



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 30, 2025

Rochelle Lyons
StoryPoint Birmingham
2400 E. Lincoln Street
Birmingham, MI 48009

RE: License #: AH630381578
Investigation #: 2025A1019061
StoryPoint Birmingham

Dear Licensee:

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. Failure to submit an acceptable corrective action plan will result in disciplinary action. 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 authorized representative and a date.

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) 335-5985.

Sincerely,

Elizabeth Gregory-Weil, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 347-5503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH630381578
Investigation #:	2025A1019061
Complaint Receipt Date:	06/12/2025
Investigation Initiation Date:	06/16/2025
Report Due Date:	08/12/2025
Licensee Name:	2400 East Lincoln St OpCo LLC
Licensee Address:	4500 Dorr Street Toledo, OH 43615
Licensee Telephone #:	(419) 247-2800
Administrator:	Haylee Hutchinson
Authorized Representative:	Rochelle Lyons
Name of Facility:	StoryPoint Birmingham
Facility Address:	2400 E. Lincoln Street Birmingham, MI 48009
Facility Telephone #:	(248) 940-2050
Original Issuance Date:	03/29/2018
License Status:	REGULAR
Effective Date:	08/01/2024
Expiration Date:	07/31/2025
Capacity:	128
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The elevators are broken.	No
Additional Findings	Yes

III. METHODOLOGY

06/12/2025	Special Investigation Intake 2025A1019061
06/16/2025	Special Investigation Initiated - Face to Face
06/16/2025	Inspection Completed On-site
06/27/2025	Inspection Completed BCAL Sub. Compliance

The complainant identified some concerns that were not related to licensing rules and statutes for a home for the aged or did not provide enough information for the allegations to be investigated. Therefore, only identifiable items pertaining to homes for the aged provisions of care were considered for investigation. The following items were those that could be considered under the scope of licensing.

ALLEGATION: The elevators are broken.

INVESTIGATION:

On 6/12/25, the department received an anonymous complaint that read "*Elevators are broken every other day resulting in residents/employees getting stuck.*" On 6/16/25, I conducted an onsite inspection. I interviewed administrator Haylee Hutchinson at the facility. The administrator reported that the facility has two elevators and currently one is shut down and awaiting repairs. At the time of my inspection, I observed that Elevator 2 was shut down, with an "*out of order*" sign posted on the door. The administrator reported that the previous week over various lengths of time, one or both elevators were malfunctioning. The administrator reported that the Birmingham Fire Department had to be called in to assist in safely evacuating occupants from the elevators. The administrator reported that at the time the first issue presented itself on 6/6/25, the contracted service provider was Docker Elevator and they came out the same day to inspect the equipment. The administrator reported that since then, they have contracted with ThyssenKrupp Elevator Corporation who has also serviced the elevators.

In follow-up correspondence, the administrator provided service invoices demonstrating quarterly maintenance services on the elevators. The administrator provided the following timeline of events pertaining to the elevator malfunction:

Timeline of Events:

Friday, June 6, 2025

- *A resident was unable to exit Elevator 2.*
- *Docker Elevator was contacted, responded, and after servicing, shut down Elevator 2 due to safety concerns.*

Monday, June 9, 2025

- *Morning (~9:00 AM): Individuals were unable to exit Elevator 1.*
- *The Birmingham Fire Department responded, and all individuals were safely removed.*
- *Docker Elevator serviced Elevator 1, shut it down, and reactivated Elevator 2.*
- *Evening: A similar issue occurred in Elevator 2.*
- *The Birmingham Fire Department again responded and safely removed occupants.*

Tuesday, June 10, 2025

- *Morning (~8:30 AM): Elevator 2 experienced the same issue.*
- *The Birmingham Fire Department was dispatched and all individuals were safely removed.*
- *Power was shut off to both elevators for safety.*
- *An emergency service ticket was submitted to Docker Elevator.*
- *Service Window (~8:30 AM – 1:00 PM):*
- *Both elevators were non-operational.*
- *All meals and services shifted to delivery.*
- *Docker Elevator restored Elevator 1 by 1:00 PM.*
- *Evening (~5:50 PM): TKE Elevator provided a secondary inspection and confirmed Elevator 1 was safe for full use.*

June 10 – June 16, 2025

- *Elevator 1: Fully operational and in use.*
- *Elevator 2: Remained out of service pending parts and further evaluation.*

Tuesday, June 17, 2025

- *Morning (~9:30 AM): Individuals were unable to exit Elevator 1. All occupants were safely removed.*
- *Elevator 1 was shut down, resulting in both elevators being out of service.*
- *Birmingham Fire and EMS were notified.*
- *A stair chair was in use for resident transport between floors*

- *Meal delivery and in-room engagement activities were provided.*
- *Repair & Coordination:*
 - *Docker Elevator was unable to complete repair on Elevator 2 during their visit.*
 - *TKE Elevator was called in, responded promptly, and placed an emergency order for a new sensor.*
 - *The replacement sensor was on rush delivery and was scheduled for installation on Wednesday, June 18 at approximately 4:30 PM by TKE.*
 - *The City of Birmingham was informed and was receiving ongoing updates.*
 - *We are actively working with regional leadership and ownership on long-term elevator upgrades to ensure reliability and safety.*

Wednesday, June 18th, 2025

- *The replacement sensor was on rush delivery and was scheduled for installation on Wednesday, at approximately 4:30 PM by TKE.*
- *Upon arrival, TKE was able to recalibrate the sensor on Elevator 2 and got it up and running.*

Thursday, June 19th, 2025

- *Morning (~6:30 AM): Elevator 2 was not responding and non-operational, resulting in both elevators being out of service.*
- *Evening (~3:30 PM): TKE elevator arrived and added addition oil to the elevator and confirmed Elevator 1 was safe for full use.*

Friday, June 20th, 2025

- *Elevator 2 is still operational, and Elevator 1 is currently being serviced by TKE replacing the sensor.*

The administrator reported that as of 7:30pm on 6/26/25, both elevators are fully operational as of 6/26/25 at 7:30pm. The administrator also reported that they have just signed an agreement with a third contracted provider, Otis Elevator Company who is scheduled to take over maintenance on 7/1/25.

APPLICABLE RULE	
R 325.1979	General maintenance and storage.
	(1) The building, equipment, and furniture shall be kept clean and in good repair.

ANALYSIS:	Staff attestations and observations made at the facility revealed the elevator(s) were not in working order. A review of facility documentation demonstrated routine maintenance and inspections of the elevator equipment. The elevator malfunctions were an unforeseeable circumstance, but the licensee acted swiftly by contacting the contracted service provider to come out to inspect the equipment the same day that problems arose. Based on this information, the allegation is not substantiated.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDING:

INVESTIGATION:

During the investigation, licensing staff requested a copy of the licensee's emergency preparedness/disaster plan binder to review their procedures in place in case of an elevator malfunction. Per the administrator, *"At this time there is not an active SOP specifically for elevator failure, our regional team is urgently working to finalize the new SOP as soon as possible to update our DEB binder."*

APPLICABLE RULE	
R 325.1981	Disaster plans.
	(1) A home shall have a written plan and procedure to be followed in case of fire, explosion, loss of heat, loss of power, loss of water, or other emergency.
ANALYSIS:	The licensee's disaster plans did not contain protocol in place in the event of an elevator malfunction and had no formalized plans for staff to follow in this event.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend no changes to the status of the license at this time.



06/30/2025

Elizabeth Gregory-Weil
Licensing Staff

Date

Approved By:



06/30/2025

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

Date