



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

January 10, 2024

Krystyna Badoni
Bickford of W Lansing, LLC
Suite 301
13795 S Mur-Len Road
Olathe, KS 66062

RE: License #: AH230387590
Investigation #: 2024A1028013
Bickford of W Lansing

Dear Krystyna Badoni:

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 I am not available, and you need to speak to someone immediately, please 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
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AH230387590
Investigation #:	2024A1028013
Complaint Receipt Date:	10/30/2023
Investigation Initiation Date:	10/30/2023
Report Due Date:	12/29/2023
Licensee Name:	Bickford of W Lansing, LLC
Licensee Address:	Suite 301, 13795 S Mur-Len Road Olathe, KS 66062
Licensee Telephone #:	Unknown
Administrator:	Fallon Williams
Authorized Representative:	Krystyna Badoni
Name of Facility:	Bickford of W Lansing
Facility Address:	6429 Earlington Ln Lansing, MI 48917
Facility Telephone #:	(517) 321-3391
Original Issuance Date:	06/09/2017
License Status:	REGULAR
Effective Date:	12/09/2022
Expiration Date:	12/08/2023
Capacity:	72
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The boiler is not working and there is no hot water in the home.	Yes
Additional Findings	No

III. METHODOLOGY

10/30/2023	Special Investigation Intake 2024A1028013
10/30/2023	Special Investigation Initiated - Letter
11/13/2023	Contact - Face to Face Interviewed Admin/Fallon Williams at the facility.
11/13/2023	Contact - Face to Face Interviewed Employee A at the facility.
11/13/2023	Contact - Face to Face Interviewed Employee B at the facility.
11/13/2023	Contact - Document Received Received maintenance documentation from Admin/Fallon Williams.

ALLEGATION:

The boiler is not working and there is no hot water in the home.

INVESTIGATION:

On 10/30/2023, the Bureau received the allegations through the online complaint system.

On 11/13/2023, I interviewed facility administrator, Fallon Williams, at the facility who confirmed there have been ongoing issues since July 2023 with the boiler due to its age and its location in the facility. It is located on the roof and the service company reported part of the roof will need to be removed to replace the boiler. The hot water has gone out several times at the facility which interfered with resident showers,

washing of clothes, and kitchen dish sanitization. Residents receive sponge baths, clothes and linens are washed in cold water, and the kitchen boils water to sanitize dishes and kitchen items. Ms. Williams reported a service company has repaired the boiler multiple times, but the boiler still struggles to hold appropriate hot water temperatures. Ms. Williams reported corporate is looking at potentially replacing the boiler and that corporate has been made aware multiple times about the boiler issues and how it is affecting residents and staff. Ms. Williams reported she is transparent with residents and staff about the boiler issues and has even conferenced with families about it with the facility authorized representative present during the conference. Ms. Williams reported it is very frustrating because the boiler can be temporarily fixed but it typically only lasts for seven days or so and then needs to be repaired again. Ms. Williams reported residents, resident's families, and staff are becoming increasingly frustrated and concerned because a more permanent resolution has not been found by corporate in a timely manner. Ms. Williams expressed grave concern about the boiler due to the upcoming winter season and cold weather. Ms. Williams maintenance and service records were provided for my review.

On 11/13/2023, Employee A confirmed the boiler cannot hold appropriate hot water temperatures and it has been repaired multiple times since July 2023. Employee A confirmed the repair typically lasts up to seven days and then the igniter has to be replaced again. The boiler is located on the roof and needs to be replaced, but the part of the roof will need to be removed to replace the boiler. Employee A confirmed corporate is "well aware of the boiler issues and this cannot continue. It is unfair to the residents and staff here." Employee A reported when the hot water goes out, residents are provided sponge baths, the kitchen boils water for sanitization, and clothes and linens are washed in cold water. Employee A also confirmed residents and their families have been conferenced with about the ongoing boiler issues. Employee A reported residents, their families, and staff are very concerned due to the upcoming winter months if the boiler continues to have issues.

On 11/13/2023, I interviewed Employee B at the facility whose statements were consistent with Ms. Williams' statements and Employee A's statements.

On 11/13/2023, I reviewed the maintenance and service records for the boiler which revealed the following:

- The boiler and other related equipment were serviced on 7/21/2023, 7/24/2023, 9/14/2023, 10/25/2023, 11/1/2023.
- The service invoice dated 7/24/2023 reads "*Please be advised all Central Air systems in building are in critical need of professional maintenance. Condenser coil all need to be professionally tore down and cleaned , same as concealed DX evaporators. System 14 (system of this proposal is running satisfactorily however internal refrigerant pressures on departure were 270 over 69 with 85 degree condenser ambient and 72 degree return. The suction pressure of 69 is lower then what to be considered normal at these temperature. This may denote low air flow caused by a dirty indoor*

evaporator coil , or from perhaps a Thermal expansion valve issue. Recommend P/M at ASAP for all building HVAC equipment.”

- The invoice date 10/25/2023 reads “Hot water supply boiler down 10/25/2023 (Wednesday). Replace owner furnished igniter part # SPLT3400. Clean flame rod on one Raypak model # H8-0992 serial # 0005170586. Reassemble all with 50 #12×3/4 metal screws. Leave in running order. Boiler needs to be replaced in the very near future. Block leaking on to flame controls.
- The service invoice dated 11/1/2023 reads “No Hot Water igniter part # SPLT3400. (customer supplied). Returned to replace ignitor, and clean flame sensor. Cycled system on and no ignition. Found no power to ignitor. Customer had a new ignition board on hand. Replaced ignition board and system lit up properly. This will be a continuous problem, we are ordering a few more ignitors, flame sensor and a control board to replace the spare one.”
- Review of the hot water temperature records reveal temperatures ranging from 100.0 to 119.1 from May 2023 to September 2023. There no hot water temperatures documented for October 2023 or November 2023.

APPLICABLE RULE	
R 325.1970	Water supply systems.
	(6) The plumbing system shall supply an adequate amount of hot water at all times to meet the needs of each resident and the functioning of the various service areas.
ANALYSIS:	<p>It was alleged the boiler does not work and there is no hot water in the home. Interviews, on-site investigation, and review of documentation reveal the boiler does not hold appropriate hot water temperatures which interferes with resident showers, the washing of clothing and linens, and the sanitization of kitchen items and dishes.</p> <p>Facility and corporate staff are aware of the boiler issues and while the boiler has been repaired multiple times, it requires replacement especially due to the upcoming winter months; and to ensure overall hot water temperatures to meet the needs of residents and all other facility departments in a timely manner. Violation found.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an approved corrective action plan, I recommend the status of this license remain the same.

Julie Viviano

11/16/2023

Julie Viviano
Licensing Staff

Date

Approved By:

Andrea L. Moore

01/08/2024

Andrea L. Moore, Manager
Long-Term-Care State Licensing Section

Date