



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

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

APPLICABLE RULE	
R 400.1424	Environmental health.
	(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.
ANALYSIS:	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.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend that the current license status continue.



10/27/2025

Eli DeLeon
Licensing Consultant

Date

Approved By:



10/27/2025

Dawn N. Timm
Area Manager

Date