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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 6, 2023

Theresa Huston and Randell Huston
2479 Hadden
Muskegon, MI 49441

RE: License #:	AF610395832
Investigation #:	2023A0356017
	Glenside Manor AFC

Dear Theresa and Randy:

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. If 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 that reads "Elizabeth Elliott". The signature is written in a cursive, flowing style.

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 901-0585

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF610395832
Investigation #:	2023A0356017
Complaint Receipt Date:	01/20/2023
Investigation Initiation Date:	01/23/2023
Report Due Date:	03/21/2023
Licensee Name:	Theresa Huston and Randell Huston
Licensee Address:	2479 Hadden Muskegon, MI 49441
Licensee Telephone #:	(231) 759-0453
Name of Facility:	Glenside Manor AFC
Facility Address:	2479 Hadden Muskegon, MI 49441
Facility Telephone #:	(231) 759-0453
Original Issuance Date:	02/11/2019
License Status:	REGULAR
Effective Date:	08/11/2021
Expiration Date:	08/10/2023
Capacity:	6
Program Type:	MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
The conditions in the home are poor.	Yes

III. METHODOLOGY

01/20/2023	Special Investigation Intake 2023A0356017
01/23/2023	Special Investigation Initiated - Telephone Referral Source
01/26/2023	Inspection Completed On-site
01/26/2023	Contact - Face to Face Randy and Theresa Huston, Resident's A, B, C
02/02/2023	APS Referral
01/26/2023	Exit Conference-Face to Face Licensee Randy and Theresa Huston.

ALLEGATION: The conditions in the home are poor.

INVESTIGATION: On 01/22/2023, I received a BCAL (Bureau of Children and Adult Licensing) Online Complaint. The complainant reported that upon entering the home, there was a strong, pungent odor of feces and urine and the smell continued throughout the home. The home was dimly lit, the floors were dirty and it appeared as though they have not been cleaned in a long time. One bedroom upstairs was half filled floor to ceiling with trash bags, boxes and various items that did not belong to the occupant of that room. The complainant reported one pillow in an upstairs bedroom was stained dark yellow and the bedding appeared not to have been washed in a long time. There were two rooms upstairs full of trash bags, boxes and random items that made the room inaccessible, and the toilet upstairs was full of feces and urine and had not been flushed, cleaned, or working for a long period of time and was still being used. The complainant reported there is no shower curtain in the upstairs bathroom shower and a large bucket was placed in the shower, making the shower unusable. There was no soap, toilet paper or hand towels in the bathroom upstairs.

On 01/26/2023, I conducted an unannounced inspection at the facility and interviewed Licensees, Randy and Theresa Huston. Mr. and Mrs. Huston stated they have been working on getting rid of unnecessary clutter in the home and are aware the home is not in an acceptable condition. As I walked into the side door from the

outside, I smelled urine from an animal, possibly dog, not cat urine but I did not detect the smell of feces at this time. The home has two cats and two dogs. I observed the room to be filled with boxes and various items piled up leaving a path like walkway through the room. The kitchen, hallway, downstairs bathroom and living room are clear and walking through those areas was not a problem. Mr. Huston and I went upstairs, and I inspected each room. One room is being used for storage, there are no residents residing in the room, there are stacked boxes, and walking in the room is possible. I observed Resident A and B's rooms, and they are clear of clutter. I observed Resident C's room, and the front portion of the room has totes and boxes piled up with items that Mr. Huston stated are not Resident C's property. Mr. Huston stated the totes and boxes are going to be stored in the closet in Resident C's room. Mr. Huston showed me a standing wardrobe next to Resident C's bed that is used for Resident C's clothes. I observed a pillow with no pillowcase on it on Resident C's bed that is yellow and stained and the linens appear dirty. Mr. Huston retrieved a brand-new pillow from the closet and put it on Resident C's bed. I inspected the upper floor bathroom. The toilet was extremely dirty, had feces, urine and toilet paper in it that had not been flushed. Mr. Huston flushed the toilet, and the excrement went down but the toilet remained dirty as if it hadn't been cleaned in a long time. I observed the shower had no shower curtain and there was a bucket in the shower. Mr. Huston stated the bucket is used to help flush the toilet as it does not always flush well. Mr. Huston stated the upstairs shower is not used and the residents use the shower on the main floor. Mr. Huston stated the residents often do not flush the toilet, so it must be checked regularly. I observed hand soap on the sink and toilet paper but there are no towels. I inspected Resident D's room on the main floor of the home. Resident D's room is cluttered with several baskets of clothing covering the floor and making walking around in the room impossible. I inspected Resident E's room on the main floor of the home and the room is clear of clutter. The overall cleanliness of the entire home is poor.

On 01/26/2023, I conducted an Exit Conference with Mr. & Ms. Huston at the facility. Mr. and Ms. Huston stated they will clean the home and keep it clean. Mr. & Ms. Huston stated they would like another inspection of the home in a couple of weeks to see the conditions of the home.

APPLICABLE RULE	
R 400.1426	Maintenance of premises.
	Maintenance of premises. (1) The premises shall be maintained in a clean and safe condition.
ANALYSIS:	The complainant reported the conditions of the home is poor. Based on investigative findings, I found the overall condition of the home is poor. A violation of this applicable rule is established.

CONCLUSION:	VIOLATION ESTABLISHED
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IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan and a reinspection of the home, I recommend the status of the license remain unchanged.



02/03/2023

Elizabeth Elliott
Licensing Consultant

Date

Approved By:



02/06/2023

Jerry Hendrick
Area Manager

Date