



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 12, 2023

Charles Cryderman
Haven Adult Foster Care Limited
73600 Church Road
Armada, MI 48005

RE: License #: AL500066534
Investigation #: 2023A0617005
Haven Adult Foster Care Home

Dear Mr. Cryderman:

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 dates 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 licensee or licensee designee and a date.

A six-month provisional license is recommended. If you do not contest the issuance of a provisional license, you must indicate so in writing; this may be included in your corrective action plan or in a separate document. If you contest the issuance of a provisional license, you must notify this office in writing and an administrative hearing will be scheduled. Even if you contest the issuance of a provisional license, you must still submit an acceptable corrective action plan.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days.

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 (248) 975-5053.

Sincerely,

A handwritten signature in grey ink, appearing to be 'EJ' or 'Eric Johnson'.

Eric Johnson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL500066534
Investigation #:	2023A0617005
Complaint Receipt Date:	11/01/2022
Investigation Initiation Date:	11/03/2022
Report Due Date:	12/01/2022
Licensee Name:	Haven Adult Foster Care Limited
Licensee Address:	73600 Church Road Armada, MI 48005
Licensee Telephone #:	(586) 784-8890
Administrator:	Charles Cryderman
Licensee Designee:	Charles Cryderman
Name of Facility:	Haven Adult Foster Care Home
Facility Address:	58483 Pasco New Haven, MI 48048
Facility Telephone #:	(586) 749-3822
Original Issuance Date:	07/11/1995
License Status:	REGULAR
Effective Date:	11/23/2021
Expiration Date:	11/22/2023
Capacity:	20
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Resident A has torn bedding, stained pillows, blankets with blood spots. Resident A had an odor to him, there were bed bugs, rooms smell of urine.	Yes

III. METHODOLOGY

11/01/2022	Special Investigation Intake 2023A0617005
11/03/2022	Special Investigation Initiated - On Site Conducted an unannounced onsite investigation
11/03/2022	Inspection Completed On-site I conducted an unannounced investigation of the Haven Adult Foster Care Home. I interviewed staff Linda Wright, staff Marilyn Clark, Resident A, Resident C, and Licensee Chuck Cryderman.
11/07/2022	APS Referral Adult Protective Services (APS) referral received
11/16/2022	Inspection Completed On-site I conducted an unannounced investigation of the Haven Adult Foster Care Home. I interviewed staff Linda Wright, staff Marilyn Clark, Resident A, Resident B, Resident D, and Resident E.
12/13/2022	Contact - Telephone call made TC with Resident A daughter
12/13/2022	Contact - Document Received Resident A's daughter sent me several pictures of Resident A's room with torn and bloody bedding, as well as pictures of bed bugs on his bed and covers.
12/13/2022	Contact - Telephone call made TC with Orkin Inspector Jeffery Anderson
12/13/2022	Contact - Telephone call made I interviewed nurse practitioner Stacey Conn

12/13/2022	Exit Conference I held an exit conference with licensee designee Charles Cryderman
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ALLEGATION:

**Resident A has torn bedding, stained pillows, blankets with blood spots.
Resident A had an odor to him, there were bed bugs, rooms smell of urine.**

INVESTIGATION:

On 11/1/22, I received a complaint regarding the New Haven Adult Foster Home. The complaint stated, hello, I am Resident A's daughter and there has been some alarming issues that I have witnessed. I visited my father on June 18, 2022, and October 30, 2022. I am disturbed by what I saw, torn bedding, stained pillows, and blankets with spots of blood. His body odor wasn't pleasant, when I asked about his hygiene, he said it's too difficult for him to stand and take a shower. So, he would just wash up occasionally at the bathroom sink. I have witnessed bed bugs on both visits and his room reeks of urine. My adopted mother and I went to purchase him a new bed, sheets, pillows, and under garments. Some of his items wasn't present in his drawer Sunday October 31, 2022. His new pillows, boxers-briefs, socks, pants, sweater. His new mattress looks like someone switch it.

On 11/7/22, I received another complaint regarding the New Haven Adult Foster Home. The complaint indicated that there is a bed bug infestation in the facility. It is unknown how long this has been an issue. Resident B currently has bed bug bites. A nurse gave Resident B an ointment for the bites three days ago, but it is not working. Resident B said that the bites are getting worse. Yesterday, Resident B asked to go to urgent care or a walk-in appointment at his doctor's office. Resident B has not been taken yet. Resident B must sleep on the couch because his mattress has bed bugs. Yesterday, staff Mary said that Resident B does not need to go to urgent care, and they will continue to treat the bites with the ointment. Mary stated that the bites are getting better. Resident B said that he cannot sleep. Resident B's bites hurt, and it itches. The staff said that they ordered a new mattress for Resident B.

NOTE: On 12/13/21, 05/02/22, and 10/25/22, I completed prior special investigations on this facility, special investigation reports #2022A0617002, # 2022A0617012 and #2022A0617029. This facility was cited for violation of rule R400.15401. During that investigation, it was determined that the assistance of the professional pest control program was not working effectively.

On 11/03/22, I conducted an unannounced investigation of the Haven Adult Foster Care Home. I interviewed staff Linda Wright, staff Marilyn Clark, Resident A, Resident C, and Licensee Chuck Cryderman.

During the onsite investigation I interviewed Ms. Wright and Ms. Clark. Both Ms. Wright and Ms. Clark stated that the facility still has bed bugs and the bugs have been seen as recently as this morning. Ms. Wright stated that the facility is still using the pest control services of Orkin, and they were at the facility two days prior; Orkin sprayed the entire facility for bed bugs. Ms. Wright stated that Orkin did a detailed spray of Resident A's room because bed bugs were found in his room.

During the onsite investigation I interviewed Resident A. According to the facility still has bed bugs and he is being bit. Resident A stated that he has been bit on his neck, back and legs. Resident A stated that sometimes showers himself and sometimes he requires assistance from staff. According to Resident A, he is in pain and can't stand up for long. He has told staff, including Ms. Wright that he is in pain and can't stand in the shower, yet they continue to stand him up in the shower. When he is in pain, he will just, "take a wash up in the sink". I observed Resident A and his room to have a foul-smelling odor. Resident A could not tell me the last time he showered. I observed Resident A's bedding to have stains and tears. Resident A's pillowcases were torn. I observed Resident A's Bed and mattress, which appeared to be new. Staff went through Resident A drawers, and I observed new unopened packs of underwear. Resident A stated that sometimes other residents go into his room and take his belongings. Resident A stated that he believes he has all of his belongings back.

During the onsite investigation I interviewed Resident A's roommate, Resident C. According to Resident C, the facility continues to have bedbugs. He has seen bedbugs in his room as recently as three days ago. Orkin was out two days ago and sprayed the entire home and his room. Resident C does not have any current bites.

During the onsite investigation I interviewed Licensee Chuck Cryderman. Mr. Cryderman stated that on Sunday 10/30/22, bedbugs were found in Resident A's room. He contacted Orkin Pest control which is the pest control company he currently has a treatment plan and agreement with. Orkin came out to the facility on 11/01/22 and sprayed the entire facility and Resident A's room. Orkin comes out every two weeks or more often if needed as apart of the pest control agreement. According to Mr. Cryderman, Resident A's mattress is the only new mattress in the facility and could not have been switched. Mr. Cryderman stated that Resident A refuses showers and will not let staff assist him shower. Mr. Cryderman was just made aware on Sunday that Resident A was in pain and was having a difficulty showering. Mr. Cryderman stated that he was in the process of getting Resident A, a shower chair.

On 11/16/22, I conducted an unannounced investigation of the Haven Adult Foster Care Home. I interviewed staff Linda Wright, staff Marilyn Clark, Resident A, Resident B, Resident D, and Resident E.

During the onsite investigation, I observed Resident B downstairs in the common area sleep on the couch with a blanket. Resident B stated that he has been sleeping on the couch for the last two weeks due to his bed being infested with bedbugs. Resident B stated that he has bites over his entire body, and he is in pain from scratches he is

sustaining from scratching the bites. Resident B stated that his bed and mattress is full of bugs. He has asked staff to take him to get medical attention due to the bites, but staff refuses and just administers cream/ointment. According to Resident B, the facility has had a nurse check him out but the cream she prescribed is not working and he is still in pain and discomfort. Resident B stated that Orkin was out about two weeks ago and sprayed the home, but it is not working. According to Resident B, he was in so much pain and discomfort that he called EMS last week for help but when they arrived, they told him they did not have anything to treat the bedbug bites and he should go to an urgent care. I observed (pictures taken) of Resident B's upper body including his stomach, chest, back, arm, hands and neck to be covered with what appears to be bug bites or rash. Resident B also had bites/ rash on both of his legs. I observed both live and dead bed bugs on Resident B's bedding and mattress.

During the onsite investigation, I interviewed Resident A. According to Resident A, things have been going better and he has not had any issues with showering. Resident A stated that he has not seen any bedbugs since the last time I was at the facility on 11/3/22.

During the onsite investigation, I interviewed Resident D. According to Resident D, he has not witnessed any bedbugs, nor has he been bitten.

During the onsite investigation, I interviewed Resident E. According to Resident E, he has observed bedbugs as recently as yesterday. Resident E stated that the bed bugs are so bad in the home that Resident B has to sleep on the couch. According to Resident E, he has been bitten as recently as last week.

During the onsite investigation, I interviewed staff Linda Wright. According to Ms. Wright, Resident B has complained about bug bites to staff for a while, but staff has not taken him to get treatment. However, a nurse has come to the home and checked Resident B for bites. Resident B was prescribed cream for the bites. Resident B has complained about issues with bed bugs and bites for about two months. Ms. Wright stated that Resident B sleeps on the couch, but she is unsure why he sleeps there.

On 12/13/22, I interviewed Resident A's daughter. According to Resident A's daughter, there has been some alarming issues that she has witnessed. Resident A's daughter visited Resident A on June 18, 2022, and October 30, 2022. Resident A's daughter observed torn bedding, stained pillows, and blankets with spots of blood. Resident A's daughter stated that she observed both live and dead bed bugs on Resident A's bed and bedding. According to Resident A's daughter, his body odor wasn't pleasant, and when she asked about his hygiene, Resident A said it's, "too difficult to stand and take a shower". Resident A's daughter stated that Resident A would just wash up occasionally at the bathroom sink. Resident A's daughter has witnessed bed bugs on both visits and his room smelled of urine. She stated that she went to purchase him a new bed, sheets, pillows, and under garments. She stated that some of his under garments weren't present in his drawer on Sunday October 31, 2022. Resident A's daughter stated that Resident A's mattress looks like someone switched it. According to Resident A's daughter,

there is not enough staff to meet the needs of the residents. She stated that the residents have severe mental health illnesses, and they require a lot of assistance that they are not receiving. Resident A's daughter stated that she was at the facility visiting her father during the Thanksgiving holiday and things at the facility had gotten better. However, she did not check her father's bed for bedbugs. Resident A's daughter sent me several pictures of Resident A's room with torn and bloody bedding, as well as pictures of bed bugs on his bed and covers.

On 12/13/22 I interviewed Orkin inspector Mr. Jeffery Anderson. According to Mr. Anderson, the facility has an agreement with Orkin to provide pest control services to treat for bedbugs. Mr. Anderson stated the facility utilizes a proactive treatment plan which includes sprays every 30 days to 30% of the rooms of the facility. Every 30 days Orkin will treat another 30% of the rooms on a rotating base. According to Mr. Anderson, Orkin did a full facility spray to rid the facility of bedbugs back in June of 2022. That treatment exterminated the facility of bedbugs completely. In August of 2022, the facility was completely bedbug free, however someone at the facility is bringing bedbugs into the home. The treatment cannot stop the bedbugs from coming into the home, but the treatment should stop the infestation from spreading.

On 12/13/22, I interviewed nurse practitioner Stacey Conn. According to Ms. Conn, she is a nurse practitioner, and she has seen and treated Resident B since he has arrived at the facility. Ms. Conn stated that since Resident B arrived at the facility he has complained of complications with a rash. Ms. Conn has treated Resident B for his rash, and it is getting extremely better. According to Ms. Conn, Resident B, scratches the rash and that causes it to spread and become irritated. Ms. Conn stated that Resident B's rash does not look like bedbug bites and has diagnosed him with contact dermatitis. She has prescribed Resident B with the medication Prednisone, Triamcinolone cream, and Hydrocortisone cream.

On 12/13/22, I held an exit conference with licensee designee Charles Cryderman. Mr. Cryderman stated that he has been extremely compliant with the department's investigations, rules and regulations with regard to the bedbug issue. Mr. Cryderman stated that he has invested thousands of dollars into this situation. According to Mr. Cryderman, Resident B does not have bedbug bites and he has been seen and treated by nurse practitioner Stacey Conn. According to Mr. Cryderman, Resident B has not been seen by any other medical professional other than Ms. Conn. Mr. Cryderman stated that he will review the report when he receives it and will decide if he will either accept the provisional recommendation, contest the issuance of a provisional license or close the facility permanently.

APPLICABLE RULE	
R 400.15305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be

	attended to at all times in accordance with the provisions of the act.
ANALYSIS:	<p>Residents stated that there have been issues and sighting of bed bugs in the home. Residents have experienced bug bites. During my investigation on 11/3/22 and 11/16/22, I observe both live and dead bed bugs in the resident's rooms. During the onsite investigation on 11/16/22, Resident B stated that he asked staff to take him to get medical attention due to the bites, but staff refuses and just administers cream/ointment. According to Resident B, the facility has had a nurse check him out but the cream she prescribed is not working and he is still in pain and discomfort. According to Mr. Cryderman, Resident B does not have bedbug bites and he has been seen and treated by nurse practitioner Stacey Conn. According to Mr. Cryderman, Resident B has not been seen by any other medical professional other than Ms. Conn.</p> <p>Ms. Conn stated that Resident B's rash does not look like bedbug bites and has diagnosed him with contact dermatitis. She has prescribed Resident B with the medication Prednisone, Triamcinolone cream, and Hydrocortisone cream. During the onsite investigation on 11/16/22, I observed Resident B's upper body including his stomach, chest, back, arm, hands and neck to be cover with what appears to be bug bites or a rash. Resident B also had bites/rash on both of his legs. I observed both live and dead bed bugs on Resident B's bedding and mattress.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15314	Resident hygiene.
	(1) A licensee shall afford a resident the opportunity, and instructions when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary.
ANALYSIS:	<p>According to Resident A, he is in pain and can't stand up for long. He has told staff, including Ms. Wright that he is in pain and can't stand in the shower, yet they continue to stand him up in the shower. When he is in pain, he will just, "take a wash up in the sink". I observed Resident A and his room to have a foul-smelling odor. Resident A could not tell me the last time he</p>

	showered. According to Resident A's daughter, his body odor wasn't pleasant, and when she asked about his hygiene, Resident A said it's, "too difficult to stand and take a shower". Resident A's daughter stated that Resident A would just wash up occasionally at the bathroom sink.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15315	Handling of resident funds and valuables.
	(2) The care of any resident funds and valuables that have been accepted by a licensee for safekeeping shall be treated by the licensee as a trust obligation.
ANALYSIS:	Staff went through Resident A drawers, and I observed new unopened packs of underwear. Resident A stated that sometimes other residents go into his room and take his belongings. Resident A believes he has all of his belongings back. Resident A's daughter was at the facility visiting her father during the Thanksgiving holiday and things at the facility had gotten better.
CONCLUSION:	VIOLATION NOT ESTABLISHED

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:	Residents stated that there have been issues and sighting of bed bugs in the home. Residents have experienced bug bites. During the onsite investigation, I observed Resident B downstairs in the common area sleep on the couch with a blanket. Resident B stated that he has been sleeping on the couch for the last two weeks due to his bed being infested with bedbugs. Resident B stated that he has bites over his entire body, and he is in pain from scratches he is sustaining from

	<p>scratching the bites. Resident B stated that his bed and mattress is full of bugs.</p> <p>During my onsite investigation on 11/3/22 and 11/16/22, I observe both live and dead bed bugs in the residents' rooms. According to Mr. Cryderman, the facility has utilized the assistance of a professional pest control program through Orkin pest control. The facility does not have the pest infestation under control. Therefore, the facility is not continually protecting the health of the residents as required by this rule and this has been ongoing since August 2021.</p>
CONCLUSION:	<p>REPEAT VIOLATION ESTABLISHED</p> <p>Reference: SIR #2022A0617002 dated 12/13/21 and CAP dated 12/15/21</p> <p>SIR #2022A0617012 dated 5/2/22 and CAP dated 5/21/22.</p>

APPLICABLE RULE	
R 400.15411	Linens.
	(1) A licensee shall provide clean bedding that is in good condition. The bedding shall include 2 sheets, a pillow case, a minimum of 1 blanket, and a bedspread for each bed. Bed linens shall be changed and laundered at least once a week or more often if soiled.
ANALYSIS:	<p>During the onsite investigation on 11/3/22, I observed Resident A's bedding to have stains and tears. Resident A's pillowcases were torn. During the onsite investigation on 11/16/22, I observed Resident B downstairs in the common area sleep on the couch with a blanket. Resident B stated that he has been sleeping on the couch for the last two weeks due to his bed being infested with bedbugs. I observed both live and dead bed bugs on Resident B's bedding and mattress.</p>
CONCLUSION:	VIOLATION ESTABLISHED

II. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan I recommend a six-month 1st provisional license.

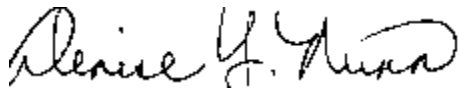


01/11/22

Eric Johnson
Licensing Consultant

Date

Approved By:



01/12/2023

Denise Y. Nunn
Area Manager

Date