



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

November 5, 2025

Sheri Sepanak  
VOP Town Village Sterling Heights, LLC  
500 N Hurstbourne Pkwy  
Louisville, KY 40222

RE: License #: AH500392805  
**Town Village Sterling Hgts - The Gem Memory Care**  
**4500 Dobry Drive**  
**Sterling Heights, MI 48314**

Dear Ms. Sepanak:

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.

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 feel free to contact the local office at (517) 335-5985.

Sincerely,

Brender Howard, Licensing Staff  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(313) 268-1788

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AH500392805
<b>Licensee Name:</b>	VOP Town Village Sterling Heights, LLC
<b>Licensee Address:</b>	500 N Hurstbourne Pkwy Louisville, KY 40222
<b>Licensee Telephone #:</b>	(586) 803-0900
<b>Administrator/Licensee Designee:</b>	Sheri Sepanak
<b>Name of Facility:</b>	Town Village Sterling Hgts - The Gem Memory Care
<b>Facility Address:</b>	4500 Dobry Drive Sterling Heights, MI 48314
<b>Facility Telephone #:</b>	(586) 200-4741
<b>Original Issuance Date:</b>	06/15/2018
<b>Capacity:</b>	33
<b>Program Type:</b>	AGED ALZHEIMERS

## II. METHODS OF INSPECTION

Date of On-site Inspection(s): 11/04/2025

Date of Bureau of Fire Services Inspection if applicable:

Inspection Type:  Interview and Observation  Worksheet  
 Combination

Date of Exit Conference: 11/04/2025

No. of staff interviewed and/or observed 11

No. of residents interviewed and/or observed 23

No. of others interviewed 3 Role Residents' family members

- Medication pass / simulated pass observed? Yes  No  If no, explain.
- Medication(s) and medication records(s) reviewed? Yes  No  If no, explain.
- Resident funds and associated documents reviewed for at least one resident? Yes  No  If no, explain. No funds held for the residents.
- Meal preparation / service observed? Yes  No  If no, explain.
- Fire drills reviewed? Yes  No  If no, explain.  
Interviewed staff on the policy and procedures
- Water temperatures checked? Yes  No  If no, explain.
- Incident report follow-up? Yes  IR date/s: N/A
- Corrective action plan compliance verified? Yes  CAP date/s and rule/s:
- Number of excluded employees followed up? N/A

### III. DESCRIPTION OF FINDINGS & CONCLUSIONS

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

<b>R 325.1962</b>	<b>Exteriors.</b>
	<b>(2) The premises shall be maintained in a safe and sanitary condition and in a manner consistent with the public health and welfare.</b>
Tables in the dining room was peeling and is unsanitary, which is a sign of poor maintenance. It can be a potential hazards to the residents.	
<b>R 325.1972</b>	<b>Solid waste.</b>
	<b>Rule 72. All garbage and rubbish shall be kept in leakproof, nonabsorbent containers. The containers shall be kept covered with tight-fitting lids and shall be removed from the home daily and from the premises at least weekly.</b>
Multiple garbage containers were observed throughout the facility without lids.	
<b>R 325.1975</b>	<b>Laundry and linen requirements.</b>
	<b>Rule 75. (1) A new construction, addition, major building change, or conversion after November 14, 1969 shall provide all of the following:</b>  <b>(a) A separate soiled linen storage room.</b> <b>(b) A separate clean linen storage room.</b>
The laundry room was being used as storage and housed items such as bed frame and multiple wheelchairs. The laundry room also contained a mop bucket.	
<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(10) A separate storage area for poisonous material shall be provided away from food service and food storage areas. Poisonous material shall be identified as such and shall be used only in a manner and under such conditions that it will not contaminate food or constitute a hazard to residents, personnel, or visitors.</b>

There was a mop bucket with water in the kitchen which could be a hazard to the food being served to the residents.,	
<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(12) Food service equipment and work surfaces shall be installed in such a manner as to facilitate cleaning and be maintained in a clean and sanitary condition, and in good repair.</b>
Refrigerator was dirty with food and sticky substances throughout it.	
<b>R 325.1979</b>	<b>General maintenance and storage.</b>
	<b>(1) The building, equipment, and furniture shall be kept clean and in good repair.</b>
The laundry room was observed to be dirty and unkept. There was a garbage can in there with no lid, with broken storage cabinets. The washing machines were dirty.	
<b>R 325.1979</b>	<b>General maintenance and storage.</b>
	<b>(3) Hazardous and toxic materials shall be stored in a safe manner.</b>
Hazardous and toxic material (cleaning agent) was found unsecured underneath the kitchen sink cabinet. The item is an unnecessary ingestion and subsequent poisoning risk to those residents that lack safety awareness.	
<b>R 325.1981</b>	<b>Disaster plans.</b>
	<b>(3) Personnel shall be trained to perform assigned tasks in accordance with the disaster plan.</b>
Employees did not know the procedures for assisting residents in the event of a fire in the facility.	

#### IV. RECOMMENDATION

Contingent upon approval of an acceptable corrective action plan and receipt of annual fee and application fee payments, renewal of the license is recommended.

*Brenden D. Howard*

11/05/2025

---

Licensing Consultant

Date