



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

November 20, 2023

Saramani Jayaraman
Sylva Villas, L.L.C.
680 Larkspur Pl
St. Joseph, MI 49085

RE: License #: AM110369574
Investigation #: 2024A1030001
Ammu's

Dear Ms. Jayaraman:

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 (616) 356-0183.

Sincerely,

Nile Khabany, LMSW

Nile Khabeiry, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM110369574
Investigation #:	2024A1030001
Complaint Receipt Date:	10/03/2023
Investigation Initiation Date:	10/05/2023
Report Due Date:	12/02/2023
Licensee Name:	Sylva Villas, L.L.C.
Licensee Address:	680 Larkspur Pl St. Joseph, MI 49085
Licensee Telephone #:	(269) 281-0428
Administrator:	Mohan Jayaraman
Licensee Designee:	Saramani Jayaraman
Name of Facility:	Ammu's
Facility Address:	124 Elm Street Niles, MI 49120
Facility Telephone #:	(269) 876-7212
Original Issuance Date:	04/20/2015
License Status:	REGULAR
Effective Date:	10/20/2023
Expiration Date:	10/19/2025
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
The home is not providing three nutritious meals per day.	No
The home does not have an effective rodent control program.	Yes
Additional Findings	No

III. METHODOLOGY

10/03/2023	Special Investigation Intake 2024A1030001
10/05/2023	Special Investigation Initiated - Telephone Interview with ORR
10/06/2023	Contact - Face to Face Interview with Resident A
10/06/2023	Contact - Face to Face Interview with Resident B
10/06/2023	Contact - Face to Face Interview with Resident C
10/06/2023	Contact - Face to Face Interview with Resident D
10/06/2023	Contact - Face to Face Interview with Resident E
10/06/2023	Contact - Face to Face Interview with Resident F
10/06/2023	Contact - Face to Face Interview with Ramona Miller
10/06/2023	Contact - Face to Face Interview with Prisca Ayo
10/10/2023	Contact - Telephone call made Interview with Resident C's case manager

10/10/2023	Contact - Telephone call made Interview with Sylvan
11/02/2023	Contact - Document Received Document received
11/07/2023	Contact - Document Received Email received
11/08/2023	Exit Conference Exit conference by email

ALLEGATION:

The home does not provide three nutritious meals per day.

INVESTIGATION:

On 10/6/23, I interviewed Resident A at the home. Resident A reported she has lived at the home since August 2023. Resident A reported the home provides three meals per day but the staff have told residents they “can’t have seconds” and told Resident C she could not have any water to drink. Resident A reported she does not always eat what is prepared and has been told by the staff that she “has to eat” even if she is not hungry.

On 10/6/23, I interviewed Resident B at the home. Resident B reported the home provides three meals per day and there is enough food for everyone to have seconds of they want them. Resident B denied the home has ever limited food or water for any of the residents.

On 10/6/23, I interviewed Resident C at the home. Resident C reported she gets three meals per day and is satisfied with the portions. Resident C denied ever being told she could not eat or drink water. It should be noted Resident C appeared to have cognitive deficits.

On 10/6/23, I interviewed Resident D at the home. Resident D reported she has lived at the home for two years. Resident D reported the home provides three meals per day and has never been denied food or water. Resident D reported she has never noted any of the residents being denied food or water and everyone can get seconds if they ask.

On 10/6/23, I interviewed Resident E at the home. Resident E reported she has lived at the home for three years. Resident E reported they get three meals per day and she “loves the food.” Resident E reported the only time a resident does not get to eat is if

they have to blood test or another type of medical test bit they get to eat when they get home.

On 10/6/23, I interviewed Resident F at the home. Resident F reported the home provides three meals per day and gets enough to eat. Resident F reported the home has never told anyone thy cannot eat or drink.

On 10/6/23, I interviewed Direct Care Staff Member Ramona Miller at the home. Ms. Miller reported she has worked in the home for two years and prepares meals for the residents everyday she works. Ms. Miller reported they always make plenty of food and allow the residents seconds and even makes special things for a resident who does not like what is on the menus. Ms. Miller reported the only time they limit water for Resident C is late at night due to incontinence and it's part of her Riverwood Person Centered Plan. Regarding Resident A, Ms. Miller reported she is encouraged to eat all meals but often chooses to not eat. Ms. Miller reported Resident A has never been threatened or told that she has to eat and usually goes to the store and buys "junk food."

On 10/6/23, I interviewed DCSM Prisca Ayo at the home. Ms. Ayo reported working in the home a little over two years. Ms. Ayo reported she helps cook meals and has never prevented any of the residents from eating or drinking. Ms. Ayo reported they always have seconds available for the residents. Ms. Ayo also denied ever telling Resident A that she has to eat and has made her "Ramen Noodles" when she does not like what is on the menu.

On 10/10/23, I interviewed Resident C's Community Mental Health case manager from Riverwood, Haley Lindsley-Duchac by phone. Ms. Lindsley-Duchac confirmed that part of Resident C's Person-Centered Plan (PCP) limits her liquid intake in the evening due to nighttime inconvenience. Ms. Lindsley-Duchac reported she does not have any concerns with the quality or quantity of food served to the residents.

On 10/10/23, I interviewed Sylvan Jayaraman by phone. Mr. Jayaraman reported the home has never restricted the residents from eating and encourages the staff to make extra food for the residents in case they want seconds. Mr. Jayaraman reported they have not told Resident A that she has to eat what they prepare if she does not like the food as they will make her something that she does like or take her to the store to buy food with her own money which she does a couple of times per week.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.

ANALYSIS:	It was alleged the home does not provide three nutritious meals per day. Based on interviews with residents, staff members and Community Mental Health staff members this violation will not be established. Although Resident A indicated the home does not provide sufficient food to the residents all other residents indicated the quantity of food was sufficient and enjoys the food served at mealtimes. In addition, it was alleged the home does not allow Resident C to drink water, however it was established the home limits her liquid intake at night due to incontinence which is part of her PCP.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The home does not have an effective rodent control program.

INVESTIGATION:

On 10/5/23, I interviewed Office of Recipient Rights (ORR) worker Anne Simpson by phone. Ms. Simpson reported she went to the home recently and found it to be cleaner than usual. Ms. Simpson also reported she interviewed several residents who reported seeing mice inside the home on a regular basis.

I interviewed Residents A, B, C, D, E and F at the home. All residents except Resident C indicated they see mice on a regular basis. They all reported the home uses an exterminator however was unsure how often the exterminator treats the home.

I interviewed DCSM Ramona Miller and Prisca Ayo and they reported the home is dealing with a problem with mice and an exterminator was recently in the home and put down glue traps throughout the home. I inspected the home and noted several glue traps as well as evidence of mice (droppings) in the kitchen and pantry areas.

I interviewed Sylvan Jayaraman by phone. Mr. Jayaraman confirmed the home has mice and uses Terminix to treat the problem. Mr. Jayaraman provided an invoice from Terminix dated September 2023.

On 11/7/23, I received an email from Ann Simpson who reported one of the ORR staff members visited the home yesterday and noted mouse feces in a resident's drawers and that it has been there for at least two days as well as mice feces on the shelves in the food pantry. Ms. Simpson reported the ORR staff member remained at the home until a staff cleaned both areas.

APPLICABLE RULE	
R 400.14401	Environmental health.
	(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents.
ANALYSIS:	It was alleged the home does not have an effective rodent control program. Based on interviews and a home inspection this violation will be established. Mice have been seen in the common areas (living room, kitchen, pantry) as well as in the resident's bedrooms on the upper and lower levels of the home. Although the home employs a professional pest control company the home continues to have a significant problem with mice.
CONCLUSION:	VIOLATION ESTABLISHED

On 11/8/23, I shared the findings of my investigation with home's administrator, Mohan Jayaraman by email as she is out of the country. Ms. Jayaraman acknowledged the findings and will submit a corrective action plan.

IV. RECOMMENDATION

Based on the submission of an acceptable corrective action plan, I recommend no change in the current license status.

Nile Khabeiry, LMSW

11/20/23

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Russell Misiak

11/20/23

Russell B. Misiak
Area Manager

Date