



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 2, 2022

Charles Cryderman
Haven Adult Foster Care Limited
73600 Church Road
Armada, MI 48005

RE: License #: AL500066534
Investigation #: 2022A0617012
Haven Adult Foster Care Home

Dear Mr. Cryderman:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

If you desire technical assistance in addressing these issues, please feel free to 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 (248) 975-5053.

Sincerely,

A handwritten signature in black ink, appearing to be 'EJ', written in a cursive style.

Eric Johnson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202

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 #: | AL500066534 |
| Investigation #: | 2022A0617012 |
| Complaint Receipt Date: | 03/04/2022 |
| Investigation Initiation Date: | 03/07/2022 |
| Report Due Date: | 05/03/2022 |
| Licensee Name: | Haven Adult Foster Care Limited |
| Licensee Address: | 73600 Church Road Armada, MI 48005 |
| Licensee Telephone #: | (586) 784-8890 |
| Administrator: | Charles Cryderman |
| Licensee Designee: | Charles Cryderman |
| Name of Facility: | Haven Adult Foster Care Home |
| Facility Address: | 58483 Pasco New Haven, MI 48048 |
| Facility Telephone #: | (586) 749-3822 |
| Original Issuance Date: | 07/11/1995 |
| License Status: | REGULAR |
| Effective Date: | 11/23/2021 |
| Expiration Date: | 11/22/2023 |
| Capacity: | 20 |
| Program Type: | DEVELOPMENTALLY DISABLED MENTALLY ILL AGED |

II. ALLEGATION(S)

| | Violation Established? |
|--|-------------------------------|
| There has been a bed bug issue in the home off-and-on for the past two years. The bed bugs have returned even after the facility was sprayed in January 2022. | Yes |

III. METHODOLOGY

| | |
|------------|--|
| 03/04/2022 | Special Investigation Intake 2022A0617012 |
| 03/07/2022 | Special Investigation Initiated - Letter Email was sent to Licensee Designee Charles Cryderman |
| 03/10/2022 | Inspection Completed On-site I conducted an unannounced investigation of the Haven Adult Foster Care Home. I interviewed home manager Britany Webber, Licensee Designee Charles Cryderman (via phone), and Residents A, B, and C. |
| 03/10/2022 | Contact - Document Received I received spray charts for the facility, a receipt of service from Leo's pest control and a letter dated 3/9/22 from Ms. Barbra Neville of Leo's pest control. |
| 04/28/2022 | Contact - Telephone call made I conducted a phone interview with Ms. Neville of Leo's Pest control. |
| 04/29/2022 | Exit Conference I held an exit conference with licensee designee Charles Cryderman. Mr. Cryderman agreed with the results of the investigation. |

ALLEGATION:

There has been a bed bug issue in the home off-and-on for the past two years. The bed bugs have returned even after the facility was sprayed in January 2022.

INVESTIGATION:

On 03/07/22, I received a complaint on the Haven Adult Foster Care Home facility. The complaint indicated that there are approximately 20 residents at Haven AFC Home, including Resident A. Charles Cryderman is the owner of the home. There has been a bed bug issue in the home off-and-on for the past two years. In December 2021 or January 2022, staff members sprayed the house. Approximately one month ago, Charles hired someone to spray the house. The bed bugs have returned. Resident A had bed bugs in his bed and was bitten on the legs. On 03/03/2022, the house manager stripped, washed, soaked, and sprayed Resident A's bedding. Charles is aware the bed bugs have returned but has not hired someone to spray the house again.

NOTE: On 12/13/21, I completed a prior special investigation on this facility, report #2022A0617002. This facility was cited for violation of rule R400.15401. During that investigation, it was determined that the facility had not utilized the assistance of a professional pest control program and the bed bug issue has been ongoing since August, 2021.

On 03/10/22, I conducted an unannounced investigation of the Haven Adult Foster Care Home. I interviewed home manager Britany Webber, Licensee Designee Charles Cryderman (via phone), and Residents A, B, and C.

During the onsite investigation, I interviewed Ms. Webber and she stated that the facility last sprayed for bed bugs yesterday 3/9/22. During that time, she did not find any live bugs. Last week she observed an increased number of bedbugs in the home and several residents were bitten. Residents bitten include Residents A, B, and C. According to Ms. Webber, Mr. Cryderman hired a professional pest control company to spray the facility monthly. There are concerns that the residents are continuing to be bitten.

During the onsite investigation, I interviewed Resident A, Resident B, and Resident C. According to Resident A, he has seen bedbugs on his bed. He has seen approximately one or two bugs every two or three days. He has been bitten several times on his neck. The last bite was as recently as two days ago.

Resident B stated that she has been bitten many times and she is very tired of being bitten. She stated that this is a serious issue, and she is often scratching and is afraid to go to sleep.

Resident C stated that he has been bitten and the past but not often. He has seen bedbugs in the home, but the problem seems to be getting better.

During my onsite investigation, Resident B was observed to have multiple bug bites on her arms and hand. I obtained pictures of Resident B's bites. I did not observe any bed

bugs during my onsite investigation. However, pictures of bed bugs were given to me by staff.

During the onsite investigation, Mr. Cryderman contacted me via phone. Mr. Cryderman stated that the facility is actively treating for bed bugs. According to Mr. Cryderman, he believes they have the situation under control, but the process is ongoing. The facility hired a professional pest control company called Leo's pest control company to service the home. The facility is following the plan and recommendation of the pest control company. In addition to the pest control company, staff at the facility conduct inspections of the facility for bed bugs and other pest. They are spraying the facility on a weekly basis. Mr. Cryderman stated that he would provide me with a copy of the facility's Spray Chart for bugs. Mr. Cryderman stated that the facility has also implemented a process where the resident's belongings are checked for bugs when they return to the facility after being away for visits. Residents' belongings are also put through a drying cycle to eliminate any potential bugs.

On 03/10/22, I received spray charts for the facility, a receipt of service from Leo's pest control and a letter dated 3/9/22 from Ms. Barbra Neville of Leo's pest control. According to the letter from Ms. Neville, the New Haven facility is being treated monthly and she feels that they are getting a handle on the situation. The home has been sprayed monthly as needed and they will have positive results shortly. Her next scheduled spraying/treatment is Monday March 14, 2022, that will include a total spraying of all rooms and follow up per as needed monthly. Ms. Neville has 20 years of experience handling bedbug treatment, and the outcome will be positive, but it takes time for the chemicals to work. Because of the spray they use, there will be more movement of the bugs because the spray is invading their infestation. The spray in time will kill all the bugs.

On 04/28/22, I conducted a phone interview with Ms. Neville of Leo's Pest control. According to Ms. Neville, the plan is working, and they are getting a handle on the infestation. Ms. Neville said the bedbugs are almost gone but with a transit population there is a constant threat for the bugs to return. Leo's pest control is still treating the monthly and they have another treatment coming up soon.

On 04/29/21, I held an exit conference with licensee designee Charles Cryderman. Mr. Cryderman agreed with the results of the investigation.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.15401 | 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. |

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| ANALYSIS: | <p>During my unannounced onsite investigation, Resident A, Resident B and Resident C stated that there have been many issues and sighting of bed bugs in the home, as several residents has experienced bug bites. I observed residents to have multiple bug bites. Pictures of bed bugs were provided. The facility has a history of bedbugs dating back to August 2021.</p> <p>The facility is utilizing the assistance of a professional pest control program to rectify the situation. According to Ms. Neville, the plan is working, and they are getting a handle on the infestation. Ms. Neville has 20 years of experience handling bedbug treatment, and the outcome will be positive, but it takes time for the chemicals to work. Because of the spray they use, there will be more movement of the bugs because the spray is invading their infestation. Ms. Neville said the bedbugs are almost gone but with a transit population there is a constant threat for the bugs to return. Leo's pest control is still treating the bugs monthly and they have another treatment coming up soon.</p> |
| CONCLUSION: | <p>REPEAT VIOLATION ESTABLISHED Reference SIR #2022A0617002 dated 12/13/21; CAP dated 12/15/21.</p> |

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend no change to the status of the license.

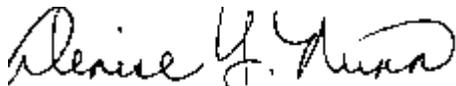


04/29/22

Eric Johnson
Licensing Consultant

Date

Approved By:



05/02/2022

Denise Y. Nunn
Area Manager

Date

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