



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

December 13, 2022

Rebecca Foster  
Ludington Woods Retirement Village LLC  
Suite 200  
3196 Kraft Ave SE  
Grand Rapids, MI 49512

RE: License #: AL530245952  
Investigation #: 2023A0230011  
Ludington Woods Specialized Care

Dear Ms. Foster:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Rhonda Richards".

Rhonda Richards, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 342-4942

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL530245952
<b>Investigation #:</b>	2023A0230011
<b>Complaint Receipt Date:</b>	12/05/2022
<b>Investigation Initiation Date:</b>	12/06/2022
<b>Report Due Date:</b>	02/03/2023
<b>Licensee Name:</b>	Ludington Woods Retirement Village LLC
<b>Licensee Address:</b>	Suite 200, 3196 Kraft Ave SE Grand Rapids, MI 49512
<b>Licensee Telephone #:</b>	(616) 304-2821
<b>Administrator:</b>	Rebecca Foster
<b>Licensee Designee:</b>	Kristen Nitz
<b>Name of Facility:</b>	Ludington Woods Specialized Care
<b>Facility Address:</b>	502 N Sherman, Ludington, MI 49431
<b>Facility Telephone #:</b>	(231) 845-6100
<b>Original Issuance Date:</b>	07/01/2002
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/16/2021
<b>Expiration Date:</b>	10/15/2023
<b>Capacity:</b>	20
<b>Program Type:</b>	ALZHEIMERS AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
There was insufficient staffing at the facility on 12/02/2022.	No
The facility has bed bugs and the problem is not being treated.	No

## III. METHODOLOGY

12/05/2022	Special Investigation Intake 2023A0230011
12/05/2022	APS Referral
12/06/2022	Special Investigation Initiated - On Site Interview with Administrator Rebecca Foster and care manager Joelynn Olson-Gilliam observed Resident A
12/06/2022	Contact - Face to Face Interview Ron Cloutier-maintenance
12/08/2022	Contact - Face to Face Staff members Machenna Jensen, Jessica Billings, and Celeste Powers
12/13/2022	Exit Conference With Administrator Rebecca Foster

**ALLEGATION:** There was insufficient staffing at the facility on 12/02/2022.

**INVESTIGATION:** On 12/06/2022, I conducted an unannounced on-site investigation at the facility and interviewed Administrator Rebecca Foster and care manager Joelynn Olson-Gilliam regarding the above allegations. Both staff members reported that several staff members quit after being written-up and counseled on some of violations of Ludington Woods policies on 12/02/2022. Ms. Foster and Ms. Olson-Gilliam reported at no time were they ever understaffed due to this issue. Ms. Gilliam has even provided bonus money for existing staff to pick up shifts and she and Ms. Foster work shifts whenever it is necessary to maintain correct staff-to-resident ratio. Ms. Foster reported that on the day the staff members walked off the job she contacted the night staff members and requested they come in early to cover the shifts so that the facility was not understaffed. I confirmed this by review of the staff schedule. The schedule had been revised to reflect the current staff members who had filled-in for the staff that were gone. There were always two staff on duty which meets the AFC licensing rule requirements. The current census is 11 residents at the facility.

On 12/08/2022, I interviewed staff members Machenna Jensen, Jessica Billings, and Celeste Powers. All three staff members denied that there was ever inadequate staffing at the facility whatsoever. Ms. Billings stated, "I volunteered myself to cover the shift."

<b>APPLICABLE RULE</b>	
<b>R 400.15206</b>	<b>Staffing requirements.</b>
	<b>(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 15 residents during waking hours or less than 1 direct care staff member to 20 residents during normal sleeping hours.</b>
<b>ANALYSIS:</b>	<p>After a review of staff schedules and interviewing current staff members I found no evidence to support the allegation that the facility was inadequately staffed on 12/02/2022 or at any other time.</p> <p>There was not less than 1 direct care staff to 15 residents during waking hours or less than 1 direct care staff member to 20 residents during normal sleeping hours. There were always two staff members on duty. The current census is 11 residents.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: The facility has bed bugs, and the problem is not being treated.**

**INVESTIGATION:** While at the facility on 12/06/2022, I spoke with Ms. Foster and Ms. Olson-Gilliam regarding the allegation of untreated bed bugs. Both staff reported that staff had observed a bed bug in Resident A's laundry. This was the second time since October 2022 that a bug had been found. The first time Resident A's room was treated by a pest company from Grand Rapids. I observed receipts from the pest control company indicating that they had treated for bed bugs. Ms. Foster stated the company guarantees their work. The second time they came back and treated again. Facility staff showered Resident A and cleaned his clothing. They moved him into another room and closed off the room he had been in. The pest company is scheduled to come back on 12/13/2022 for another treatment. I observed Resident A in the dining room. He had no apparent bed bug bites on his hands, face, or neck area.

On 12/06/2022, I spoke with Ludington Woods maintenance person Ron Cloutier. He confirmed the facility was treating the bed bug issue and following all instructions from the pest control company. He stated they have found no evidence that the bed

bugs have spread to any other areas of the facility.

While at the facility on 12/08/2022, I interviewed staff members Machenna Jensen, Celeste Powers and Jessica Billings. All three staff members report that Resident A had been moved to another room and the facility has secured a company to come in and treat the bed bugs in his room.

On 12/13/2022, I conducted an exit conference with Administrator Ms. Foster and reviewed the findings of the investigation. She had no additional questions but added that on the pest control company had just been there again in the morning for a final treatment.

<b>APPLICABLE RULE</b>	
<b>R 400.15403</b>	<b>Maintenance of premises.</b>
	<b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	The facility is being maintained to adequately provide for the health safety and well-being of the occupants. As soon as it was discovered that Resident A had evidence of bed bugs in his room the facility hired a pest control service to treat the issue.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

#### IV. RECOMMENDATION

I recommend the status of this license remain unchanged.



12/13/2022

Rhonda Richards  
Licensing Consultant

Date

Approved By:



12/13/2022

Jerry Hendrick  
Area Manager

Date