



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 5, 2023

Afzal Troast
3538 144th Ave.
Holland, MI 49424

RE: License #: AF700408004
Investigation #: 2023A0350018
Faith Care

Dear Mr. Troast:

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

License #:	AF700408004
Investigation #:	2023A0350018
Complaint Receipt Date:	04/01/2023
Investigation Initiation Date:	04/03/2023
Report Due Date:	05/01/2023
Licensee Name:	Afzal Troast
Licensee Address:	3538 144th Ave. Holland, MI 49424
Licensee Telephone #:	(616) 994-2260
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Faith Care
Facility Address:	3538 144th Ave. Holland, MI 49424
Facility Telephone #:	(616) 994-2260
Original Issuance Date:	07/23/2021
License Status:	REGULAR
Effective Date:	01/23/2022
Expiration Date:	01/22/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED, TRAUMATICALLY BRAIN INJURED, ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
There is dog feces on the front porch and in the yard.	No
The front porch railing is broken.	Yes
Residents are fed leftovers instead of freshly prepared meals.	No

III. METHODOLOGY

04/01/2023	Special Investigation Intake 2023A0350018
04/01/2023	APS referral - denied
04/03/2023	Special Investigation Initiated - On Site I met with Afzal Troast, Licensee
04/03/2023	Contact - Face to Face I spoke with Resident A, Resident B, Resident C, and Resident D
04/05/2023	Exit conference – Held with Afzal Troast, Licensee

ALLEGATION: There is dog feces on the front porch and in the yard.

INVESTIGATION: On 04/01/2023, a referral was made to Adult Protective Services; however, it was denied for investigation.

On 04/03/2023, I made an unannounced onsite inspection, and I did not observe dog feces on the porch or anywhere else. Afzal Troast, Licensee, answered the door and told me he has three dogs; two of which he said belonged to someone else and that he was just temporarily caring for. Mr. Troast informed me that the dogs are kept upstairs, and the residents' bedrooms and living areas are on the lower level. I asked to inspect the inside of the home and Mr. Troast accommodated. I did not observe dog feces or foul odors inside the home. Mr. Troast stated that his son immediately picks up the dog feces when they go outside.

On 04/03/2023, I spoke with Resident A, Resident B, Resident C, and Resident D. I asked them if they had seen any dog feces on the porch or anywhere else and none of them said that they had.

On 04/05/2023, I called and held an exit conference with Afzal Troast, Licensee of this home. I informed Mr. Troast that I was not citing violation of this rule. Mr. Troast thanked me and had no further comment.

APPLICABLE RULE	
R 400.1426	Maintenance of premises.
	(1) The premises shall be maintained in a clean and safe condition.
ANALYSIS:	<p>During an unannounced onsite inspection I did not observe any dog feces on the porch, lawn, driveway, or anywhere else. I also did not observe any dog feces inside the home, nor were there any foul odors.</p> <p>I asked Resident A, Resident B, Resident C and Resident D if they had observed any dog feces on the porch or anywhere else and none of them said that they had.</p> <p>My findings do not support that this rule had been violated.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The front porch railing is broken.

INVESTIGATION: On 04/03/2023, I made an onsite inspection and found the hand-rail on the right side of the porch to be sufficiently loose enough to warrant repair. Mr. Troast said that he would take care of it.

On 04/05/2023, I called and held an exit conference with Afzal Troast, Licensee of this home. I informed Mr. Troast that I was citing violation of this rule, and Mr. Troast said that he would get the handrail fixed. I asked him to let me know when it was fixed so that I could come out and inspect it, and he said he would.

APPLICABLE RULE	
R 400.1426	Maintenance of premises.
	(7) Stairways shall have sturdy and securely fastened handrails which are not less than 30, nor more than 34 inches above the upper surface of the tread. Exterior and interior stairways shall have handrails on the open sides. Porches shall also have handrails on the open sides.
ANALYSIS:	<p>The handrail on the right side of the porch was loose, posing a potential risk of harm to any resident who may have used it.</p> <p>My findings support that this rule had been violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Residents are fed leftovers instead of freshly prepared meals.

INVESTIGATION: On 04/03/2023, I met with Mr. Troast and asked him what kinds of meals he was serving his residents, and if he was consistently providing them with leftovers. Mr. Troast told me that he serves a wide variety of meals, including hamburgers, hot dogs, spaghetti, along with fruits and vegetables. He denied that he gives the residents leftovers on a regular basis. A delivery of several boxes of food was made just before I arrived at this home. I observed frozen meals, meats, fruit, and many other items. I also looked in the refrigerator and observed vegetables, juice, milk, and other nutritious food. I asked Mr. Troast if any of the residents were currently at the home and he brought me to their dining area where four of the five residents were eating. I requested to speak to these residents in private, and Mr. Troast left the area.

On 04/03/2023, I spoke with Resident A, Resident B, Resident C, and Resident D. I introduced myself and told them a complaint was made and wanted to ask them some questions if they didn't mind, and no one objected. I asked them if they liked the food they were being served at this home, and they all stated that they did. However, Resident C told me that she is a "picky eater," and sometimes has alternative meals to what was being offered. The residents denied that they are being served leftovers. Resident D said that the meal they were presently eating was peanut butter and jelly sandwiches, and potato chips, with water or juice. I also observed that there were fresh oranges on the table. I asked what they had for dinner the night before and Resident B told me they had spaghetti and cucumbers. He jokingly said that sometimes he "eats too much." Resident C stated that there were vegetables in the spaghetti sauce at last night's dinner.

On 04/05/2023, I called and held an exit conference with Afzal Troast, Licensee of this home. I informed Mr. Troast that I was not citing a violation of this rule. Mr. Troast thanked me and had no further comment.

APPLICABLE RULE	
R 400.1419	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular nutritious meals daily. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	I observed a more than an adequate supply of nutritious food items at this home, including meats, fruits, vegetables, dairy, etc. Afzal Troast, the Licensee, denied that he regularly feeds his residents leftovers. He reported that he serves them hamburgers, hot dogs, spaghetti, fruits, and vegetables.

	Resident A, Resident B, Resident C, and Resident D reported that they are served freshly prepared food. Upon my unannounced inspection, I observed that the residents were eating peanut butter and jelly sandwiches, potato chips, and fresh oranges and either water or juice for lunch. 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 be unchanged, and that this special investigation be closed.



April 5, 2023

Ian Tschirhart
Licensing Consultant

Date

Approved By:



April 5, 2023

Jerry Hendrick
Area Manager

Date