resident's room, if possible. For situations where there is a roommate and the health status of the resident prevents leaving the room, facilities should attempt to enable in-room visitation while adhering to the core principles of infection prevention. Face coverings and physical distancing during visits • Visitors should wear face coverings or masks and physically distance when around other residents or healthcare personnel, regardless of vaccination status. • If the nursing home's county COVID-19 community level of transmission is substantial too high, all residents and visitors, regardless of vaccination status, should wear face coverings or masks and physically distance, at*

all times. • In areas of low to moderate transmission, the safest practice is for residents and visitors to wear face coverings or masks and physically distance, particularly if either of them is at increased risk for or are not up-to-date with all recommended COVID-19 vaccine doses. • Residents, regardless of vaccination status, can choose not to wear face coverings or masks when other residents are not present and have close contact (including touch) with their visitor. severe disease o Residents (or their representative) and their visitors, who are not up-to-date with all recommended COVID-19 vaccine doses, should be advised of the risks of physical contact prior to the visit.”

APPLICABLE RULE	
R 400.15304	Resident rights; licensee responsibilities.
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p>(k) The right to have contact with relatives and friends and receive visitors in the home at a reasonable time. Exceptions shall be covered in the resident's assessment plan. Special consideration shall be given to visitors coming from out of town or whose hours of employment warrant deviation from usual visiting hours.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	Based upon interviews with Guardian A1, Ms. Goetz, Ms. Lily, Ms. Powers, Resident A and Resident B as well as review of the email exchange between Ms. Goetz and Ms. Lily, dated 7/25/22, Resident A's visits with Guardian A1 were restricted due to following outdated COVID-19 protocols. The facility was advised on 7/25/22 that the visitation rules had changed as of March 2022. Ms. Lily acknowledged the receipt of this notification from Ms. Goetz, and again, denied Guardian A1 visitation with Resident A on 11/1/22 due to a COVID-19 outbreak in the facility that began on 10/24/22.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an approved corrective action plan, no change to the status of the current license recommended at this time.

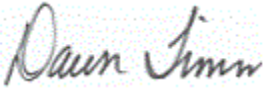


12/12/22

Jana Lipps
Licensing Consultant

Date

Approved By:



12/14/2022

Dawn N. Timm
Area Manager

Date