



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 28, 2025

Mugisha Jacques
NEW PALACE LIVING AFC LLC
1433 Houseman AVE NE
Grand Rapids, MI 49505

RE: License #: AS410419079
NEW PALACE LIVING AFC
1433 Houseman Ave NE
Grand Rapids, MI 49505

Dear Mr. Jacques:

Attached is the Renewal Licensing Study Report for the facility referenced above. The violations cited in the report require the submission of a written corrective action plan. 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 dates 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 licensee or licensee designee or home for the aged authorized representative and a date.

Upon receipt of an acceptable corrective plan, a regular license will be issued. If you fail to submit an acceptable corrective action plan, disciplinary action will result.

Please contact me with any questions. In the event that I am not available and you need to speak to someone immediately, you may contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in cursive script, appearing to read "Toya Zylstra".

Toya Zylstra, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 333-9702

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
RENEWAL INSPECTION REPORT**

I. IDENTIFYING INFORMATION

License #:	AS410419079
Licensee Name:	NEW PALACE LIVING AFC LLC
Licensee Address:	1433 Houseman AVE NE Grand Rapids, MI 49505
Licensee Telephone #:	(616) 589-6921
Licensee/Licensee Designee:	Mugisha Jacques, Designee
Administrator:	Mugisha Jacques
Name of Facility:	NEW PALACE LIVING AFC
Facility Address:	1433 Houseman Ave NE Grand Rapids, MI 49505
Facility Telephone #:	(616) 589-6921
Original Issuance Date:	05/05/2025
Capacity:	5
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. METHODS OF INSPECTION

Date of On-site Inspection(s): 10/27/2025
Date of Bureau of Fire Services Inspection if applicable: 10/27/2025
Date of Health Authority Inspection if applicable: 10/27/2025
No. of staff interviewed and/or observed 1
No. of residents interviewed and/or observed 1
No. of others interviewed [redacted] Role: [redacted]

- Medication pass / simulated pass observed? Yes No If no, explain. Medications passed prior to inspection.
- Medication(s) and medication record(s) reviewed? Yes No If no, explain.
- Resident funds and associated documents reviewed for at least one resident? Yes No If no, explain.
- Meal preparation / service observed? Yes No If no, explain. Meal prepared prior to inspection.
- Fire drills reviewed? Yes No If no, explain.
- Fire safety equipment and practices observed? Yes No If no, explain.
- E-scores reviewed? (Special Certification Only) Yes No N/A If no, explain.
- Water temperatures checked? Yes No If no, explain.
- Incident report follow-up? Yes No If no, explain.
- Corrective action plan compliance verified? Yes CAP date/s and rule/s: N/A
- Number of excluded employees followed-up? N/A
- Variances? Yes (please explain) No N/A

III. DESCRIPTION OF FINDINGS & CONCLUSIONS

This facility was determined to be in substantial compliance with rules and requirements.

This facility was found to be in non-compliance with the following rules:

R 400.14208 Direct care staff and employee records.

(3) A licensee shall maintain a daily schedule of advance work assignments, which shall be kept for 90 days. The schedule shall include all of the following information:

- (a) Names of all staff on duty and those volunteers who are under the direction of the licensee.**
- (b) Job titles.**
- (c) Hours or shifts worked.**
- (d) Date of schedule.**
- (e) Any scheduling changes.**

Findings: On 10/27/2025 I completed a scheduled renewal inspection. While onsite I observed that the facility lacks a daily schedule of work assignments (AKA staff schedule).

Exit Conference: Licensee designee Mugisha Jacques stated that he did not construct a staff schedule because he did not know licensing rules mandate a staff schedule of work assignments. He stated that he did not dispute the finding and would submit a Corrective Action Plan.

R 400.14312 Resident medications.

(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being S333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.

Findings: On 10/27/2025 I completed a scheduled renewal inspection. While onsite I observed that resident medications are contained in an unlocked refrigerator.

Exit Conference: Licensee designee Mugisha Jacques stated that he stores refrigerated resident medications in

an unlocked refrigerator because he did not know that licensing rules mandate that all refrigerated medications be locked. He stated that he did not dispute the finding.

R 400.14401

Environmental health.

(2) Hot and cold running water that is under pressure shall be provided. A licensee shall maintain the hot water temperature for a resident's use at a range of 105 degrees Fahrenheit to 120 degrees Fahrenheit at the faucet.

Findings: On 10/27/2025 I completed a scheduled renewal inspection. While onsite I observed that the facility's water temperature measured 125 degrees Fahrenheit.

Exit Conference: Licensee designee Mugisha Jacques stated that he was unaware that the facility's water temperature was above licensing rule limits. He stated that he did not dispute the finding.

R 400.14402

Food service.

(2) All food shall be protected from contamination while being stored, prepared, or served and during transportation to a facility.

Findings: On 10/27/2025 I completed a scheduled renewal inspection. While onsite I observed uncooked hamburger meat stored in a freezer open, and freezer burned. I observed raw broccoli stored in the same freezer open, and freezer burned. Both items were stored in open plastic wrap.

Exit Conference: Licensee designee Mugisha Jacques stated that he had opened the uncooked hamburger and raw broccoli and stored the items open in the freezer for future resident meals. He stated that he did not dispute the finding.

R 400.14403

Maintenance of premises.

(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.

Findings: On 10/27/2025 I completed a scheduled renewal inspection. While onsite I observed the dining room containing a large pile of laundry and computer on the kitchen table. The dining table was unable to use due to the number of items on the table. The dining room also contained an extra table and three flat screen televisions positioned on the floor which caused safety hazards. Due to the number of items cluttered in the dining room, it was difficult to pass through safety.

Exit Conference: Licensee designee Mugisha Jacques stated that he would clean the dining room and remove the three large flat screen televisions positioned on the floor. He stated that he did not dispute the finding.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, renewal of the license is recommended.



10/28/2025

Toya Zylstra
Licensing Consultant

Date