



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

October 27, 2025

Gloria Carr  
404 Velvet Ave.  
Portage, MI 49002

RE: License #: AF390310994  
Investigation #: 2025A0578052  
Tommy's Manor

Dear Gloria Carr:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On 09/16/25, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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,

A handwritten signature in black ink, appearing to read "Eli DeLeon".

Eli DeLeon, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(269) 251-4091

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF390310994
<b>Investigation #:</b>	2025A0578052
<b>Complaint Receipt Date:</b>	09/12/2025
<b>Investigation Initiation Date:</b>	09/15/2025
<b>Report Due Date:</b>	11/11/2025
<b>Licensee Name:</b>	Gloria Carr
<b>Licensee Address:</b>	404 Velvet Ave. Portage, MI 49002
<b>Licensee Telephone #:</b>	(269) 532-1423
<b>Administrator:</b>	N/A
<b>Licensee Designee:</b>	N/A
<b>Name of Facility:</b>	Tommy's Manor
<b>Facility Address:</b>	404 Velvet Ave. Portage, MI 49002
<b>Facility Telephone #:</b>	(269) 532-1423
<b>Original Issuance Date:</b>	03/15/2011
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/10/2023
<b>Expiration Date:</b>	11/09/2025
<b>Capacity:</b>	3
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

		Violation Established?
This facility received a "D" rating on the most recent environmental health inspection.		Yes

## III. METHODOLOGY

09/12/2025	Special Investigation Intake 2025A0578052
09/15/2025	Special Investigation Initiated - Telephone
09/15/2025	APS Referral
09/15/2025	Contact-Telephone -With licensee Gloria Carr.
09/16/2025	Special Investigation Completed On-site -Interview with licensee Gloria Carr.
09/16/2025	Exit Conference -With licensee Gloria Carr.

**ALLEGATION: This facility received a disapproved rating on the most recent environmental health inspection**

### INVESTIGATION:

On 09/15/2025, I received an *Environmental Health Inspection Report* for this facility with a disapproved rating from an inspection completed on 7/15/2025 and 07/17/2025 by Kalamazoo County Health and Community Services Department sanitarian Lucy Bell. The *Environmental Health Inspection Report* documented that water samples obtained on 07/15/2025 and 07/17/2025 were positive for Escherichia coli. The *Environmental Health Inspection Report* recommended this facility have a well driller properly chlorinate the well to obtain a negative sample or connect to municipal water. The *Environmental Health Inspection Report* documented Kalamazoo County Health and Community Services strongly recommended connecting to municipal water and using bottled water until a municipal connection is made.

On 09/15/2025, I interviewed licensee Gloria Carr regarding the allegations. Gloria Carr acknowledged being aware of the results of the *Environmental Health*

*Inspection Report* provided by Kalamazoo County Health and Community Services Department. Gloria Carr confirmed that she was currently using and providing bottled water for drinking and cooking at this facility. Gloria Carr added that she also provides hand sanitizer at this facility. Gloria Carr reported that she intends to connect her facility to public water and has obtained two estimates to complete this process. Gloria Carr reported a \$2000 difference between the two estimates and added that she doesn't have a specific date for the completion of this public water connection, as she intends to obtain one more estimate before contracting to have her public water connection completed. Gloria Carr reported intending to have this public water connection completed by the end of this month or the following month.

On 09/16/2025, I completed a special investigation on-site at this facility and met with licensee Gloria Carr. While at the facility, I completed an inspection and verified an appropriate amount of bottled water and sanitizing supplies.

On 09/16/2025, I completed an exit conference with licensee Gloria Carr. Gloria Carr agreed with the findings of this report and completed a *Corrective Action Plan* with a completion date of November 30, 2025.

<b>APPLICABLE RULE</b>	
<b>R 400.1424</b>	<b>Environmental health.</b>
	<b>(1) The water supply shall be adequate, of a safe and sanitary quality, and from an approved source. Hot and cold running water under pressure shall be provided.</b>
<b>ANALYSIS:</b>	On 07/15/2025 an Environmental Health Inspection Report was received with a recommended rating of disapproval stating this facility had been determined to be in substantial non-compliance with applicable environmental health rules. The <i>Environmental Health Inspection Report</i> stated that <i>Escherichia coli</i> was present in the water sample and recommended the well be properly chlorinated or this facility be connected to city water.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend that the current license status continue.



10/27/2025

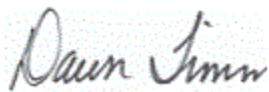
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Eli DeLeon

Licensing Consultant

Date

Approved By:



10/27/2025

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Dawn N. Timm

Area Manager

Date