



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 6, 2023

Edward and Marcia Verkaik
1551 Glenwood Ave.
Muskegon, MI 49445

RE: License #: AM410008757
Investigation #: 2023A0350007
East Fulton AFC

Dear Edward and Marcia Verkaik:

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 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) 356-0100.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ian Tschirhart', with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 644-9526

enclosure

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

I. IDENTIFYING INFORMATION

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|---------------------------------------|--|
| License #: | AM410008757 |
| Investigation #: | 2023A0350007 |
| Complaint Receipt Date: | 01/26/2023 |
| Investigation Initiation Date: | 01/27/2023 |
| Report Due Date: | 02/25/2023 |
| Licensee Name: | Edward and Marcia Verkaik |
| Licensee Address: | 1551 Glenwood Ave. Muskegon, MI 49445 |
| Licensee Telephone #: | (231) 760-4512 |
| Administrator: | Edward Verkaik |
| Licensee Designee: | Edward Verkaik |
| Name of Facility: | East Fulton AFC |
| Facility Address: | 635 East Fulton Street Grand Rapids, MI 49503-4425 |
| Facility Telephone #: | (616) 570-0933 |
| Original Issuance Date: | 03/02/1988 |
| License Status: | REGULAR |
| Effective Date: | 08/21/2022 |
| Expiration Date: | 08/20/2024 |
| Capacity: | 12 |
| Program Type: | PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED |

II. ALLEGATION(S)

| | Violation Established? |
|--|------------------------|
| Resident A leaves feces all over the bathroom, and staff tell him he has to clean it up even though it is not in his Assessment Plan that he should do so. | Yes |
| The bathrooms are unclean with feces from residents. Staff do not keep the bathrooms clean. | No |

III. METHODOLOGY

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|------------|---|
| 01/26/2023 | Special Investigation Intake 2023A0350007 |
| 01/27/2023 | Special Investigation Initiated - On Site I spoke with live-in Home Managers and two residents |
| 01/27/2023 | Contact - Face to Face I spoke with Resident A |
| 01/27/2023 | Contact - Face to Face I spoke with Resident B |
| 02/03/2023 | Exit conference – Held with Edward Verkaik, Licensee Designee |

ALLEGATION: Resident A leaves feces all over the bathroom, and staff tell him he has to clean it up even though it is not in his Assessment Plan that he should do so.

INVESTIGATION: On 01/27/2023, I made an unannounced onsite inspection. I spoke with Resident A who stated he did soil the bathroom with his feces recently, but no staff member told him he had to clean it; however, he did clean it himself anyway. Resident A said he used to use adult briefs (diapers) but his brother, who is his legal guardian, hasn't bought him any in a long while.

On 01/27/2023, I spoke with Tina Sceely, Home Manager, and she reported that about a month ago, many of the residents contracted influenza and some also "got the stomach bug;" so many of them were vomiting and had diarrhea. However, she said that all three of the resident bathrooms were kept clean. I asked Ms. Sceely if Resident A had left feces outside the toilet recently and was told to clean it up by a staff member. She stated that she did tell him to clean it, and he did; however, she had to clean it herself because "he didn't do a very good job." Ms. Sceely informed

me that all of the residents of this home are “high-functioning” and have household “chores” they are required to perform such as cleaning the bathrooms. I asked to review Resident A’s Assessment Plan and Health Care Appraisal, and Ms. Sceely provided them to me. I observed that there was nothing in Resident A’s Assessment Plan that stated he should or should not be responsible for doing house chores, such as cleaning bathrooms. His Health Care Appraisal did not list incontinence as one of his conditions; or any other condition that would cause his to expel his feces uncontrollably.

On 01/27/2023, I spoke with Resident B, who informed me that all of the residents “share in doing chores,” including cleaning the bathrooms. Resident B told me that the bathrooms were “generally kept clean.”

On 01/27/2023, I inspected all three resident bathrooms and found each of them to be reasonably clean.

On 02/03/2023, I called and held an exit conference with Edward Verkaik, Licensee Designee. I informed Mr. Verkaik that I was citing a violation of this rule. Mr. Verkaik stated that it seemed routine that residents should be expected to clean up after themselves. I told him that if residents are expected to clean bathrooms it should be stated in their Assessment Plans, but it wasn’t. Mr. Verkaik stated that he would have it written in each residents’ plan and that he would put that in his corrective action plan.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.14304 | 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>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> |
| ANALYSIS: | <p>Resident A stated that Ms. Sceely did not ask him to clean up the bathroom after he left feces outside the toilet, but he did clean the bathroom after this incident.</p> <p>Ms. Sceely acknowledged that she did instruct Resident A to assist with cleaning the bathroom but stated she ultimately cleaned it herself. Ms. Sceely also acknowledged that Resident A and other home residents are expected to help with household chores.</p> |

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| | <p>Resident B confirmed that residents are required to assist with household chores.</p> <p>There is nothing stated in Resident A's Assessment Plan about his responsibilities regarding doing house chores, and his Health Care Appraisal does not list incontinence as one of his conditions.</p> <p>My findings support that this rule had been violated.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

ALLEGATION: The bathrooms are unclean with feces from residents. Staff do not keep the bathrooms clean.

INVESTIGATION: On 01/27/2023, I made an unannounced onsite inspection and spoke with Tina Sceely, Home Manager, and she reported that about a month ago, many of the residents contracted influenza and some also "got the stomach bug;" so many of them were vomiting and had diarrhea. However, she said that all three of the resident bathrooms were kept clean.

On 01/27/2023, I spoke with Resident B, who informed me that all of the residents "share in doing chores" including the cleaning the bathrooms. Resident B told me that the bathrooms were "generally kept clean."

On 01/27/2023, I inspected all three resident bathrooms and found each of them to be reasonably clean.

On 02/03/2023, I called and held an exit conference with Edward Verkaik, Licensee Designee. I informed Mr. Verkaik that I was not citing a violation of this rule. He thanked me and had no further comment.

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|------------------------|--|
| APPLICABLE RULE | |
| R 400.14403 | Maintenance of premises. |
| | (1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants. |
| ANALYSIS: | <p>Upon my unannounced onsite inspection on 01/27/2023, I found all three of the residents' bathrooms to be adequately clean.</p> <p>Resident B informed me that the residents are responsible for doing house chores, including cleaning the bathrooms.</p> |

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| | My findings do not support that this rule had been violated. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the status of this home's license remain unchanged, and that this special investigation be closed.



February 3, 2023

Ian Tschirhart
Licensing Consultant

Date

Approved By:



February 6, 2023

Jerry Hendrick
Area Manager

Date