



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

February 12, 2024

Steven Gerdeman
Serenity Homes - North, L.L.C.
3109 Lawton Dr. N.E.
Grand Rapids, MI 49525

RE: License #: AL700382076
Investigation #: 2024A0467018
Serenity Homes - North

Dear Mr. Gerdeman:

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.
- Specific time frames 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) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL700382076
Investigation #:	2024A0467018
Complaint Receipt Date:	01/31/2024
Investigation Initiation Date:	01/31/2024
Report Due Date:	03/31/2024
Licensee Name:	Serenity Homes - North, L.L.C.
Licensee Address:	3109 Lawton Dr. N.E. Grand Rapids, MI 49525
Licensee Telephone #:	(419) 494-4008
Administrator:	Steven Gerdeman
Licensee Designee:	Steven Gerdeman
Name of Facility:	Serenity Homes - North
Facility Address:	830 Hayes Street Marne, MI 49435
Facility Telephone #:	(419) 494-4008
Original Issuance Date:	06/02/2016
License Status:	REGULAR
Effective Date:	09/26/2022
Expiration Date:	09/25/2024
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
The facility is infested with bedbugs.	Yes

III. METHODOLOGY

01/31/2024	Special Investigation Intake 2024A0467018
01/31/2024	Special Investigation Initiated - Telephone
01/31/2024	Inspection Completed On-site
02/12/2024	APS Referral – sent via email
02/12/2024	Exit conference completed with licensee designee, Steve Gerdeman

ALLEGATION: The facility is infested with bedbugs.

INVESTIGATION: On 1/31/24, I received a complaint via phone stating that the facility is infested with bedbugs and as a result, residents are being bitten by the bugs.

On 1/31/24, I made an unannounced onsite investigation at the facility. Upon arrival, introductions were made with AFC manager, Briendon Stevens in the staff's office and she agreed to discuss case allegations. Ms. Stevens was informed that a complaint was received regarding the facility being infested with bedbugs and residents being bitten by the bugs. Ms. Stevens confirmed that a couple of residents have complained about bed bugs in their rooms. Ms. Stevens confirmed that maintenance has been addressing the bed bug issue by treating the three affected rooms with Aprehend bed bug spray. When treating rooms, Ms. Stevens stated that residents are sent out of their rooms for 10 to 15 minutes. Ms. Stevens stated that the bedbug issue has been "on again/off again" since August of 2023 and there has not been any professional treatments completed.

Ms. Stevens confirmed that Resident A and Resident B currently have bed bugs in their room, which is being treated. Their bedding is changed at least once weekly, or more if requested. Resident C and Resident D's room currently has bedbugs and it's also being treated. She also confirmed that Resident C struggles with this. Resident E and Resident F's bedroom also has evidence of bedbugs, which is being treated. Ms. Stevens stated that Resident G has complained of bedbugs but there has not been any evidence of them in his room. Although Ms. Stevens confirmed that at

least three of the shared bedrooms are being treated for bedbugs, she denied any knowledge of residents being bitten by bugs.

After speaking with staff, I interviewed all seven residents listed by Ms. Stevens. Introductions were made with Resident A just outside of her bedroom door and she agreed to discuss case allegations. Resident A stated that she has lived at the facility for “a couple of years.” Resident A confirmed that she has a had “a little issue with bedbugs” and stated that her bed is infested with bugs as we speak. Resident A stated that staff at the facility have yet to spray her room/bed to address this issue. Resident A stated that her last time seeing a bedbug was “the other night.” Resident A stated that staff are aware of the issue although she is unsure as to how they plan to address the issue. Resident A was thanked for her time as this interview concluded.

Introductions were made with Resident B and she agreed to discuss case allegations. Resident B confirmed that she and Resident A share a bedroom and she has lived at the home for approximately three months. Resident B stated that the facility has had issues with bedbugs since she’s moved into the home. Resident B stated that as recent as five days ago, she saw a bedbug in her bed and in her hair. Resident B denied any knowledge of staff treating her bedroom with bedbug spray. Resident B lifted one of her sheets on her mattress and denied any bugs currently being present. Resident B denied being bitten by the bugs. Resident B stated, “they (staff) think they can professionally treat it, but they can’t.” Resident B did not have any additional information to add, and she was thanked for her time as this interview concluded.

Introductions were made with Resident C and he agreed to discuss case allegations. Resident C stated that he has lived at the facility for more than three years and confirmed that he has had one issue with bedbugs over the last couple of months. Resident C stated that the bedbug issue was “a while ago.” Resident C stated, “all I know is, they (staff) keep getting new people and they keep bringing bedbugs.” Resident C stated that this wasn’t an issue during his first few years in the home. Resident C confirmed that he previously had bug bites on his arms, but this is no longer an issue. Resident C was thanked for his time as this interview concluded.

Introductions were made with Resident D and he agreed to discuss case allegations. Resident D is roommates with Resident C. Resident D stated that he has lived at the facility for four years. Since being at the home, Resident D denied any issues with bedbugs. Resident D denied being bitten by bugs and he is also not aware of his roommate or other residents being bitten by bugs. Resident D stated that things are going well for him at the facility and denied any concerns. Resident D was thanked for his time as this interview concluded.

Introductions were made with Resident E in his bedroom and he agreed to discuss case allegations. It should be noted that Resident E is hard of hearing, leading to me speaking loudly for him to hear me clearly. Resident E denied any issues or

concerns related to bedbugs. Resident E confirmed that staff at the facility are treating him nicely and he enjoys living in the home. Resident E did not have any additional information to add.

Introductions were made with Resident F, who is Resident E's roommate. Resident F stated that he has been at the facility since 2019 and things are going well for him. Resident F denied any issues with bedbugs in his room. Despite denying any issues with bedbugs, Resident F stated that staff at the facility sprays his room "so often" to kill any bedbugs. Resident F lifted his sheets on his bed, which appeared to have evidence of bedbugs (stains on sheets). Resident F was thanked for his time as this interview concluded.

Introductions were made with Resident G outside of his bedroom and he agreed to discuss case allegations. Resident G stated that he has lived at the AFC for approximately three weeks and he has had issues with bedbugs for the duration of his time in the home. Resident G stated that he saw a bedbug as recent as a few days ago and he was bitten on his neck. Resident G pointed to a red dot on his neck, where he was adamant that he was bitten by a bedbug. Resident G stated that he has informed staff of the bedbug concern and they responded by mopping his floor. Resident G stated that his room has not been treated with any kind of bedbug spray to address this issue. Resident G also denied any knowledge of other residents' bedrooms being treated with spray. Resident G was adamant that the bedbugs have been an ongoing issue since he's arrived at the home as they often come and go. Resident G showed me his mattress, which did not show any obvious signs of bedbugs. Resident G was thanked for his time as this interview concluded. It should be noted that all 7 residents were interviewed during lunch time and due to being away from their room, I did not observe some of their mattresses.

On 2/12/24, I conducted an exit conference with licensee designee, Steve Gerdeman. He was informed of the investigative findings and agreed to complete a corrective action plan within 15 days of receipt of this report. Mr. Gerdeman shared that his maintenance employee received training from a professional pest control company on how to treat the issue, which has been followed. Unfortunately, bedbugs are brought in whenever a new resident arrives at the facility, despite the internal policy in place to wash resident's clothes and personal belongings before entering the bedrooms. Mr. Gerdeman was informed that a professional treatment is necessary at this time due to the issue being ongoing for several months.

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.

ANALYSIS:	AFC staff member Briendon Stevens confirmed that three bedrooms utilized by Resident A, Resident B, Resident C, Resident D, Resident E, and Resident F currently have bedbugs and are being treated with Aprehend Spray at least once a week. Ms. Stevens confirmed that this has been an ongoing issue since August 2023 and the home has not been treated by a professional pest company. Resident A, Resident B, Resident C, and Resident G all confirmed recent issues with bedbugs. I observed evidence of bedbugs (stains on sheets) on Resident F's bed. The facility has not professionally treated the pest issue since it started in August 2023. Therefore, there is a preponderance of evidence to support the allegation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Anthony Mullins

02/12/2024

Anthony Mullins
Licensing Consultant

Date

Approved By:

Jerry Hendrick

02/12/2024

Jerry Hendrick
Area Manager

Date