



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

February 22, 2024

Catherine Reese
New Friends Dementia Community, LLC
3700 W Michigan Ave
Kalamazoo, MI 49006

RE: License #: AL390299686
Investigation #: 2024A0581017
Vibrant Life Senior Living Kalamazoo Lodge 2

Dear Catherine Reese:

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 (517) 284-9730.

Sincerely,

A handwritten signature in black ink that reads "Cathy Cushman". The signature is written in a cursive, slightly slanted style.

Cathy Cushman, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 615-5190

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL390299686
Investigation #:	2024A0581017
Complaint Receipt Date:	01/04/2024
Investigation Initiation Date:	01/05/2024
Report Due Date:	03/04/2024
Licensee Name:	New Friends Dementia Community, LLC
Licensee Address:	3700 W Michigan Ave Kalamazoo, MI 49006
Licensee Telephone #:	(269) 372-6100
Administrator:	Laurel Space
Licensee Designee:	Catherine Reese
Name of Facility:	Vibrant Life Senior Living Kalamazoo Lodge 2
Facility Address:	3712 W. Michigan Ave. Kalamazoo, MI 49006
Facility Telephone #:	(269) 372-6100
Original Issuance Date:	06/21/2011
License Status:	REGULAR
Effective Date:	07/26/2023
Expiration Date:	07/25/2025
Capacity:	20
Program Type:	ALZHEIMERS AGED

II. ALLEGATIONS

	Violation Established?
The facility is out of heat.	Yes
The facility is cold.	No

III. METHODOLOGY

01/04/2024	Special Investigation Intake 2024A0581017
01/05/2024	APS Referral- APS referral made via email.
01/05/2024	Special Investigation Initiated – Letter- APS referral
01/05/2024	Contact - Telephone call made- Interview with Bureau of Fire Services inspector, Ken Howe.
01/05/2024	Referral - Office of Fire Safety
01/09/2024	Inspection Completed On-site- Interview with Administrator and staff.
01/11/2024	Contact - Telephone call received- Interview with BFS, Mr. Howe.
02/05/2024	Contact - Document Sent- Email to Ms. Space.
02/05/2024	Inspection Completed-BCAL Sub. Compliance
02/08/2024	Contact – Document Received- Email from Ms. Space.
02/22/2024	Exit conference with Administrator, Laurel Space.

ALLEGATION:

- **The facility is out of heat.**
- **The facility is cold.**

INVESTIGATION: On 01/04/2024, I received this complaint through the Bureau of Community Health System (BCHS) online complaint system. The complaint alleged the facility was out of heat and it was cold. An additional complaint was received on 01/05/2024 alleging the heat hadn't been functioning for over a week and residents were left with no choice other than utilizing portable heating devices in their rooms

and in the facility's hallways. The complaint alleged it was an ongoing issue that should have already been fixed.

On 01/09/2024, I conducted an unannounced inspection at the facility. I interviewed the facility's Administrator, Laurel Space, and the facility's maintenance personnel, Cory Shell. Both Ms. Space and Mr. Shell stated the facility has two boiler systems, but the one that heats the common areas such as the living room, dining room and hallways was no longer functioning. Mr. Shell stated he noticed the boiler was starting to malfunction around Christmas when the facility seemed cooler, and the boiler wasn't blowing hot air. Both he and Ms. Space stated Allied Mechanical Services was contacted and they came to the facility on 12/26/2023. They stated Allied Mechanical Services determined the intake and outtake valve and lower assembly blower had gone out. Ms. Space stated the licensee gave approval to purchase the parts to fix the boiler, which she stated would cost approximately \$5,000. Ms. Space stated it was also possible the licensee would eventually replace the entire boiler system; however, the licensee only wanted to get the system functioning at this time.

Both Ms. Space and Mr. Shell stated temporary space heaters were being used in the facility to keep the common areas between 68 and 72 degrees. They both stated space heaters were also being used in resident rooms if the residents felt their bedrooms were too cold. Ms. Space and Mr. Shell both stated all the heaters were new and UL rated, which means the space heaters all had protective features to lessen the risk of burn or fire hazards if the devices were knocked over.

Mr. Shell stated he had a digital thermometer on the facility's mantel in the living room to regularly monitor the air temperature in the common areas. He stated he also periodically checked the temperature of the facility's common areas with an infrared thermometer to ensure there weren't cold spots.

During my inspection, Ms. Shell used his infrared thermometer in resident bedrooms and in the facility's common areas. Temperatures taken during the inspection were within the acceptable range, as required. I did observe multiple portable heating units in the facility's common areas and resident bedrooms as reported by Ms. Space and Mr. Shell.

Ms. Space provided me with the quote from Allied Mechanical Services, dated 12/26/2023. According to this quote, Allied Mechanical Services would charge \$5,067.00 for the following:

- Remove and replace (2) B&G bearing assemblies, and couplers.
- Remove and replace B&G pressure reducing valve.
- Remove and replace Lochinvar combustion blower assembly.
- Miscellaneous materials.
- Start up and check operation.
- Labor, materials and tax.

The quote also documented the technician “could not inspect impellers during inspection. Due to the age of the equipment additional repairs may be required once boiler is operational.”

Ms. Space also provided emails between herself and Allied Mechanical Services, which confirmed she gave approval for the repairs and was requesting the repairs to start as soon as possible.

On 01/12/2024, I interviewed BFS inspector, Ken Howe. Mr. Howe stated he also conducted an inspection at the facility. He stated he also observed the portable heating units in the resident occupied spaces within the facility. He stated he discussed with Mr. Shell and Ms. Space about keeping portable heating devices at least three feet away from furniture, bedding, and other flammable items to prevent the risk of fire. Mr. Howe stated he reviewed the BFS rules and there was nothing documenting large AFCs could not use portable heaters.

On 02/08/2024, Ms. Space emailed me a copy of the invoice for Allied Mechanical Services, dated 02/02/2024, which documented the work completed in the facility as the following:

“...replaced bad pressure reducing valve and two bad bearing assemblies. Replaced combustion blower assembly on bottow[sic] boiler. Filled system with water, found several leaks from system freezing up. Leaks repaired on separate work order.”

APPLICABLE RULE	
R 400.15403	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:	Based on my investigation, which included interviews with the facility's Administrator, Laurel Space and the facility's identified maintenance worker, Cori Shell, one of the facility's boilers had not been functioning since approximately 12/23/2023 and continued to be non-functioning when I conducted my inspection on 01/09/2024. Despite the licensee using UL rated space heaters to keep the facility's common areas and resident spaces comfortable and warm, and eventually repairing the system on 02/02/2024, the licensee's heating system was not functioning effectively for approximately one month; therefore, it was not maintained to provide adequately for residents' health and well-being during the winter months, as required.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15406	Room temperature.
	All resident-occupied rooms of a home shall be heated at a temperature range between 68- and 72-degrees Fahrenheit during non-sleeping hours. Precautions shall be taken to prevent prolonged resident exposure to stale, noncirculating air that is at a temperature of 90 degrees Fahrenheit or above. Variations from the requirements of this rule shall be based upon a resident's health care appraisal and shall be addressed in the resident's written assessment plan. The resident care agreement shall address the resident's preferences for variations from the temperatures and requirements specified in this rule.
ANALYSIS:	Despite the facility's boiler not functioning, resident occupied rooms and spaces continued to be heated between the temperature range of 68 and 72 degrees, as required, with the assistance of space heaters which were approved by the bureau of fire services.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 02/22/2024, I conducted my exit conference with the Administrator, Laurel Space, via email after leaving her a voicemail message of my findings.

IV. RECOMMENDATION

Upon receipt of an acceptable plan of correction, I recommend no change in the current license status.

Cathy Cushman

02/20/2024

Cathy Cushman
Licensing Consultant

Date

Approved By:

Dawn Timm

02/21/2024

Dawn N. Timm
Area Manager

Date