



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 23, 2022

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

RE: License #: AM640397153
Investigation #: 2022A0340020
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) 356-0183.

Sincerely,



Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM640397153
Investigation #:	2022A0340020
Complaint Receipt Date:	03/16/2022
Investigation Initiation Date:	03/16/2022
Report Due Date:	05/15/2022
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?
Resident A has fleas and bed bugs in his mattress and has bites on his arms and face as a result.	No
Additional Findings	Yes

III. METHODOLOGY

03/16/2022	Special Investigation Intake 2022A0340020
03/16/2022	Special Investigation Initiated - Face to Face Kassandra Counterman
03/16/2022	Inspection Completed On-site
03/25/2022	Inspection Completed On-site
04/20/2022	Exit Conference Licensee Ryan Boutell
05/23/2022	Inspection Completed On-site

ALLEGATION: Resident A has fleas and bed bugs in his mattress and has bites on his arms and face as a result.

INVESTIGATION: On March 16, 2022, I received a complaint from Adult Protective Services (APS) which stated there are fleas and bed bugs in Resident A's mattress, and he has bites on his arms and face as the result of this. It is unknown if there are bed bugs and fleas throughout the home or just in the mattress. It is unknown if the staff at The Rose Home are aware of this issue. The complaint was rejected for investigation by APS.

On March 16, 2022, I was the home due to another complaint. I spoke with staff Kassandra Counterman and Shawna Roberts as well as several residents. The concern of bed bugs or fleas was not brought to my attention while I was in the home. The home was not in any type of deteriorated state that would raise the question of infestation.

On March 25, 2022, Consultant Anthony Mullins conducted an unannounced onsite inspection. Upon arrival, he reportedly spoke to staff member, Shawna Roberts. Ms. Roberts allowed Mr. Mullins entry into the home and introductions were made with Resident A. Resident A agreed to discuss the allegations at the dining room table. Resident A reportedly informed Mr. Mullins that he's lived in the home since mid to

late February and things are going well. Resident A denied having any complaints within the home and stated that he's grateful that he's not homeless. When asked about bed bugs and fleas in the home, Resident A immediately stood up from the table and went into the kitchen to talk to Ms. Roberts. Resident A assured Ms. Roberts that he did not tell anyone about the bugs other than her and another staff member. Mr. Mullins redirected Resident A back to the dining room table to continue discussing the allegations. Resident A stated that he went to talk to Ms. Roberts about this because he does not want the owner of the home to think that he complained about the bugs in fear of being discharged from the home. Mr. Mullins overheard Ms. Roberts tell Resident A that he does not have to worry about being discharged from the home as the owner, Ryan Boutell "is not like that."

Regarding the type of bugs in the home, Resident A stated that it was "mostly bed bugs and some ticks." Resident A stated that he noticed the bed bugs when he first arrived at the home and at the beginning of March. Resident A stated that staff addressed the issue immediately after he told them. Resident A stated that the issue has since been resolved as his mattress has been "sprayed and aired out." Resident A stated that he believes other residents had issues with bed bugs as well, but he also believes that the issue has been rectified for them. Without being prompted, Resident A stood up from the table to bring back some home "Defense Max Bug Treatment" to show that staff have been actively treating the home. He also stated that staff used a delousing powder to address the issue. Resident A assisted me to his bedroom to show me his sheets and mattress. His mattress encasement had old bedbug stains on it from the past, but he was adamant that it has been washed. When Resident A lifted the mattress, it did not show any obvious signs of live bedbugs.

After speaking to Resident A, Mr. Mullins spoke to Ms. Roberts. Ms. Roberts reportedly informed Mr. Mullins that she was made aware of the bedbugs from Resident A shortly after he arrived at the home. After she was informed of the issue, Ms. Roberts stated that she got some bed bug spray and treated Resident A's room, as well as other residents' room. Ms. Roberts stated that ticks were mentioned one time and she believed this came from the indoor/outdoor cat in the home. Ms. Roberts stated that she treated the cat with Frontline, which is a flea and tick protection. Ms. Roberts stated she believes that the fleas came from the dog in the home and the dog now receives a flea bath once a month. Ms. Roberts stated that the home has not been treated for bed bugs by a professional. However, the owner, Ryan Boutell plans to schedule a professional treatment if the issue isn't rectified. Ms. Roberts stated that she sprayed all the bedrooms yesterday, in addition to wiping down walls, vacuuming and cleaning linens once a week. Mr. Mullins inspected the furniture in the living room and found it to be free of any visible signs of bugs.

Ms. Roberts assisted Mr. Mullins to Resident B's room to observe the mattress. There were no obvious signs of bugs. Resident B was not present during this time. Ms. Roberts then assisted me to Resident C's room to view her mattress. The

mattress encasing on Resident C’s bed had old stains consistent with bed bugs. The encasing was removed and there were no signs of bugs on the mattress. After observing Resident B and C’s mattress, Mr. Mullins spoke to Resident D. Resident D stated he’s lived at the home for less than one year and everything is going well for him. He denied any issues with beg bugs, fleas, or ticks. Resident D had family visiting in his room at the time of my inspection, so his mattress was not observed. Prior to leaving the home, Mr. Mullins reportedly told Ms. Roberts that AFC licensing consultant, Rebecca Piccard will follow-up with Mr. Boutell to conclude the investigation.

On April 20, 2022, I spoke with Mr. Boutell for an exit conference. I informed him of the allegations and that no live bugs were found. However, if this continues to be an issue, he will be required to seek professional treatment services. Mr. Boutell stated he is already working on having the home treated professionally once the weather warms and the residents can be out of the home for the 4 hours it takes to conduct the treatment.

APPLICABLE RULE	
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>An allegation was made that the home was infested with fleas and bed bugs.</p> <p>Consultant Mullins conducted an on-site inspection and did not see any live bugs.</p> <p>Staff Roberts stated there is a spray that is used in the home for treatment if bugs are found.</p> <p>Licensee Ryan Boutell confirmed he will seek professional treatment for any future infestation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: While conducting this investigation I noticed a small child in the home. When I inquired about who she was, live-in staff Shawna Roberts informed me she was her daughter. I discussed with Ms. Roberts the living arrangements of her and her daughter. She stated that they live in the home but normally her daughter goes to her grandmother’s during the day. Her daughter was at the home

during my inspection “visiting” with her grandmother. Ms. Roberts was not able to provide plausible and adequate information that would confirm her daughter is never under her care while at the home, causing the home to be over capacity.

On May 23, 2022, I conducted a follow-up inspection. I viewed the resident register which showed 12 residents in the home at the time of my previous visit. The home capacity is 12. I spoke with numerous residents who stated that Ms. Roberts is no longer living in the home with her children. Staff Cassandra Counterman clarified that Ms. Roberts has two children, ages 4 and 5 who had been living in the home. They now live with a relative of Ms. Counterman’s.

On March 16, 2022, I conducted an exit conference with Licensee Ryan Boutell. We discussed the plan for Ms. Roberts to move out with her children and no longer will be live-in staff. He agreed to send a Corrective Action Plan.

APPLICABLE RULE	
R 400.14206	Staffing requirements.
	(1) The ratio of direct care staff to residents shall be adequate as determined by the department, to carry out the responsibilities defined in the act and in these rules and shall not be less than 1 direct care staff to 12 residents and children who are under the age of 12 years.
ANALYSIS:	There are two children under the age of 12 living in the home, who’s capacity is 12, placing the home over capacity.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receiving an acceptable Corrective Action Plan, I recommend no change in the current license status.

Rebecca Piccard

May 23, 2022

Rebecca Piccard, Licensing Consultant Date

Approved By:

Jerry Hendrick

May 23, 2022

Jerry Hendrick, Area Manager Date

