



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

September 27, 2023

Robert and Laura Hopkins  
P O Box 728  
Ewart, MI 496310728

RE: License #: AM670015943  
Investigation #: 2023A0009035  
Hopkins 80th Ave AFC

Dear Robert and Laura Hopkins:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- A specific time frame for the 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 cursive script, appearing to read "Adam Robarge".

Adam Robarge, Licensing Consultant  
Bureau of Community and Health Systems  
701 S. Elmwood, Suite 11  
Traverse City, MI 49684  
(231) 350-0939

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM670015943
<b>Investigation #:</b>	2023A0009035
<b>Complaint Receipt Date:</b>	09/08/2023
<b>Investigation Initiation Date:</b>	09/08/2023
<b>Report Due Date:</b>	10/08/2023
<b>Licensee Name:</b>	Robert and Laura Hopkins
<b>Licensee Address:</b>	1375 Chaput Sears, MI 49679
<b>Licensee Telephone #:</b>	(231) 734-5936
<b>Administrator:</b>	N/A
<b>Name of Facility:</b>	Hopkins 80th Ave AFC
<b>Facility Address:</b>	2366 80th Avenue Ewart, MI 49631
<b>Facility Telephone #:</b>	(231) 734-6349
<b>Original Issuance Date:</b>	03/17/1995
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/20/2021
<b>Expiration Date:</b>	12/19/2023
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
The home is filthy and infested with bedbugs.	No
Resident C sleeps on a mattress directly on the floor.	Yes

## III. METHODOLOGY

09/08/2023	Special Investigation Intake 2023A0009035
09/08/2023	Special Investigation Initiated – Telephone call received from James Kibart, Bureau of Fire Safety
09/13/2023	Inspection Completed On-site No one present at time of inspection
09/18/2023	Inspection Completed On-site Interview with direct care staff Justin Higgens, Resident A, Resident B and Resident C
09/26/2023	Contact – Telephone call made to Patricia Prince, Resident C's Community Mental Health (CMH) caseworker, left message
09/26/2023	Contact – Telephone call made to licensee Laura Hopkins
09/26/2023	Exit conference with licensee Laura Hopkins
09/27/2023	Contact – Telephone call received from Patricia Prince, Resident C's Community Mental Health (CMH) caseworker

**ALLEGATION:** The home is filthy and infested with bedbugs.

**INVESTIGATION:** I spoke with Mr. James Kibart with the Bureau of Fire Safety by telephone on September 8, 2023. He said that he was recently at the Hopkins 80th Ave AFC home for an inspection. It was his first visit to the home. He said that he was concerned that the home is filthy. He said that he found that the kitchen and bathrooms were especially dirty during his visit. The staff who were present also told him that there were bedbugs in the home.

I made an unannounced site visit at the Hopkins 80<sup>th</sup> Ave AFC home on September 13, 2023, at 1:30 p.m. There were no vehicles in the driveway at the time of my visit

and no one answered the door at that time. I did not see any sign that anyone was inside and knew from previous visits that the residents often go on outings with staff.

I made another unannounced site visit at the Hopkins 80<sup>th</sup> Ave AFC home on September 18, 2023. Direct care worker Justin Higgins met me outside with Resident A and Resident B. We spoke for some time and then I asked about the conditions of the home including any issues with bedbugs. Mr. Higgins said that they have been experiencing an ongoing issue with bedbugs. He reported that they were in the last weeks of operation of the facility. There are currently four residents living at the Hopkins 80<sup>th</sup> Ave AFC facility. Two of those four are being moved by Community Mental Health (CMH) and the other two are moving to another facility owned by the licensee. He thought that these moves would be occurring within the next two or three weeks. It was his understanding that the Hopkins 80<sup>th</sup> Ave AFC facility would be permanently shutting down as soon as the residents were moved. I asked further about the bedbug issue. Resident A and Resident B both volunteered that they had seen bedbugs from time to time but denied being bit themselves. They thought that Resident C might have been bit before. Mr. Higgins said that they are keeping the home swept and as clean as possible. They have been vacuuming the beds off in the mornings after the residents wake up. Another direct care worker, Renardo Lemons, is spraying weekly in the bedrooms when the residents are not present to take care of the bedbugs.

I viewed the facility at that time starting with the kitchen. I observed some clean dishes in one of the sinks and a handful of dirty dishes which were likely from lunchtime. There was one skillet soaking on the oven. The rest of the kitchen seemed relatively clean although I observed the cabinets and countertop to be old and worn. The age of the cabinets and countertop give the kitchen a dingy appearance which I had observed during past visits. I did not observe anything that I would consider to be a safety or health concern in the kitchen area. I did find a carton of eggs in the refrigerator which were close to expiration. Mr. Higgins said that he would boil those that day for consumption in the near future.

I observed the downstairs bathroom to have a strong smell of urine. The tiles in the shower were stained which also gave the shower a dingy appearance although I did not note a safety or health hazard. I asked Mr. Higgins about the smell of urine. He stated that he believed the smell was coming from a hamper located in the bathroom. He said that because of the bedbugs, the residents strip their beds in the morning on their way to the shower and place the bedding in the hamper. A couple of the residents have an issue with bed wetting and he believed that was what was causing the smell. He agreed that a wash should be done soon to deal with the soaked bedding. I observed the other rooms on the ground floor to be swept and free of any garbage or other debris. I saw brooms, dustpans and a mop and bucket. Mr. Higgins said that they do sweep everyday and try to mop at least every other day. The downstairs bedrooms were observed to be somewhat cluttered but I did not note anything unusual. The beds did not have any bedding which I assumed were located in the hamper.

I also observed the upstairs of the home which contains another bathroom and additional bedrooms. The upstairs bathroom smelled of urine. I observed the toilet to be full of urine at the time of the visit. I flushed the toilet which seemed to resolve the issue. Mr. Higgins said that he hadn't been upstairs since the start of his shift to check on things. I observed the bedrooms to be somewhat cluttered but did not observe anything unusual. The emergency exits were clear and unblocked at the time of the visit. I did not observe any evidence of bedbugs during my visit at the home other than the remediating efforts put in place by staff.

Mr. Higgins and I spoke with Resident C. He presented as having some communication challenges but was engaged with us. I asked him if he thought that he had any bedbug bites. Resident C showed us his back at that time and seemed to indicate that he didn't believe he had any bites. I did not see anything that looked like bedbug bites. Resident C had acne on his back but no bites. Resident C also volunteered showing us his arms and legs at that time. I did not see anything that looked like bites on his arms or legs either.

I had spoken with licensee Laura Hopkins in the past regarding her plan to close the Hopkins 80<sup>th</sup> Ave. AFC home. She had told me at that time that she had notified CMH of her plan on closing the facility and not renewing her contract with them. She was only waiting for them to move two of the residents. She had agreed with them to move the other two to another of her facilities.

I spoke again with licensee Laura Hopkins by telephone on September 26, 2023. She confirmed that it was still her plan to close the Hopkins 80<sup>th</sup> Ave AFC home. She was just waiting for CMH to move two of the residents and has plans to move the other two to another facility at the request of CMH. Ms. Hopkins said that she had a plan in place to ensure that the bedbugs do not move with the residents. She said that she is trying to ensure that the Hopkins 80<sup>th</sup> Ave AFC home is as clean as possible but is struggling with staffing issues at this time. As soon as the Hopkins 80<sup>th</sup> Ave AFC home closes, her staffing issues will ease somewhat since she will be able to use the current staff in her other homes.

I spoke with CMH caseworker Patricia Prince by telephone on September 27, 2023. She confirmed that she is in the process of moving three of the residents from the Hopkins 80<sup>th</sup> Ave AFC home as soon as everything is in place to make that happen.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.

<b>ANALYSIS:</b>	<p>The age of the furnishings in the home gives it a dingy appearance. The tiles in the bathroom shower are stained but not dirty. The smell of urine in the bathrooms was caused by urine-soaked bedding in a hamper in one bathroom and an unflushed toilet in the other. The floors were swept at the time of the visit and I observed brooms, dustpans, a mop and bucket. The bedrooms were somewhat cluttered at the time of the visit but I did not observe anything unusual. There has been a reported problem with bedbugs in the home. However, staff are trying to minimize their impact to residents by having them shower as soon as they wake up, washing their bedding, vacuuming their beds and weekly spraying. While I was present I did not observe any evidence of bedbugs.</p> <p>It was confirmed through my investigation that the home was maintained at least minimally to provide adequately for the health, safety, and well-being of occupants.</p>
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**ALLEGATION:** Resident C sleeps on a mattress directly on the floor.

**INVESTIGATION:** I spoke with Mr. James Kibart with the Bureau of Fire Safety by telephone on September 8, 2023. He reported that he noted that one resident at the facility apparently sleeps on a mattress which is directly on the floor.

I observed all four occupied bedrooms at the home during my visit on September 18, 2023. Three of the residents had beds at the time of my visit which included a frame, box springs and mattress. I observed that Resident C had only a mattress on the floor at that time. Mr. Higgins stated that Resident C prefers to sleep on a mattress on the floor. I told him that he should be using a bed unless he has a documented medical or mental health issue which prevents him from using a bed. I did observe a bed frame in Resident C's bedroom which was not being used at that time.

I asked licensee Laura Hopkins about Resident C not having a bed. She said that the maintenance man had thrown away the box springs that Resident C had been using and had just been in the process of providing him with a new set of box springs when I was there. She said that Resident C has been provided with a full bed including the frame, box springs and mattress later on the same day that I was there. Ms. Hopkins acknowledged that she knew that she is required to provide each resident with a full bed.

I spoke with CMH caseworker Patricia Prince by telephone on September 27, 2023. She denied that Resident C had any special conditions in place that would allow him to sleep on a mattress directly on the floor.

<b>APPLICABLE RULE</b>	
<b>R 400.14410</b>	<b>Bedroom furnishings.</b>
	(5) A licensee shall provide a resident with a bed that is not less than 36 inches wide and not less than 72 inches long. The foundation shall be clean, in good condition, and provide adequate support. The mattress shall be clean, comfortable, in good condition, well protected, and not less than 5 inches thick or 4 inches thick if made of synthetic materials. The use of a water bed is not prohibited by this rule.
<b>ANALYSIS:</b>	I confirmed on September 18, 2023, that Resident C was sleeping on a mattress on the floor. There was no justification for him not having a full bed other than the maintenance man being in the process of finding him another set of box springs.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

I conducted an exit conference with licensee Laura Hopkins by telephone on September 26, 2023. I told her of the findings of my investigation and gave her the opportunity to ask questions.

#### IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



09/27/2023

Adam Robarge  
Licensing Consultant

Date

Approved By:



09/27/2023

Jerry Hendrick  
Area Manager

Date