



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 27, 2022

Ryan Boutell
Rose Adult Foster Care, LLC
4904 Onsikamme St
Montague, MI 49437

RE: License #: AM640397153
Investigation #: 2022A0350018
Rose Care LLC

Dear Mr. Boutell:

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. In the event that 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 black ink, appearing to read 'Ian Tschirhart', with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 644-9526

enclosure

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

I. IDENTIFYING INFORMATION

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|---------------------------------------|--|
| License #: | AM640397153 |
| Investigation #: | 2022A0350018 |
| Complaint Receipt Date: | 04/07/2022 |
| Investigation Initiation Date: | 04/08/2022 |
| Report Due Date: | 05/07/2022 |
| Licensee Name: | Rose Adult Foster Care, LLC |
| Licensee Address: | 4904 Onsikamme St Montague, MI 49437 |
| Licensee Telephone #: | (231) 670-9475 |
| Administrator: | Ryan Boutell |
| Licensee Designee: | Ryan Boutell |
| Name of Facility: | Rose Care LLC |
| Facility Address: | 1318 S Oceana Dr Shelby, MI 49455 |
| Facility Telephone #: | (231) 670-9475 |
| Original Issuance Date: | 02/25/2019 |
| License Status: | REGULAR |
| Effective Date: | 08/25/2021 |
| Expiration Date: | 08/24/2023 |
| Capacity: | 12 |
| Program Type: | DEVELOPMENTALLY DISABLED MENTALLY ILL AGED |

II. ALLEGATION(S)

| | Violation Established? |
|--|-----------------------------------|
| The house cat and dog are not vaccinated against rabies. | No |
| Residents are being given medications at 6:30 p.m., but they are prescribed to be taken at 8:00 p.m. | No |
| The home has fleas and bedbugs. | No |
| The home is dirty, dusty and smells of pet urine and feces. There is trash and old food in the residents' bedrooms. | No |
| The food being served is not nutritious. | No |
| There is a crack in the ceiling of one of the residents' bedrooms and a window that is in disrepair that does not prevent rain from coming in. | No |
| There are many pieces of old furniture in the yard. | Yes |

III. METHODOLOGY

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| 04/07/2022 | Special Investigation Intake 2022A0350018 |
| 04/08/2022 | Special Investigation Initiated - On Site I made an onsite inspection and spoke with staff member Ella Boutell and a few of the residents |
| 04/08/2022 | Contact - Telephone call made I called and spoke with Kassandra Counterman, Home Manager |
| 04/08/2022 | Contact - Telephone call received I received a call from Clyde Furuta, pharmacist |
| 04/11/2022 | APS referral made |
| 04/11/2022 | Contact - Telephone call made I called and spoke with Mr. Furutu |
| 04/11/2022 | Contact - Document Received I received a text message from Mr. Furutu |
| 04/11/2022 | Contact - Telephone call received |

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| | I received a follow-up call from Mr. Furutu |
| 04/14/2022 | Contact - Face to Face I made an onsite inspection and spoke with several residents and the Home Manager, Kassandra Counterman |
| 04/15/2022 | Contact – Telephone call made I spoke with Shawna Roberts, live-in staff member |
| 04/21/2022 | Contact - Telephone call made I spoke with Kassandra Counterman, Home Manager |
| 04/25/2022 | Contact - Telephone call made I spoke with Kassandra Counterman |
| 04/25/2022 | Contact – Telephone call received I received a picture of the dog’s tag from Ms. Counterman |
| 04/27/2022 | Exit conference – Held with Ryan Boutell, Licensee Designee |

ALLEGATION: The house cat and dog are not vaccinated against rabies.

INVESTIGATION: On 04/08/2022, I made an unannounced onsite inspection. I met first with Ella Boutell, Direct Care Worker (DCW), who said the Home Manager was not there at this time. I asked Ms. Boutell if there were pets living in this home, and she said there was one dog and one cat. I asked if the dog is current with its shots, and she was not sure; however, Resident B overheard me asking this and she reported that the dog and cat were both caught up on their shots. Resident B told me that the cat was just spayed the day before, and she showed me the cat’s scar. I observed both the cat and the dog, the latter appearing to be a basset hound. The animals appeared to be clean and healthy.

On 04/14/2022, I made a second onsite inspection, and spoke Ms. Counterman. I asked to see documentation that the pets, one dog and one cat, have had their rabies vaccination. I saw the tag on the cat that showed she had her rabies vaccination in 2022. Ms. Counterman informed me that the dog was also vaccinated for rabies recently, but she couldn’t find documentation of this. However, she told me she would send it to me once she finds it.

On 04/21/2022, I called and asked Ms. Counterman if she had found the documentation showing that the house dog had been vaccinated against rabies yet, and she said she hadn’t, but would keep looking.

On 04/25/2022, I called and spoke with Ms. Counterman, and she said she found the dog's tag showing that he was vaccinated for rabies. I asked her to send me a picture of the tag to my phone, and shortly after speaking with her, she did.

On 04/25/2022, I viewed the picture of the dog's tag sent to me by Ms. Counterman and it shows that he was vaccinated for rabies in 2021.

On 04/27/2022, I called and held an exit conference with Ryan Boutell, Licensee Designee. I informed Mr. Boutell that I was not citing violation of this rule. He thanked me and had no further comment.

| APPLICABLE RULE | |
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| R 400.14305 | Resident protection. |
| | (3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act. |
| ANALYSIS: | <p>I observed the cat's tag which showed he was vaccinated for rabies in 2022, and I saw a picture of the dog's tag showing he was vaccinated for rabies in 2021.</p> <p>The two house pets were vaccinated for rabies.</p> <p>My findings do not support that this rule had been violated.</p> |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION: Residents are being given medications at 6:30 p.m., but they are prescribed to be taken at 8:00 p.m.

INVESTIGATION: On 04/08/2022, I made an unannounced onsite inspection. I met first with Ella Boutell, DCW. I asked Ms. Boutell to show me Resident A's Medication Administration Record (MARs) and she did. I observed that Resident A was prescribed Trazadone, an antidepressant, to be taken at 8:00 p.m. Ms. Boutell stated that prescribed sleep aid medications for any resident are administered at 8:00 p.m.

On 04/08/2022, I called and spoke with Kassandra Counterman, DCW. Ms. Counterman stated that she is the one who usually passes the last medications of the day and told me that Resident A was the only one who has an 8:00 p.m. medication. She reported that she was passing this medication, Trazodone, to Resident A at 8:00 p.m., but he now gets it at 6:30 p.m., per a change in the order.

On 04/08/2022, I received a call from Clyde Furuta, pharmacist and co-owner of LTC Medex Direct Pharmacy. Mr. Furuta informed me that the correct time Resident A should be receiving his Trazodone is 6:30 p.m. even though the MARs show 8:00 p.m. Mr. Furuta said the error was theirs (the pharmacy) because they recently started using a new program and the incorrect time of 8:00 p.m. was put in. He said that the problem was corrected, and the new MARs sheets will show that Resident A is to be given his Trazodone at 6:30 p.m.

On 04/11/2022, I called and spoke with Mr. Furuta again. I asked Mr. Furuta why the time of Resident A's Trazodone was switched from 8:00 p.m. to 6:30 p.m., and he said it was because someone from this Adult Foster Care home requested it to be changed to 6:30 p.m. because the residents go to bed at about 7:00 p.m. He told me he would look into this matter and then call me back.

On 04/11/2022, I received a text message from Mr. Furuta in which he stated, "Concerning the pt (Resident A) at the rose home: I relooked at rxs and there are no definitive time on rxs other than 'at bedtime.' The home caregiver is leaving only that pt at 8pm. The mar sheet will reflect that time."

On 04/11/2022, I received a follow-up call from Mr. Furuta who stated that the pharmacy did not change the time Resident A was to be given his Trazodone to 8:00 p.m. because the original doctor's order says it was to be taken "at bedtime," and that's what it should state on the MARs.

On 04/14/2022, I made a second onsite inspection, and spoke with Resident C, Resident D, Resident E, and Resident F. I asked them what time they each received their last medications for the day and they each said between 6:00 and 6:30 p.m.

On 04/14/2022, I made a second onsite inspection, and spoke with Kassandra Counterman, Home Manager. I asked to see the Medication Administration Record (MARs) and Ms. Counterman brought it to me. I observed all the residents had medications that were prescribed to be given at 6:30 p.m. except Resident A, whose MARs showed that he takes Fluticasone, which he is prescribed to receive at 8:00 p.m. I asked Resident A what time he was being given this medication, and he said 8:00 p.m.

On 04/15/2022, I called and spoke with Shawna Roberts, the DCW who lives in the apartment above this home. I asked Ms. Roberts what time she was giving Resident A his last medication of the day, and she said 8:00 p.m. Ms. Roberts told me that Resident A was admitted to this home on 02/14/2022, and the prescription for his Fluticasone first said it was to be taken in the "PM" but did not state what time, so she was giving it to him at 6:30 p.m. when all the other residents received their 6:30 p.m. medications. Ms. Roberts reported that Resident A's mother/Legal Guardian did not want him to receive this medication until 8:00 p.m. so the doctor re-wrote the prescription for it to be given at 8:00 p.m.

On 04/27/2022, I called and held an exit conference with Ryan Boutell, Licensee Designee. I informed Mr. Boutell that I was not citing violation of this rule. He thanked me and had no further comment.

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| APPLICABLE RULE | |
| R 400.14312 | Resident medications. |
| | (2) Medication shall be given, taken, or applied pursuant to label instructions. |
| ANALYSIS: | <p>Initially, staff members were giving Resident A his 8:00 p.m. medication at 6:30 p.m. even though the MARs showed it was to be given at 8:00 p.m. I spoke with the pharmacist who said that the error was on the part of the pharmacy in that they intended to have the MARs show this medication was to be taken at 6:30 p.m. but they were transitioning to a new system and could not get the MARs to say 6:30 p.m.</p> <p>There are several residents who receive medications between 6:00 and 6:30 p.m. For these residents, the Medication Administration Records (MARs) show that the medications are prescribed to be taken at 6:30 p.m. Resident A is the only resident who is prescribed a medication to be taken at 8:00 p.m. and his MARs shows this. Resident A confirmed that he is receiving this medication at 8:00 p.m.</p> <p>I spoke with the primary staff person who administers the evening medications, Shawna Roberts, who stated that when Resident A was admitted to this home, his prescription for Fluticasone stated it was to be given in the “PM” but didn’t state a time so she gave it to him at 6:30, when all the other residents receive their evening medications. However, Ms. Roberts said that she now administers this medication to Resident A at 8:00 p.m. per his mother/Legal Guardians request and the change to this time made by the doctor.</p> <p>My findings do not support that this rule had been violated.</p> |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION: The home has fleas and bedbugs.

INVESTIGATION: On 04/08/2022, I made an unannounced onsite inspection. I met first with Ella Boutell, Direct Care Worker (DCW), who said the Home Manager was not there at this time. I informed Ms. Boutell of the allegations and asked her to show

me around the home. Ms. Boutell informed me that all the mattresses had protectors on them, and I observed this on one of the mattresses. Ms. Boutell told me that there had been bedbugs at this home several months ago and that they treated the house themselves at that time and it successfully eliminated the bedbugs. I looked closely at a mattress under the sheet and did not observe any evidence of bedbugs. I further observed that there were several mattresses, box springs, desks, and other furniture items inside and just outside of the barn that sits on this property. Ms. Boutell stated that the mattresses I observed outside were either ones that had bedbugs in them or were just old.

On 04/14/2022, I made a second onsite inspection. There were four residents outside the home and I spoke with them before going into the home. I asked them if any of them had flea or bedbug bites on them and they each said no. I then went into the home and spoke with Kassandra Counterman, Home Manager. Ms. Counterman said there are not currently any bedbugs or fleas in this home, and that they will have the home exterminated when it gets a little warmer outside because no one can be in the home for four hours after the home gets exterminated. She said that they will be going to the John Ball Zoo on that day. Ms. Counterman told me that she hadn't seen a bedbug in the home in the past "couple of weeks".

On 04/27/2022, I called and held an exit conference with Ryan Boutell, Licensee Designee. I informed Mr. Boutell that I was not citing violation of this rule. He thanked me and had no further comment.

| APPLICABLE RULE | |
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| R 400.14401 | Environmental health. |
| | (5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents. |
| ANALYSIS: | <p>Ms. Boutell acknowledged that the home had bedbugs a "few months ago", but stated the home was treated and no longer does.</p> <p>While on-site I looked for evidence of bedbugs and did not find any. In addition, none of the residents stated that they currently have bedbug bites.</p> <p>Kassandra Counterman, Home Manager, stated that the home was going to be professionally exterminated when the weather is warm enough, because no one can be in the home for four hours after the home has been exterminated, so staff and residents will go on an outing that day.</p> <p>My findings do not support that this rule had been violated.</p> |

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| CONCLUSION: | VIOLATION NOT ESTABLISHED |
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ALLEGATION: The home is dirty, dusty and smells of pet urine and feces. There is trash and old food in the residents' bedrooms.

INVESTIGATION: On 04/08/2022, I made an unannounced onsite inspection. I met first with Ella Boutell, Direct Care Worker (DCW), who said the Home Manager was not there at this time. I informed Ms. Boutell of the allegations and asked her to show me around the home. Ms. Boutell walked me through the house and I observed that the home was not odorous (no pet urine or feces smell) or dusty; however, most of the bedrooms were cluttered with the residents' belongings, such as clothes, books, DVDs, and pop bottles, all of which were full and had lids on them. I did not observe food, food wrappers, half-filled glasses of pop, etc. sitting out in any of the residents' rooms. On one of the walls in one of residents' bedrooms I observed a few spots of some very tiny blackish dots; but I could not determine whether it was mold or not. Also, there was a thin crack in the ceiling of another resident's bedroom that appeared dark inside, but this was likely because there was no light getting into that area.

On 04/14/2022, I made a second unannounced onsite inspection, and observed that the house was reasonably clean. There was moderate dust on the ceiling fan in the kitchen and the vent in the dining room was clean. Again, I did not detect any unpleasant odors.

On 04/27/2022, I called and held an exit conference with Ryan Boutell, Licensee Designee. I informed Mr. Boutell that I was not citing violation of this rule. He thanked me and had no further comment.

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| APPLICABLE RULE | |
| R 400.14403 | Maintenance of premises. |
| | (2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance. |
| ANALYSIS: | Upon my two unannounced onsite inspections, I found the home to be reasonably clean. I did not detect any foul odors, including pet urine or feces. I also did not find food sitting out in any of the residents' bedrooms. I did observe that one set of window blinds and the blades of the ceiling fan in the kitchen were dusty; however, not excessively so. I advised the staff and Licensee Designee to have them cleaned. The furniture and bookshelves were not dusty. My findings do not support that this rule had been violated. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION: The food being served is not nutritious.

INVESTIGATION: On 04/14/2022, I made a second onsite inspection, and spoke with Resident C, Resident D, Resident E, and Resident F. I asked them if they were getting enough nutritious foods to eat, and they each said yes. I looked in the refrigerator and pantry and observed an adequate supply of meats, fruits, vegetables, and grains. I asked Ms. Counterman for a copy of the current menu and she provided it to me. I observed that three nutritious meals and one snack with beverage were being provided every day.

On 04/27/2022, I called and held an exit conference with Ryan Boutell, Licensee Designee. I informed Mr. Boutell that I was not citing violation of this rule. He thanked me and had no further comment.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.14313 | Resident nutrition. |
| | (1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal. |
| ANALYSIS: | The residents are being served three nutritious meals and a snack every day. I spoke with three or four residents who confirmed this. I also observed an adequate supply of nutritious food items in the refrigerator, freezer, and pantry; and was provided a current menu that also reflects that three nutritious meals and a snack are provided every day. My findings do not support that this rule had been violated. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION: There is a crack in the ceiling of one of the residents' bedrooms and a window that is in disrepair that does not prevent rain from coming in.

INVESTIGATION: On 04/08/2022, I made an unannounced onsite inspection. I met first with Ella Boutell, Direct Care Worker (DCW), who said the Home Manager was not present at this time. I informed Ms. Boutell of the allegations and asked her to show me around the home. Ms. Boutell walked me through the house and pointed out the window that previously had a broken frame, and I observed that it was fixed now. I observed several of the windows in the house and none appeared to be broken. Also, there was a thin crack in the ceiling of Resident A's bedroom that appeared dark inside, but this was likely because there was no light getting into that area; it did not appear to be mold and there were no signs of water stains, etc.

On 04/27/2022, I called and held an exit conference with Ryan Boutell, Licensee Designee. I informed Mr. Boutell that I was not citing violation of this rule. He thanked me and had no further comment.

| APPLICABLE RULE | |
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| R 400.14403 | Maintenance of premises. |
| | (4) A roof, exterior walls, doors, skylights, and windows shall be weathertight and watertight and shall be kept in sound condition and good repair. |
| ANALYSIS: | I did observe a slight crack in Resident A bedroom, however, there were no water stains around it and no draft from outside was felt from under it. I observed that the window that was previously in disrepair had been fixed and no longer would let wind or rain come through it. My findings do not support that this rule had been violated. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION: There are many pieces of old furniture in the yard.

INVESTIGATION: On 04/08/2022, I made an unannounced onsite inspection. I met first with Ella Boutell, Direct Care Worker (DCW), who said the Home Manager was not present at this time. I asked Ms. Boutell about the several mattresses, box springs, desks, and other furniture items inside and just outside of the barn that sits on this property. Ms. Boutell stated that the mattresses were either ones that had bedbugs in them or were just old. I did not see anything potentially hazardous among these furnishings; however, these items were an eyesore. Ms. Boutell informed me that these items will be taken away soon when the city has its annual Spring Cleaning event.

On 04/14/2022, I made a second unannounced onsite inspection. Upon arrival I examined the debris on the lawn more closely. There appeared to be two or three bed mattresses and frames, about four wooden drawers, a washing machine, and some other discarded furniture. I also looked into the barn on the property and it also had a lot of furniture, bikes, etc., but it seemed organized enough not to pose any hazards. I spoke with Ms. Counterman about the debris and she informed me that she had a truck ordered and was getting together a crew to put all the old furniture in the truck and have it taken away when the city has its annual Spring Cleaning Day in a week or two.

On 04/27/2022, I called and held an exit conference with Ryan Boutell, Licensee Designee. I informed Mr. Boutell that I was citing violation of this rule and that he

needed to submit a corrective action plan within 15 days of receiving this report, and that I would be sending him this report on this same day. Mr. Boutell said he would send me the CAP and told me that the city's Spring Cleaning Day was some day in the first week of May and the old furniture would be taken away on that day. He further stated that the mattresses on the yard were thrown outside because they had bedbugs on them.

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| APPLICABLE RULE | |
| R 400.14403 | Maintenance of premises. |
| | (13) A yard area shall be kept reasonably free from all hazards, nuisances, refuse, and litter. |
| ANALYSIS: | <p>Upon my two onsite inspections, I observed several pieces of old furniture on the property including mattresses, bedframes, dresser drawers, and a washing machine. These items did not seem to propose a hazard, but they are a nuisance and an eyesore.</p> <p>There are other items of furniture, some bicycles, and other things in a barn on the property; however, these things are stored in an organized fashion, do not seem to pose any threat of harm, and are not an eyesore as they are inside the barn.</p> <p>My findings support that this rule had been violated.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the status of this home's license remain unchanged, and that this special investigation be closed.

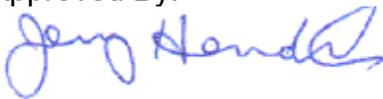


April 27, 2022

Ian Tschirhart, Licensing Consultant

Date

Approved By:



April 27, 2022

Jerry Hendrick, Area Manager

Date