



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 31, 2025

Kristy Britton
Sunrise Assisted Living of Northville
16100 North Haggerty Road
Plymouth, MI 48170

RE: License #: AH820400126
Investigation #: 2025A1035052
Sunrise Assisted Living of Northville

Dear Kristy Britton:

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.

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,

Jennifer Heim, Licensing Staff
Bureau of Community and Health Systems
611 W. Ottawa Street
Lansing, MI 48909
(313) 410-3226
enclosure

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

I. IDENTIFYING INFORMATION

License #:	AH820400126
Investigation #:	2025A1035052
Complaint Receipt Date:	05/08/2025
Investigation Initiation Date:	05/09/2025
Report Due Date:	07/07/2025
Licensee Name:	SZR Northville Assisted Living Opco, L.L.C.
Licensee Address:	Suite 200 500 N. Hurstbourne pkwy Louisville, KY 40222
Licensee Telephone #:	(502) 357-9380
Authorized Representative/ Administrator:	Kristy Britton
Name of Facility:	Sunrise Assisted Living of Northville
Facility Address:	16100 North Haggerty Road Plymouth, MI 48170
Facility Telephone #:	(734) 420-4000
Original Issuance Date:	01/01/2020
License Status:	REGULAR
Effective Date:	08/01/2024
Expiration Date:	07/31/2025
Capacity:	118
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The hot water was not functioning for approximately 24 hours.	No
The heat was not working for approximately two weeks at the end of April beginning of May.	Yes
Additional Findings	No

III. METHODOLOGY

05/08/2025	Special Investigation Intake 2025A1035052
05/09/2025	Special Investigation Initiated - Letter
06/10/2025	Contact - Face to Face
07/31/2025	Inspection Complete. BCAL Sub Compliance.
07/31/2025	Exit Conference.

ALLEGATION:

The hot water was not functioning for approximately 24 hours.

INVESTIGATION:

On June 6, 2025, the Department received an anonymous complaint through the online complaint system which read:

“The heat has not been functioning since April 25. This is the second time the heat has gone out. Last time was earlier this winter; heat was out for at least 2 weeks. Today we learned that there has not been hot water in the facility since at least yesterday.”

On June 10, 2025, an onsite investigation was conducted while onsite I interviewed Kristy Britton Administrator who states the hot water system went down for a few hours after the heating system was restored.”

While onsite I interviewed Staff Person (SP)1 who states the hot water system was down a few hours. After the Boiler system for heat was restored the hot water system went down. The hot water was turned off for approximately 4 hours on May

6, 2025, Rolls Mechanical notified. Rolls Mechanical technician came to the facility and assessed the hot water system and identified a “pump switch relay” was not functioning properly. System was temporarily restored; vendor was contacted for replacement part. May 12, 2025, Rolls Mechanical contacted related to “no hot water.” According to notes this time resetting the system did not work. Pump delay board for 1 left boiler was replaced, “unit running properly at this time.”

Due to the anonymous nature of the complaint, I was unable to obtain additional information from the complainant.

APPLICABLE RULE	
R 325.1970	Water supply systems.
	(7) The temperature of hot water at plumbing fixtures used by residents shall be regulated to provide tempered water at a range of 105 to 120 degrees Fahrenheit.
ANALYSIS:	SP1 states it was identified the hot water was not functioning on May 6, 2025. Rolls Mechanical was notified. Hot water system was reset and functioning properly until May 12, 2025. New part was installed May 12, 2025, with no further concerns. Based on interview and record review facility contacted vendor, replaced malfunctioning part, and restored hot water promptly.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The heat was not working for approximately two weeks at the end of April beginning of May.

INVESTIGATION:

On June 6, 2025, the Department received an anonymous complaint through the online complaint system which read:

“The heat has not been functioning since April 25. This is the second time the heat has gone out. Last time was earlier this winter; heat was out for at least 2 weeks. Today we learned that there has not been hot water in the facility since at least yesterday.”

On June 10, 2025, an onsite investigation was conducted while onsite I interviewed Kristy Britton who states the heat was only down a short time. The facility had purchased fans and heaters to keep residents comfortable. Kristy states an email

was sent to family members informing them of the situation. On 4/24/2025 Kristy notified her corporate representative of the “pipe above 228 cracked, loop system is off and draining. They called Air Handlers they will be out in the A.M. Water on second floor picked up with water vacs. Shut down power to rooms heat pumps.”

While onsite I interviewed Staff Person (SP)1 who states the heating boiler system was down a few days. SP1 states he was notified on 4/24/2025 there was a leak in the janitor closet ceiling. SP1 came to the building and observed a leak in the “pipe has cracked in the middle bend” heating system. SP1 turned off the system and notified AHS Air Handlers Service Corp. SP1 and his team started draining boiler system and preparing for repairs on 4/24/2025. On 4/25/2025 AHS arrived onsite.

Through record review facility shut down power to rooms heat pumps and started draining boiler system on 4/24/2025. The heating system was brought back online and fully functioning on 5/7/2025.

The facility provided multiple receipts showing the purchase of multiple fans and heaters.

On 4/25/2025 an email was sent to families stating “I want to make you all aware that our heating and cooling system is down and being repaired. We are trying to get this resolved as quickly as possible. The HVAC repair company is onsite working on the issue. We have offered fans for the residents on the second floor, which is the affected area, and we have encouraged them to open their windows. In the evening, we will be prepared with heaters just in case residents feel it may be too cold. Staff will be checking temps periodically to make sure residents are comfortable. I will keep you posted as the situation changes.”

On May 9, 2025, an email was sent to families to notify them “the heating system is repaired.”

Through review of weather for area code 48170 daily high and low temperatures in Fahrenheit for April 24, 2025, through May 7, 2025.

Date	High	Low
4/24	84	46
4/25	79	54
4/26	57	41
4/27	67	35
4/28	73	38
4/29	87	49
4/30	64	38
5/1	73	44
5/2	72	53
5/3	57	46
5/4	53	45

5/5	70	50
5/6	63	54
5/7	78	50

Facility was only able to provide one day of temperature monitory log. 4/25/25 temperature log indicates one the first floor Day shift 2 rooms out of 15 temped less than 72 degrees. Afternoon shift 1 room out of 12 temped less than 72 degrees. Midnights 2 rooms of 15 temped less than 72 degrees. Log indicates Resident A room temped at 68.9 degrees, Resident B 68.2 degrees, Resident C 68.5 degrees, Resident D 69.6 degrees, and Resident E 70.9 degrees. Log for second floor on 4/25/25 Afternoons 1 rooms out of 13 registered below 72 degrees. Midnights 2 rooms out 13 tempted for less than 72 degrees.

Due to the anonymous nature of the complaint, I was unable to obtain additional information from the complainant.

APPLICABLE RULE	
R 325.1973	Heating.
	<p>(1) A home shall provide a safe heating system that is designed and maintained to provide a temperature of at least 72 degrees Fahrenheit measured at a level of 3 feet above the floor in rooms used by residents.</p> <p>(2) A resident's own room or rooms in the home shall be maintained at a comfortable temperature.</p>
ANALYSIS:	<p>Based on interview and record review, the facility did not maintain a room temperature log for the duration of heating down time, which was 4/24/25 through 5/7/2025.</p> <p>Multiple rooms temperatures were recorded at less than recommended maintained room temperature of 72 degrees.</p> <p>No documentation was provided on how room temperatures were restored and maintained at an acceptable level of 72 degrees Fahrenheit. Documentation does not specify where heaters were placed.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action, I recommend the status of this license remain unchanged.



06/24/2025

Jennifer Heim, Health Care Surveyor Date
Long-Term-Care State Licensing Section

Approved By:



07/31/2025

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