

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 834990	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 6/25/2025
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NAME OF PROVIDER OR SUPPLIER HERITAGE MANOR NURSING AND REHAB CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 9500 GRAND RIVER AVE DETROIT, MI 48204
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F0000 SS=	INITIAL COMMENTS Heritage Manor Nursing and Rehabilitation Center was surveyed on 06/25/2025 for an Abbreviated survey. They were found to not be in compliance with 42 CFR Part 483, Requirements for Long Term Care Facilities. Intake: MI00153787 Census: 107	F0000		
F0812 SS= F	Food Procurement,Store/Prepare/Serve-Sanitary §483.60(i) Food safety requirements. The facility must - §483.60(i) (1) - Procure food from sources approved or considered satisfactory by federal, state or local authorities. (i) This may include food items obtained directly from local producers, subject to applicable State and local laws or regulations. (ii) This provision does not prohibit or prevent facilities from using produce grown in facility gardens, subject to compliance with applicable safe growing and food-handling practices. (iii) This provision does not preclude residents from consuming foods not procured by the facility. §483.60(i) (2) - Store, prepare, distribute and serve food in accordance with professional standards for food service safety. This REQUIREMENT is not met as evidenced by: "This citation pertains to intake MI00153787" Based on observations, interviews, and record reviews, the facility failed to effectively clean and maintain food service equipment effecting 107 residents who consume food products, resulting in the increased likelihood for cross-	F0812		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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.

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	<p>contamination and bacterial harborage.</p> <p>Findings include:</p> <p>On 06/25/25 at 11:52 A.M., A comprehensive tour of the food service was conducted with Dietary Manager "A". The following items were noted:</p> <p>The 3-compartment sink sanitizer basin chemical concentration was tested and observed to be more than 500 parts-per-million (PPM) quaternary ammonia. Dietary Manager "A" indicated she would contact the contractual vendor for necessary adjustments to the chemical dispensing assembly as soon as possible.</p> <p>The "2022 FDA Model Food Code" section 4-501.114 states: "A chemical SANITIZER used in a SANITIZING solution for a manual or mechanical operation at contact times specified under 4-703.11(C) shall meet the criteria specified under §7-204.11 Sanitizers, Criteria, shall be used in accordance with the EPA-registered label use instructions, and shall be used as follows: (A) A chlorine solution shall have a minimum temperature based on the concentration and PH of the solution as listed in the following chart;</p> <p>FDA Food Code 2022 Chapter 4 Equipment, Utensils, and Linens</p> <p>Chapter 4 - 19 CONCENTRATION RANGE (MG/L)</p> <p>MINIMUM TEMPERATURE PH 10 OR LESS</p> <p>°C (°F) MINIMUM TEMPERATURE PH 8 OR LESS</p> <p>°C (°F)</p>			

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	<p>25 - 49 49 (120) 49 (120)</p> <p>50 - 99 38 (100) 24 (75)</p> <p>100 13 (55) 13 (55)</p> <p>(B) An iodine solution shall have a: (1) Minimum temperature of 20°C (68°F), (2) PH of 5.0 or less or a PH no higher than the level for which the manufacturer specifies the solution is effective, and (3) Concentration between 12.5 MG/L and 25 MG/L; (C) A quaternary ammonium compound solution shall: (1) Have a minimum temperature of 24oC (75oF), (2) Have a concentration as specified under § 7-204.11 and as indicated by the manufacturer's use directions included in the labeling, and (3) Be used only in water with 500 MG/L hardness or less or in water having a hardness no greater than specified by the EPA-registered label use instructions; (D) If another solution of a chemical specified under (A) - (C) of this section is used, the PERMIT HOLDER shall demonstrate to the REGULATORY AUTHORITY that the solution achieves SANITIZATION and the use of the solution shall be APPROVED; (E) If a chemical SANITIZER other than chlorine, iodine, or a quaternary ammonium compound is used, it shall be applied in accordance with the EPA-registered label use instructions; and (F) If a chemical SANITIZER is generated by a device located on-site at the FOOD ESTABLISHMENT it shall be used as specified in (A) - (D) of this section and shall be produced by a device that: (1) Complies with regulation as specified in §§ 2(q)(1) and 12 of the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA), (2) Complies with 40 CFR 152.500 Requirement for Devices and 40 CFR 156.10 Labeling Requirements, (3) Displays the EPA device manufacturing facility registration number on the device, and (4) Is operated and maintained in accordance with manufacturer's instructions"</p>			

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	<p>The "Manitowac" ice machine interior stainless steel retention plate was observed heavily stained and corroded with rust scale deposits. Dietary Manager "A" indicated she would have maintenance remove and thoroughly clean and sanitize the retention plate assembly as soon as possible.</p> <p>The can opener assembly and mounting plate bracket were observed heavily soiled with accumulated and encrusted food residue deposits. The cutting blade surface was also observed black in color with excessive food residue build-up. Dietary Manager "A" indicated she would have staff thoroughly clean and sanitize the can opener assembly and mounting plate bracket as soon as possible.</p> <p>The "Coffee Machine" interior and exterior surfaces were observed soiled with accumulated and encrusted food residue deposits. Dietary Manager "A" indicated she would have staff thoroughly clean and sanitize the coffee machine as soon as possible.</p> <p>The "2022 FDA Model Food Code" section 4-601.11 states: "(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. (C) NonFOOD-CONTACT SURFACES of EQUIPMENT shall be kept free of an accumulation of dust, dirt, FOOD residue, and other debris."</p> <p>The "Amana" commercial microwave oven exterior door handle was observed cracked and broken. The door handle could be moved completely around in a 360-degree circle. Dietary</p>			

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	<p>Manager "A" indicated she would contact maintenance for necessary repairs as soon as possible.</p> <p>The "2022 FDA Model Food Code" section 4-501.11 states: "(A) EQUIPMENT shall be maintained in a state of repair and condition that meets the requirements specified under Parts 4-1 and 4-2. (B) EQUIPMENT components such as doors, seals, hinges, fasteners, and kick plates shall be kept intact, tight, and adjusted in accordance with manufacturer's specifications. (C) Cutting or piercing parts of can openers shall be kept sharp to minimize the creation of metal fragments that can contaminate FOOD when the container is opened."</p> <p>On 06/25/25 at 01:31 P.M., An interview was conducted with Dietary Manager "A" regarding specific Policies/Procedures for cleaning and maintaining food service equipment. Dietary Manager "A" stated: "I will see what I have."</p> <p>On 06/26/25 at 08:00 A.M., Record review of the Policy/Procedure entitled: "Sanitation Inspection" dated 11/01/2022 revealed under Policy: "It is the policy of this facility, as part of the department's sanitation program, to conduct inspections to ensure food service areas are clean, sanitary, and in compliance with applicable state and federal regulations." Record review of the Policy/Procedure entitled: "Sanitation Inspection" dated 11/01/2022 further revealed under Policy Explanation and Compliance Guidelines: "(1) All food service areas shall be kept clean, sanitary, free from litter, rubbish, and protected from rodents, roaches, flies, and other insects."</p> <p>On 06/26/25 at 08:15 A.M., Record review of the Policy/Procedure entitled: "Manual Warewashing - 3 Compartment Sink" dated 11/01/2022 revealed under Policy and Compliance</p>				

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F0921 SS= F	<p>Guidelines: "(1) The facility utilizes a 3-compartment sink to wash, rinse, and sanitize pots, pans, and other utensils to prevent the spread of bacteria that may cause foodborne illness. (2) A 3-step process is used to manually wash, rinse, and sanitize dishware correctly: (a) First step: Thorough washing using hot water and detergent after food particles have been scraped off. (b) Second step: Rinsing with hot water to remove all soap residues. (c) Third step: Sanitizing with either hot water (at least 171 degrees Fahrenheit) for 30 seconds or a chemical sanitizing solution used according to manufacturer's instructions."</p> <p>Safe/Functional/Sanitary/Comfortable Environ §483.90(i) Other Environmental Conditions The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public. This REQUIREMENT is not met as evidenced by:</p> <p>"This citation pertains to intake MI00153787"</p> <p>Based on observations, interviews, and record reviews, the facility failed to effectively clean and maintain the physical plant effecting 107 residents, resulting in the increased likelihood for cross-contamination, bacterial harborage, and decreased air quality.</p> <p>Findings include:</p> <p>On 06/25/25 at 12:10 P.M., 6 of 9 first floor Main Dining Room "Portable Terminal Air Conditioning" (PTAC) unit filters were observed heavily soiled with accumulated and encrusted dust/dirt deposits. The interior and exterior (PTAC) cabinet surfaces were also observed</p>	F0921			

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	<p>soiled with accumulated and encrusted dust/dirt deposits. Maintenance Director "C" indicated he would have staff thoroughly clean the filters and cabinet surfaces as soon as possible.</p> <p>On 06/25/25 at 12:15 P.M., The first floor Main Dining Room flooring surface was observed soiled with accumulated and encrusted dust/dirt/food residue deposits.</p> <p>On 06/25/25 at 12:20 P.M, An interview was conducted with Director of Housekeeping and Laundry Services "E" regarding current staffing levels. Director of Housekeeping and Laundry Services "E" stated: "I have ten housekeepers total." Director of Housekeeping and Laundry Services "E" also stated: "I have six housekeepers on first shift." Director of Housekeeping and Laundry Services "E" additionally stated: "I have one housekeeper on second shift." Director of Housekeeping and Laundry Services "E" further stated: "The other three housekeepers cover the schedule during call offs and days off."</p> <p>On 06/25/25 at 01:52 P.M., An interview was conducted with Dietary Aide "B" regarding the food production kitchen floor drains. Dietary Aide "B" stated: "The floor drain flooding is random." Dietary Aide "B" also stated: "The floor drain sometimes floods daily and other times weekly."</p> <p>On 06/25/25 at 03:00 P.M., An interview was conducted with Corporate Life Safety and Maintenance/Environmental Director "D" regarding the floor drain flooding concern. Corporate Life Safety and Maintenance/Environmental Director "D" stated: "The first time we experienced a wastewater issue was nine years ago." Corporate Life Safety and Maintenance/Environmental Director "D" also stated: "I generally snake drains as needed."</p>			

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	<p>Corporate Life Safety and Maintenance/Environmental Director "D" additionally stated: "I snaked drains in the basement last week (6-16-25)." Corporate Life Safety and Maintenance/Environmental Director "D" further stated: "The dietary grease traps were cleaned by (contractual service name) on 6-18-25." Corporate Life Safety and Maintenance/Environmental Director "D" also stated: "The wastewater drain lines were cleaned on 11-6-24 for preventative measures."</p> <p>On 06/25/25 at 03:15 P.M., An interview was conducted with Corporate Life Safety and Maintenance/Environmental Director "D" regarding future plans for maintaining the facility wastewater drain system. Corporate Life Safety and Maintenance/Environmental Director "D" stated: "Education of staff and continued monitoring." Corporate Life Safety and Maintenance/Environmental Director "D" also stated: "The problem we continue to have is our dietary drain lines from excessive grease and solids/debris."</p> <p>On 06/26/25 at 08:45 A.M., Record review of the Policy/Procedure entitled: "Sewage and Waste Disposal" dated 01/2024 revealed under Policy: "It is the policy of this facility to plan for safe and sanitary disposal of sewage and waste." Record review of the Policy/Procedure entitled: "Sewage and Waste Disposal" dated 01/2024 further revealed under Policy Explanation and Compliance Guidelines: "(1) The facility sewer lines will be maintained to ensure that all sewage drains run freely at all times. (2) In the event that the facility encounters a drain that becomes blocked, the facility will contact its Director of Facilities to snake drains or contact vendor to clear the lines."</p>				