



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 22, 2023

Paul Barber  
Wyndham West  
620 Phillips Street  
Kalamazoo, MI 49001

RE: License #: AH390244166  
Wyndham West  
620 Phillips Street  
Kalamazoo, MI 49001

Dear Mr. Barber:

Attached is the Renewal Licensing Study Report for the facility referenced above. The violations cited in the report require the submission of a written corrective action plan. 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 dates 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 licensee or licensee designee or home for the aged authorized representative and a date.

Upon receipt of an acceptable corrective action plan, an approved BFS fire safety rating, and paid license renewal fee, a regular license will be issued. If you fail to submit an acceptable corrective action plan, disciplinary action will result. Please review the enclosed documentation for accuracy and contact me with any questions. In the event I am not available, and you need to speak to someone immediately, please feel free to contact the local office at (616) 356-0100.

Sincerely,

Julie Viviano, Licensing Staff  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
RENEWAL INSPECTION REPORT**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AH390244166
<b>Licensee Name:</b>	Heritage Community of Kalamazoo
<b>Licensee Address:</b>	2400 Portage St. Kalamazoo, MI 49001
<b>Licensee Telephone #:</b>	(269) 343-5345
<b>Authorized Representative:</b>	Paul Barber
<b>Administrator/Licensee Designee:</b>	Amy Beach
<b>Name of Facility:</b>	Wyndham West
<b>Facility Address:</b>	620 Phillips Street Kalamazoo, MI 49001
<b>Facility Telephone #:</b>	(269) 385-9740
<b>Original Issuance Date:</b>	12/04/2001
<b>Capacity:</b>	40
<b>Program Type:</b>	AGED

## II. METHODS OF INSPECTION

Date of On-site Inspection(s): 5/18/2023

Date of Bureau of Fire Services Inspection if applicable: BFS – C 12/29/2022

Inspection Type:  Interview and Observation  Worksheet  
 Combination

Date of Exit Conference: 5/18/2022

No. of staff interviewed and/or observed 9  
No. of residents interviewed and/or observed 18  
No. of others interviewed 0 Role N/A

- Medication pass / simulated pass observed? Yes  No  If no, explain.
- Medication(s) and medication records(s) reviewed? Yes  No  If no, explain.
- Resident funds and associated documents reviewed for at least one resident? Yes  No  If no, explain. The home does not keep resident funds in trust.
- Meal preparation / service observed? Yes  No  If no, explain.
- Fire drills reviewed? Yes  No  If no, explain.  
Reviewed disaster plans along with interviewed staff on policies and procedures.
- Water temperatures checked? Yes  No  If no, explain.
- Incident report follow-up? Yes  IR date/s: N/A
- Corrective action plan compliance verified? Yes  CAP date/s and rule/s: N/A
- Number of excluded employees followed up? 0 N/A

### III. DESCRIPTION OF FINDINGS & CONCLUSIONS

This facility was found to be in non-compliance with the following rules:

<b>R 325.1954</b>	<b>Meal and food records.</b>
	<b>The home shall maintain a record of the meal census, to include residents, personnel, and visitors, and a record of the kind and amount of food used for the preceding 3-month period.</b>
<b>ANALYSIS:</b>	During inspection, it was revealed the facility has not maintained a daily record of meal census for the preceding 3-month period.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>R 325.1972</b>	<b>Solid wastes.</b>
	<b>All garbage and rubbish shall be kept in leakproof, nonabsorbent containers. The containers shall be kept covered with tight-fitting lids and shall be removed from the home daily and from the premises at least weekly.</b>
<b>ANALYSIS:</b>	During the inspection, garbage containers in the kitchen were discovered uncovered and without tight-fitting lids. Containers in the facility shall be kept covered with tight-fitting lids.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(12) Food service equipment and work surfaces shall be installed in such a manner as to facilitate cleaning and be maintained in a clean and sanitary condition, and in good repair.</b>
<b>ANALYSIS:</b>	During inspection, food service equipment and work surfaces (ex. refrigerator, prep tables, hot food surfaces, dishwasher

	surface etc.) were found to be unclean and not of sanitary condition.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(13) A multi-use utensil used in food storage, preparation, transport, or serving shall be thoroughly cleaned and sanitized after each use and shall be handled and stored in a manner which will protect it from contamination.</b>
<b>ANALYSIS:</b>	During inspection, it was revealed the facility has not maintained a daily record of dishwasher sanitization. It could not be determined when the dishwasher was last thoroughly cleaned and sanitized to protect it from contamination.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(15) Ice used in the home for any purpose shall be manufactured, stored, transported, and handled in a sanitary manner.</b>
<b>ANALYSIS:</b>	During inspection, it was revealed the ice scoop was located inside the ice machine in the kitchen. This is a potential risk of cross contamination. The ice scoop is not to be stored inside the ice machine.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(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.</b>

<b>ANALYSIS:</b>	On-site inspection revealed multiple food items such as condiments, crackers, cereal, peanut butter, baking items, coffee creamer, milk, ice cream, hamburger, chicken, pasta, cheese, vegetables, and fruit etc. were found in the employee lounge refrigerator and cabinets and the kitchen frozen, refrigerated, and dry storage areas. These items were not labeled with the appropriate open date, and it could not be determined if the food items were safe for human consumption. An open date must be placed on all food items in the facility once opened.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(8) A reliable thermometer shall be provided for each refrigerator and freezer.</b>
<b>ANALYSIS:</b>	During inspection, the kitchen freezers and refrigerators were observed without reliable thermometers.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, approved BFS fire safety rating, and paid license renewal fee, renewal of the license is recommended.

*Julie Miranda*

5/22/2023

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Licensing Consultant Date