



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 12, 2024

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

RE: License #: AL700382076  
Investigation #: 2024A0467024  
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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

If you desire technical assistance in addressing these issues, please 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 (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**

<b>License #:</b>	AL700382076
<b>Investigation #:</b>	2024A0467024
<b>Complaint Receipt Date:</b>	03/04/2024
<b>Investigation Initiation Date:</b>	03/04/2024
<b>Report Due Date:</b>	05/03/2024
<b>Licensee Name:</b>	Serenity Homes - North, L.L.C.
<b>Licensee Address:</b>	3109 Lawton Dr. N.E. Grand Rapids, MI 49525
<b>Licensee Telephone #:</b>	(419) 494-4008
<b>Administrator:</b>	Steven Gerdeman
<b>Licensee Designee:</b>	Steven Gerdeman
<b>Name of Facility:</b>	Serenity Homes - North
<b>Facility Address:</b>	830 Hayes Street Marne, MI 49435
<b>Facility Telephone #:</b>	(419) 494-4008
<b>Original Issuance Date:</b>	06/02/2016
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/26/2022
<b>Expiration Date:</b>	09/25/2024
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
The facility is infested with mice.	Yes

## III. METHODOLOGY

03/04/2024	Special Investigation Intake 2024A0467024
03/04/2024	Special Investigation Initiated - On Site
03/08/2024	Contact – document received (email from Steve Gerdeman)
03/12/2024	APS Referral – sent via email
03/12/2024	Exit conference with the owner/designee, Steve Gerdeman

**ALLEGATION: The facility is infested with mice.**

**INVESTIGATION:** On 3/4/24, I received a BCAL online complaint stating that the anonymous complainant observed at least 3 mice running around in the dining room. The complainant reportedly spoke to staff, who reportedly stated that they have brought this concern to the owner of the home, and nothing has been done to address it. Staff reportedly stated that there have been mice in the kitchen as well.

It should be noted that the anonymous complainant also listed concerns about the facility being infested with bedbugs, which was appropriately addressed under investigation # 2024A0467018. In addition, the complainant listed concerns for black mold on the ceiling in the kitchen. This concern is being addressed under investigation #2024A0467022.

On 3/4/24, I made an unannounced onsite investigation at the facility. Upon arrival, I spoke to AFC staff member, Briendon Stevens. Mrs. Stevens confirmed that the back laundry room currently has mice. Mrs. Stevens stated that she just received mouse traps, which she plans to setup in the laundry room as soon as possible to address this concern. Mrs. Stevens stated that she started seeing mice in the laundry room “in the wintertime,” which she estimates to be around December 2023 or January 2024. Despite the complainant stating that mice have been observed in the living room and the kitchen, Mrs. Stevens denied any signs of mice in these areas. Mrs. Stevens stated that the facility will be treated today or tomorrow for bedbugs. Mrs. Stevens agreed to inform Mr. Gerdeman to have the facility treated for mice as well.

I then spoke to AFC staff member, Emily Guernsey regarding this and she confirmed that she has seen mice in the laundry room of the facility as well. Ms. Guernsey stated that she has never seen mice anywhere else in the facility. Ms. Guernsey is aware that mouse traps have been purchased to address this concern. Both staff members were thanked for their time as this interview concluded.

On 3/8/23, Mr. Gerdeman sent me an email informing me that the facility was treated for bedbugs for the previous investigation (#2024A0467018). Mr. Gerdeman stated that the pest control company also put a few mouse traps in the kitchen while onsite to address the issue related to the current investigation. I reviewed the receipt from Rose Pest Solution, which did not list anything related to mice treatment. Mr. Gerdeman stated, "please let me know if there's anything further follow-up action needed on my end."

On 03/12/24, I conducted an exit conference with licensee designee, Steve Gerdeman. He was informed of the investigative findings and aware that placing mouse traps throughout the facility is not a full professional treatment. Therefore, the facility needs to be professionally treated. A corrective action plan is due within 15 days of receipt of this report.

<b>APPLICABLE RULE</b>	
<b>R 400.15401</b>	<b>Environmental health.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Staff members Briendon Stevens and Emily Guernsey both confirmed that the facility has mice in the laundry room. I observed new mouse traps in the facility that Mrs. Stevens stated would be used to address this concern. This issue has been ongoing since December 2023/January 2024 and therefore, there is a preponderance of evidence to support this allegation.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### **IV. RECOMMENDATION**

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

*Anthony Mullins*

03/12/2024

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Anthony Mullins  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

03/12/2024

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Jerry Hendrick  
Area Manager

Date