



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 15, 2026

Paul Wyman
Retirement Living Management of Wayland LLC
1845 Birmingham
Lowell, MI 49331

RE: License #: AL030366248
Investigation #: 2026A0469021
Green Acres of Wayland

Dear Mr. Wyman:

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 contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in blue ink that reads "Natasha Grew". The signature is fluid and cursive, with the first name "Natasha" and last name "Grew" clearly distinguishable.

Natasha Grew, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL030366248
Investigation #:	2026A0469021
Complaint Receipt Date:	06/23/2026
Investigation Initiation Date:	06/24/2026
Report Due Date:	08/22/2026
Licensee Name:	Retirement Living Management of Wayland LLC
Licensee Address:	1845 Birmingham Lowell, MI 49331
Licensee Telephone #:	(616) 897-8000
Administrator:	Lisa Kelmer
Licensee Designee:	Paul Wyman
Name of Facility:	Green Acres of Wayland
Facility Address:	298 Kay Lane Wayland, MI 49348
Facility Telephone #:	(269) 792-1500
Original Issuance Date:	07/15/2015
License Status:	REGULAR
Effective Date:	01/15/2026
Expiration Date:	01/14/2028
Capacity:	20
Program Type:	AGED, ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
A staff member took a pancake out of the trash and served the pancake to a resident.	Yes

III. METHODOLOGY

06/23/2026	Special Investigation Intake 2026A0469021
06/23/2026	APS Referral APS referral not applicable
06/24/2026	Special Investigation Initiated - Telephone Complainant
06/26/2026	Contact - Document Received Email received for second complaint with the same allegations
06/26/2026	Contact - Document Sent Email to Officer Ken DeVries
06/28/2026	Contact - Document Received Email received from Officer Ken DeVries
07/10/2026	Inspection Completed On-site
07/10/2026	Contact - Telephone call received Officer Ken DeVries
07/15/2026	Exit Conference Licensee- Paul Wyman

ALLEGATION: A staff member took a pancake out of the trash and served the pancake to a resident.

INVESTIGATION: On 06/23/2026, I received a complaint from the BCHS online system. The complaint stated: *'A staff member at the facility took a pancake out of the trash and serviced it to a staff member who then served it one of the clients/residents at the facility. This is concerning because there could be more instances of the staff acting out.'*

On 06/24/2026, I interviewed the complainant. The complainant stated he was not confident with the other staff names in the kitchen, but that he was present in the

kitchen when staff member, Trish, came into the kitchen saying another pancake was needed for a resident. The complainant stated he heard staff, Cami, say she just threw the pancakes away. The complainant stated he observed Cami take a pancake out of the top of the stack of pancakes that were in the trash, put it on a plate to be served, and give it to Trish to serve to the resident. I asked the complainant if he observed the resident being served the pancake and if the resident ate the pancake. The complainant stated no. The complainant stated he assumed the pancake was served to the resident and that the resident ate the pancake because of Cami and Trish's actions, and Trish left the kitchen with the intention to serve the pancake to the resident to be eaten. I asked the complainant if there were any other incidents like this. The complainant stated no, he had not observed any but was concerned there may have been more because of what he observed.

On 06/26/2026, I received a second complaint from the BCHS online system. This complaint noted there is a law enforcement investigation with the Wayland Police Department with incident number 1604-26. The complaint stated: *'Today, the food servers Trish and Cammi took a pancake out of the trash can and placed it on a plate and served it to the unknown lady.'*

On 06/26/2026, I emailed Officer Ken DeVries with Wayland Police Department to inquire if there was an active investigation, or if it had been completed.

On 06/28/2026, I received an email from Officer DeVries that he is looking into the allegations.

On 07/10/2026, I completed an unannounced onsite inspection. While onsite I interviewed administrator Lisa Kelmer, direct care worker Tina Cuoco, and kitchen staff Cami Milks.

I asked Ms. Kelmer if she is aware of an incident regarding a pancake being served to a resident. Ms. Kelmer stated yes, she is aware of this incident, but the resident was not served the pancake. Ms. Kelmer stated there was an incident when kitchen staff Cami Milks took the top pancake out of the stack of them that were in the trash and put it on a plate to be served to a resident. Ms. Kelmer stated direct care worker Tina Cuoco took the plate with this pancake out of the kitchen to give a resident. Ms. Kelmer stated the pancake was thrown away by Ms. Cuoco and did not get served to the resident. Ms. Kelmer stated she completed an internal investigation regarding this incident and gathered written statements from various staff that were present for this incident. Ms. Kelmer stated Ms. Milks admitted to taking the pancake out of the trash to be served. Ms. Kelmer stated Ms. Milks was sent home for the afternoon on the day this occurred and given retraining regarding food safety. I asked Ms. Kelmer if there was a staff by the name of Trish present for the incident. Ms. Kelmer stated there were no staff with the name of Trish. Ms. Kelmer stated Ms. Cuoco was the direct staff worker who was present for this incident. I asked Ms. Kelmer if something like this has happened before with any other staff. Ms. Kelmer stated no.

I asked Ms. Cuoco if she served a pancake from the trash to a resident. Ms. Cuoco stated no. Ms. Cuoco stated there was an incident recently when she went into the kitchen to request another pancake for a resident, and kitchen staff Cami Milks told her she had just thrown the pancakes away. Ms. Cuoco stated Ms. Milks took the top pancake off the stack of pancakes that were in the trash and put it on a plate to be served. Ms. Cuoco took the plate out of the kitchen but did not feel right giving it to the resident so threw the pancake away, and it was never served to the resident. Ms. Cuoco stated the resident had not requested the pancake and had no knowledge of Ms. Cuoco getting another one for the resident. Ms. Cuoco stated the resident she was getting the pancake for can only eat certain things, and pancakes are one of those things so she was thinking the resident may like another pancake and she went to get it. I asked Ms. Cuoco if she has ever had a situation like this with any kitchen staff taking food out of the trash and serving it to residents. Ms. Cuoco stated she has worked at this facility for over seven years and this is the first time something like this has happened.

I asked Ms. Milks if she took a pancake out of the trash and put it on a plate to be served to a resident. Ms. Milks stated yes. Ms. Milks stated she had just thrown the pancakes away when the direct care worker Tina Cuoco came into the kitchen requesting a pancake for a resident. Ms. Milks stated there was a stack of pancakes on the very top of the trash, on top of an applesauce container, and were not touching anything else. Ms. Milks stated she had just thrown the pancakes away, and it was chaotic in the kitchen that morning as she was training a new staff. Ms. Milks stated when Ms. Cuoco requested the pancake, Ms. Milks stated she was thinking of the “5 second rule” and the pancakes were not in the trash that long when she took the top pancake off the stack and put it on a plate for Ms. Cuoco to take to a resident. Ms. Milks stated she was wrong about doing this and knew better. Ms. Milks stated she has over fifteen years of experience with food service and safety and has never done something like this. Ms. Milks stated she was sent home for the rest of the day while the situation was investigated. Ms. Milks stated she received disciplinary action and re-take training in food safety. I asked Ms. Milks if this has occurred with any other staff. Ms. Milks stated no. Ms. Milks stated this was a lapse in her judgment and no other staff have been observed or heard of having done this.

While onsite I requested and was provided with copies of the staff statements regarding this incident.

On 07/10/2026, I spoke with Officer DeVries via telephone. Officer DeVries did not have any additional information about the complaint and is working to close his report as there was no information that related to criminal charges.

On 07/13/2026, I reviewed the staff statements from this incident. Statements were consistent that Ms. Milks took the pancake out of the trash and put it on a plate to be served to a resident.

On 07/15/2026, I completed an exit conference with Licensee Designee Paul Wyman. I informed him of the investigative findings and recommendations, and that a corrective action plan will be due 15 days from receipt of this report.

APPLICABLE RULE	
R 400.665	Food service.
	(3) Food must be protected from contamination while being transported, stored, prepared, and served.
ANALYSIS:	The complaint alleged that a staff member took a pancake out of the trash and served the pancake to a resident. After interviews and reviewing written statements regarding this incident by staff, it was consistent that Ms. Milks took a pancake out of the trash and put it on a plate where Ms. Cuoco took it out of the kitchen to serve to a resident. Ms. Cuoco stated while leaving with the plate with the pancake from the trash, she decided to throw the pancake away and the resident was not served the pancake. Because the pancake was taken out of the trash to be served, there is evidence for a rule violation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change in license status.



07/15/2026

Natasha Grew
Licensing Consultant

Date

Approved By:



07/15/2026

Jerry Hendrick
Area Manager

Date