



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 14, 2026

Jovan Norman
Heritage Vitalcare Holdings LLC
P.O. Box 572
Saint Clair Shores, MI 48080

RE: Application #: AS500420784
Heritage Comfort Living
35009 Shell Dr
Sterling Heights, MI 48310

Dear Mr. Norman:

Attached is the Original Licensing Study Report for the above referenced facility. The study has determined substantial compliance with applicable licensing statutes and administrative rules. Therefore, a temporary license with a maximum capacity of 6 is issued.

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 (248) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "L. Reed".

LaShonda Reed, Licensing Consultant
Bureau of Community and Health Systems
3044 W Grand Boulevard
2nd Floor Annex, Suite 2-730
Detroit, MI 48202
(586) 676-2877

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500420784
Licensee Name:	Heritage Vitalcare Holdings LLC
Licensee Address:	35009 Shell Dr Sterling Heights, MI 48310
Licensee Telephone #:	(586) 371-7111
Administrator/Licensee Designee:	Jovan Norman
Name of Facility:	Heritage Comfort Living
Facility Address:	35009 Shell Dr Sterling Heights, MI 48310
Facility Telephone #:	(586) 371-7111
Application Date:	06/11/2026
Capacity:	5
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED ALZHEIMERS AGED

II. METHODOLOGY

06/11/2026	On-Line Enrollment
06/16/2026	PSOR on Address Completed
06/16/2026	Contact - Document Sent Application incomplete letter sent.
06/22/2026	Contact - Document Received All documents have been received.
06/23/2026	Contact - Document Received Application incomplete documents received.
06/23/2026	File Transferred to Field Office
06/25/2026	Application Incomplete Letter Sent for field
08/19/2026	Inspection Completed On-site
08/19/2026	Inspection Completed-BCAL Full Compliance

III. DESCRIPTION OF FINDINGS & CONCLUSIONS

A. Physical Description of Facility

The facility is located in Sterling Heights, Michigan located off 15 Mile Road and near to Dequindre Road in a residential subdivision located near shopping, dining, and entertainment. The home is near to Corewell Beaumont Hospital Troy, Senior Center, Community Garden at Nelson Park and Nature Center. The home has a private paved parking driveway. There is also street parking. Due to the facility's location, it utilizes both public water and sewage system.

The home is owned by Jovan Norman (licensee designee and administrator) and Noreen Miller. A warranty deed was provided as verification of ownership dated 04/30/2026. The home is a single-family brick ranch style home. The primary means of egress is via the front door exit. There are two wheelchair exits located out from the garage door and the exit in the rear therefore, the home is wheelchair accessible and can accept residents who require the regular use of a wheelchair. The facility's doorways to the living, dining, bathroom, and resident bedrooms have a width to allow for residents requiring wheelchairs or other devices to easily navigate through them and access these spaces. Inside, you'll find a functional layout featuring four spacious bedrooms and one and a half bathrooms, providing plenty of room for everyday living. The home features a living room, a sitting room with a fireplace and a dining area.

The four resident bedrooms and bathroom are on the main floor of the home. The home has a gas-powered washer/dryer located in the unfinished basement. The facility's clothes dryer is vented to the outside using permanent metal duct work. The unfinished basement will not be used for resident activities. The heating plant is in the basement and is equipped with a 1-3/4-inch solid core door equipped with an automatic self-closing device and positive latching hardware is located at the bottom of the stairs to create floor separation.

The furnace and electrical system were inspected on 04/06/2026 and by licensed CNM Inspection Services, inspector Charles Shavers. Both the furnace and electrical system were determined to be in good condition and function properly. At least one 5-pound multi-purpose fire extinguisher or equivalent is located on the main floor and in the basement.

The applicant (Heritage Vitalcare Holdings LLC) acknowledges that all portable heating units used must be in compliance with R 400.729(4), which includes being Underwriters Laboratory (UL) listed and equipped with a tip over sensor, and temperature overheat sensor. The applicant acknowledges portable heating units must not be plugged into extension cords or power strips and must be used in accordance with manufacturer's recommendation and guidelines. Documentation showing compliance with these requirements must be maintained at the facility and available for inspection. The applicant acknowledges when determining if use and placement of a portable heating unit is appropriate, the resident population served and ensuring their safety must be taken into account.

The facility has a wood burning fireplace located in the family room. The fireplace will not be used, and the fireplace has a permanent bar fixture to enclose the fireplace. The facility is equipped with interconnected, hardwired smoke detection system, with battery backup, which was inspected and installed by Modern Life Concepts on 08/10/2026 and determined to be fully operational and in good condition. Smoke detectors are located in all sleeping areas, on each occupied floor, basement, living rooms, family room, and similar spaces along with all areas that contain flame or heat producing equipment.

Resident bedrooms were measured during the on-site inspection and have the following dimensions:

Bedroom #	Room Dimensions	Total Square Footage	Total Resident Beds
1	9.4 x 9.6	88.67	1
2	11.1 x 12.5	137.62	1
3	8.10 x 12.8	111.89	1
4	11.7 x 10.9	124.52	2

Total capacity: 5

The living, dining, and sitting room areas measure a total of 454.09 square feet of living space. This exceeds the minimum of 35 square feet per occupant requirement.

Based on the above information, it is concluded that this facility can accommodate **five (5)** residents. It is the licensee's responsibility not to exceed the facility's licensed capacity.

B. Program Description

Admission and discharge policies, program statement, refund policy, personnel policies, emergency preparedness plans, standard procedures, and a visitation policy that addresses overnight visitors were reviewed and accepted as written.

The applicant (Heritage Vitalcare Holdings LLC) intends to provide 24-hour supervision, protection and personal care to **five (5)** male or female ambulatory and/or non-ambulatory adults whose diagnosis is developmentally disabled, aged, physically handicapped, and Alzheimer's in the least restrictive environment possible.

Heritage Vitalcare Holdings LLC home will house up to five adults from the age of 50+. The services that will be provided are based on each resident's individual assessment, care needs, and service plan. The facility believes that individuals with Alzheimer's disease and other dementia-related conditions deserve the highest quality of care that prioritizes their safety, dignity, and overall well-being. Heritage Vitalcare Holdings LLC's approach is rooted in compassion, vigilance, and proactive measures to ensure the effective management of resident's health, particularly in the prevention of prescription drug abuse or misuse. Heritage Vitalcare Holdings LLC is committed to creating a supportive and informed environment for our residents, their families, and staff. The overall mission is to provide exceptional care to individuals with Alzheimer's disease and other dementia-related conditions by implementing comprehensive protocols. The program goals are to promote resident independence, maintain dignity and respect, maximize functional abilities, encourage family involvement and support physical, emotional, and social well-being. In addition, the home intends to provide secure perimeters such as alarms on doors to alert staff of any unauthorized exits, safe flooring, non-slip flooring to prevent falls, consistent flooring materials and colors to avoid confusion and visual misperceptions and adequate lighting.

The home intends to provide a range of activities that are designed to accommodate residents with Alzheimer's and related dementia conditions throughout each day, as needed and included in the individual service plan. Activities may include, but are not limited to: Walking, Chair Exercises, Dance, Puzzles, Reading, Memory Games, Board Games, Art Projects, Crafts, Music Therapy, Gardening, Group Discussions, Family Visits, Volunteer Visits, Aromatherapy, Sensory Boxes, Nature Sounds.

The staff will receive additional training in working with residents with Alzheimer's, additional training specific to the Alzheimer's population, and their needs and care is included. The staff require training, which includes personal care skills, communication, daily living skills and socialization in a 24-hour supervised living environment, without

continuous nursing or regular night-time care, Alzheimer's and dementia care. Staff will meet the training requirements

Heritage Vitalcare Holdings LLC will contract with organizations as needed to provide services such as medical/psychiatric care, placement services or case management services. In addition, the facility may contract with agencies, in-home medical services such as skilled nursing, hospice or primary care, pharmacies, employment services, transportation services, or recreational services.

Heritage Vitalcare Holdings LLC will ensure the availability of transportation services as agreed upon in the Resident Care Agreement but shall ensure immediate emergency transportation through use of a recognized available community service or vehicle that is owned by the licensee, administrator, or direct care staff on duty.

Heritage Vitalcare Holdings LLC will make provisions for a variety of leisure and recreational equipment. It is the intent of the applicant to utilize local community resources including libraries, local museums, shopping centers, and local parks for additional entertainment and leisure activities.

C. Applicant and Administrator Qualifications

The applicant is Heritage Vitalcare Holdings LLC, established in Michigan, on 04/13/2026. Heritage Vitalcare Holdings LLC has acknowledged sufficient financial resources to provide for the adequate care of the residents. Heritage Vitalcare Holdings LLC submitted a financial statement and established an annual budget projecting expenses and income to demonstrate the financial capability to operate this adult foster care facility.

The members of Heritage Vitalcare Holdings LLC have submitted documentation appointing Jovan Norman as Licensee Designee and the Administrator of the facility. A licensing record clearance request was completed with no LEIN convictions recorded for Jovan Norman. Jovan Norman submitted a medical clearance with a statement from a physician documenting the Jovan Norman good health, dated 07/13/2026.

Jovan Norman has provided documentation to satisfy the qualifications and training requirements identified in the administrative group home rules. Jovan Norman currently works as a Registered Nurse Case Manager for a hospice agency. Jovan Norman provides comprehensive nursing case management for terminally ill patients in private homes, assisted living facilities, and nursing facilities. Jovan Norman performs physical, psychosocial, and environmental assessments to develop individualized plans of care. Jovan Norman coordinates care with physicians, social workers, home health aides, chaplains, and family caregivers. Jovan Norman manages symptom control, pain management, medication administration, and end-of-life care. Jovan Norman has extensive experience caring for elderly adults with Alzheimer's disease, dementia, Parkinson's disease, congestive heart failure, COPD, cancer, stroke, and other chronic illnesses. In addition, Jovan Norman has experience working with physically

handicapped individuals requiring assistance with activities of daily living, supporting patients with anxiety, depression, and other mental health conditions. Jovan Norman also has as works as Charge Nurse (PRN) since 2021 which provides skilled nursing, rehabilitation, assisted living, and in a long-term care setting. Jovan Norman supervises nursing assistants and direct care staff. Jovan Norman administer medications, provides wound care, complete resident assessments and monitor changes in condition for residents with dementia, Alzheimer's disease, mental illness, developmental disabilities, traumatic brain injuries, and physical disabilities.

The staffing pattern for the original license of this 5 bed facility is adequate and includes a minimum of 1 staff –to- 5 residents per shift. Jovan Norman acknowledges that the staff 1–to-5 resident ratio will change to reflect any increase in the level of supervision, protection, or personal care required by the residents. The applicant has indicated that direct care staff will be awake during sleeping hours (ensure this matches their program statement).

Jovan Norman acknowledged that at no time will this facility rely on “roaming” staff or other staff that are on duty and working at another facility to be considered part of this facility’s staff to resident ratio or expected to assist in providing supervision, protection, or personal care to the resident population.

Jovan Norman acknowledges an understanding of the qualifications, suitability, and training requirements for direct care staff prior to each person working in the facility in that capacity or being considered as part of the staff to resident ratio.

Jovan Norman acknowledged an understanding of the responsibility to assess the good moral character of employees and contractors who have regular, ongoing, “direct access” to residents or the resident information or both. The licensing consultant provided technical assistance on the process for obtaining criminal record checks utilizing the Michigan Long Term Care Partnership website (www.miltcpartnership.org) and the related documents required to be maintained in each employee’s record to demonstrate compliance.

Jovan Norman acknowledges an understanding of the administrative rules regarding medication procedures and that only those direct care staff that have received medication training and have been determined competent by the licensee, can administer medication to residents. In addition, Jovan Norman has indicated that resident medication will be stored in a locked cabinet and that daily medication logs will be maintained on each resident receiving medication.

Jovan Norman acknowledges their responsibility to obtain all required good moral character, medical, and training documentation and signatures that are to be completed prior to each direct care staff or volunteer working directly with residents. In addition, Jovan Norman acknowledges their responsibility to maintain all required documentation in each employee’s record for each licensee or licensee designee, administrator, and

direct care staff or volunteer and follow the retention schedule for those documents contained within each employee's record.

Jovan Norman acknowledges an understanding of the administrative rules regarding the admission criteria and procedural requirements for accepting a resident into the home for adult foster care.

Jovan Norman acknowledges their responsibility to obtain the required written assessment, written assessment plan, resident care agreement, and health care appraisal forms and signatures that are to be completed prior to, or at the time of each resident's admission to the home as well as updating and completing those forms and obtaining new signatures for each resident on an annual basis.

Jovan Norman acknowledges their responsibility to maintain a current resident record on file in the home for each resident and follow the retention schedule for all of the documents that are required to be maintained within each resident's file.

Jovan Norman acknowledges an understanding of the administrative rules regarding the handling of resident funds and valuables and intends to comply. Jovan Norman acknowledges recording each resident's funds and itemized transactions including payment for services. Jovan Norman acknowledges this document will be created for each resident in order to document the date and amount of the adult foster care service fee paid each month and all of the resident's personal money transactions that have been agreed to be managed by the applicant.

Jovan Norman acknowledges an understanding of the administrative rules regarding informing each resident of their resident rights and providing them with a copy of those rights. Jovan Norman indicated that it is their intent to achieve and maintain compliance with these requirements.

Jovan Norman acknowledges an understanding of the administrative rules regarding the written and verbal reporting of incidents and accidents and the responsibility to conduct an immediate investigation of the cause. Jovan Norman has indicated their intention to achieve and maintain compliance with the reporting and investigation of each incident and accident involving a resident, employee, and/or visitor.

Jovan Norman acknowledges their responsibility to provide a written discharge notice to the appropriate parties when a 30-day or less than 30-day discharge is requested.

D. Rule/Statutory Violations

Jovan Norman was in compliance with the licensing act and applicable administrative rules at the time of licensure.

IV. RECOMMENDATION

I recommend issuance of a six-month temporary license to this adult foster care small group home (capacity 1 - 5).

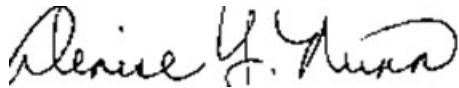


08/26/2026

LaShonda Reed
Licensing Consultant

Date

Approved By:



09/14/2026

Denise Y. Nunn
Area Manager

Date