

Department of Health & Human Services
Centers for Medicare & Medicaid Services

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 235707	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/31/2026
NAME OF PROVIDER OR SUPPLIER The Willows at Howell		STREET ADDRESS, CITY, STATE, ZIP CODE 1500 Byron Road Howell, MI 48855	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards. Based on observation, interview, and record review, the facility failed to maintain best practices in the food service area resulting in the potential to spread food borne illness to all residents that consume food from the kitchen. Findings Include: On 03/30/2026 at 8:47 AM observed raw pork stored in a pan on the top shelf of the rack, positioned above pre sliced packaged meats in the walk-in cooler. Director of Food (DOF) G indicated they were unaware why it was stored there. On 03/30/2026 at 8:49 AM observed a pan of raw chicken on the bottom shelf of a rack in the walk-in cooler. Stacked metal pans were beside the raw chicken with a facility label indicating raw chicken. When the lid was removed cooked chicken was observed inside the stacked pans. DOF G removed the pans from their location. An interview at this time with DOF G found that the chicken was for lunch and indicated that was an educational piece for staff. On 03/30/2026 at 11:18 AM observed a poster on the walk-in cooler door labeled Proper Food Storage. Indicating appropriate storage locations for poultry, ground meat, beef/pork, fruits and vegetables and prepared foods. The poster states, Label all food clearly and use the first in, first out system. According to the 2022 FDA Food Code section 3-302.11 Packaged and Unpackaged Food - Separation, Packaging, and Segregation. (A) FOOD shall be protected from cross contamination by: (1) Except as specified in (1)(d) below or when combined as ingredients, separating raw animal FOODS during storage, preparation, holding, and display from: (a) Raw READY-TO-EAT FOOD including other raw animal FOOD. (b) Arranging each type of FOOD in EQUIPMENT so that cross contamination of one type with another is prevented, P and (c) Preparing each type of FOOD at different times or in separate areas; P On 03/30/2026 at 9:02 AM observed a two-door compartment refrigeration unit in the kitchen containing liquid egg, pasteurized egg, pureed items, and shredded cheese. A container with a facility marked label of pureed entree was observed warm when touched. When the item was brought out and temped, the entree was found to be 60 F. DOF G indicated the puree was made the previous day. A temperature of shredded cheddar cheese was found to be 45 F. DOF G removed food items from the refrigerator to be discarded. An interview with DOF G at this time found they were unaware of the unit being out of order. According to the 2022 FDA Food Code section 3-501.16 Time/Temperature Control for Safety Food, Hot and Cold Holding. (C) of this section, TIME/TEMPERATURE CONTROL FOR SAFETY FOOD shall be maintained. (2) At 5 C (41 F) or less. P On 03/30/2026 at 9:15 AM observed spotted brown buildup in one corner of the ice machine drip panel. DOF G indicated it is due for a cleaning, and that they are done at the end of the month. On 03/30/2026 at 9:45 AM observed food debris along the interior back wall of the microwave in the Cantaloupe cafe. During an interview at this time, DOF G stated the responsibility for maintaining equipment in this area falls under the kitchen staff and indicated they should be checking it more often. On 03/30/2026 at 9:47 AM observed black particulate buildup around the coffee nozzle of the Folgers coffee machine in the cantaloupe cafe. DOF G indicated they could see the buildup. According to the 2022 FDA Food Code section 4-601.11 Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils. (A) EQUIPMENT FOOD-CONTACT SURFACES and UTENSILS shall be clean to sight and touch. (B) The FOOD-CONTACT SURFACES of cooking EQUIPMENT and pans shall be kept free of encrusted grease deposits and other soil accumulations. (continued on next page)		

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	(C) NonFOOD-CONTACT SURFACES of EQUIPMENT shall be kept free of an accumulation of dust, dirt, FOOD residue, and other debris. On 03/30/2026 at 9:29 AM observed a drainpipe from the three-compartment sink extended below the floor drain creating an improper air gap. DOF G indicated they would have maintenance look at it. On 03/30/2026 at 9:41 observed diagonal cut on a drainpipe from the two-compartment prep sink extending into the floor drain creating an improper air gap. Culinary Support H indicated they would get it fixed. According to the 2022 FDA Food Code section 5-402.11 Backflow Prevention. (A) Except as specified in (B), (C), and (D) of this section, a direct connection may not exist between the SEWAGE system and a drain originating from EQUIPMENT in which FOOD, portable EQUIPMENT, or UTENSILS are placed. On 03/30/2026 at 9:32 AM observed three clear bins stacked on the dry storage rack with condensation collected at the top of the bin. In an interview at this time, when asked if bins are normally stored like this, Culinary Support H stated no. Culinary Support H removed bins and placed them in the three compartment sink to be cleaned. According to the 2022 FDA Food Code section 4-901.11 Equipment and Utensils, Air-Drying Required. After cleaning and SANITIZING, EQUIPMENT and UTENSILS: (A) Shall be air-dried or used after adequate draining. On 03/30/2026 at 2:52 PM an interview with DOF G regarding various kitchen policies found the facility uses the 2009 FDA Food Code to encompass their policies, and there are no facility specific policies for the kitchen. A record review of the facility provided document entitled Food Labeling and Dating Policy states, Any food product removed from its original container, has a broken seal, has been processed in any way must have a label. Item Name Date and Time the food was labeled Use BY date Initials of the person labeling the item Securely cover the food item The same label will be used at all times and in all areas. GFS item code number 708471		