



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 7, 2024

Juliet Troast
3538 144th Ave
Holland, MI 49424

RE: License #: AS700403401
Investigation #: 2024A0350030
BEECHWOOD HOPE CARE

Dear Juliet Troast:

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. 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 black ink, appearing to read 'Ian Tschirhart', with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 644-9526

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS700403401
Investigation #:	2024A0350030
Complaint Receipt Date:	04/23/2024
Investigation Initiation Date:	04/23/2024
Report Due Date:	05/23/2024
Licensee Name:	Juliet Troast
Licensee Address:	608 Beechwood St Holland, MI 49423
Licensee Telephone #:	(616) 994-2060
Administrator:	Juliet Troast
Licensee Designee:	Juliet Troast
Name of Facility:	BEECHWOOD HOPE CARE
Facility Address:	608 Beechwood St. Holland, MI 49423
Facility Telephone #:	(616) 994-2060
Original Issuance Date:	03/27/2020
License Status:	REGULAR
Effective Date:	09/27/2022
Expiration Date:	09/26/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, DEVELOP- MENTALLY DISABLED, MENTALLY ILL, AGED, TRAUMATICALLY BRAIN INJURED,ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
The Licensee, Juliet Troast, has obtained guardianship of some of the residents of the home.	No
Resident A was bitten by a dog at the home. The dog was known to have bitten people before, but none were residents.	Yes

III. METHODOLOGY

04/23/2024	Special Investigation Intake 2024A0350030
04/23/2024	Special Investigation Initiated - Telephone I spoke with Juliet Troast, Licensee Designee
04/25/2024	Contact - Document Received received an email from Amanda Fry, Mental Health Specialist/Residential Housing Specialist with Community Mental Health of Ottawa County
04/26/2024	Contact - Telephone call made I spoke with Ms. Troast
05/06/2024	Contact - Face to Face I spoke with Ms. Troast and each of the residents
05/07/2024	Exit conference – Held with Juliet Troast, Licensee Designee

ALLEGATION: The Licensee, Juliet Troast, has obtained guardianship of some of the residents of the home.

INVESTIGATION: On 04/23/2024, I called and spoke with Juliet Troast, Licensee and Licensee Designee of this home. I asked Ms. Troast if she is the Legal Guardian of any of the residents who live in this home, and she said that she is not. Ms. Troast informed me that she currently has five residents, two of which have Legal Guardians. I told Ms. Troast that I would need to see the guardianship orders for the two residents and speak with the other three, and it was arranged for me to make an onsite inspection on 04/30/2024 at 4:30 p.m.

On 05/06/2024, I made an onsite inspection and met with Ms. Troast. I asked to speak with each resident, and she sent them in individually. Resident A, Resident B, and Resident C each stated that they do not have a Legal Guardian appointed.

Resident D told me her friend, Wendy Rabhan, is her Legal Guardian, and Resident E reported that her mother, Karen Porter, is her Legal Guardian. Ms. Troast showed me the Guardianship Orders for both these two residents which confirmed what they told me.

On 05/07/2024, I called and held an exit conference with Juliet Troast, Licensee Designee. I informed Ms. Troast that I did not cite a violation of this rule. Ms. Troast thanked me for letting her know and had no further comment.

APPLICABLE RULE	
R 400.14201	Qualifications of administrator, direct care staff, licensee, and members of household; provision of names of employee, volunteer, or member of household on parole or probation or convicted of felony; food service staff.
	(12) A licensee, direct care staff, administrator, or members of the household shall not be the legal guardian or conservator of a resident who lives in the home, except if a person is a relative of the resident or if the guardianship or conservatorship of the licensee existed before April 1, 1989, as specified in section 454 of Act No. 642 of the Public Acts of 1978, as amended, being S700.454 of the Michigan Compiled Laws.
ANALYSIS:	Resident A, Resident B, and Resident C each stated that they do not have a Legal Guardian. Resident D’s friend is her Legal Guardian, and Resident E’s mother is her Legal Guardian. Juliet Troast does not have Legal Guardianship of any of these five residents. My findings do not support that this rule had been violated.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Resident A was bitten by a dog at this home. The dog was known to have bitten people before, but none were residents.

INVESTIGATION: On 04/25/2024, I received an email from Amanda Fry, Mental Health Specialist/Residential Housing Specialist with Community Mental Health of Ottawa County. Ms. Fry wrote: “Just wanted to give you a heads up I was made aware of another dog bite incident involving the Troast family. This time it was at Juliet’s house but I think it was the same dog from previous incidents at Raj’s.”

On 04/26/2024, I called and spoke with Ms. Troast. She confirmed that Resident A was bit by one of her son’s dogs, and it was the same dog that had bitten other

people (none of them residents) at another licensed foster care home. Ms. Troast stated that on 04/21/2024, Resident A was coming in the house as one of Ms. Troast's other sons was coming out. Resident A made a motion as to pet the dog and the dog bit her hand one time. Ms. Troast said that she asked Resident A if she wanted to be seen by a doctor and she said no. Ms. Troast said that she then cleaned the wound and put medicine on it. She stated that because the skin was not broken, she did not need to put any bandages on her hand and added that there were no bruises on Resident A's hand either. She also gave Resident A Tylenol for pain, even though Resident A told her she was not in any pain. I asked if the dog lived at this home, and Ms. Troast told me that it was one of her son's dogs, but that they do not always stay there; sometimes they stay somewhere else. However, she reported that since this incident the dog has not stayed at this home and was not allowed to come back.

On 05/06/2024, I spoke with Resident A and Ms. Troast about the dog bite. Resident A informed me that the dog did not charge at her or growl, but when she lifted her hand, the dog bit it. I asked to look at her hand and she showed it to me. I observed three small and mostly healed wounds. Two of the wounds appeared to have been made by a dog bite that did not break the skin. The third wound was in the arch between her thumb and index finger of her left hand. That wound was smaller than a dime and appeared to be mostly healed. Ms. Troast said that she noticed that it was bleeding shortly after the bite and applied pressure, cleaned it, and put ointment on it. She said she asked Resident A if she wanted to go to the doctor after this happened and she said no. Resident A confirmed that. Ms. Troast stated that the dog belonged to her son and weren't living there, but sometimes when he visited, he brought the dog with him. Ms. Troast said that the dog was no longer allowed to come to her home. I knew from a previous investigation regarding this dog and another AFC home, that the son was ordered to keep a muzzle on this dog whenever it was around people it was not familiar with. This dog was not wearing a muzzle when it bit Resident A.

On 05/07/2024, I called and held an exit conference with Juliet Troast, Licensee Designee. I informed Ms. Troast that I was citing a violation of this rule. She asked if she could put in her corrective action plan the steps she has already taken regarding this matter and I confirmed that she could. Ms. Troast had no further comment.

APPLICABLE RULE	
R 400.14305	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:	Juliet Troast's son owns a dog that has a history of biting people. The dog has bitten a neighbor more than once and

	<p>another time the dog bit a case manager who was visiting a resident of another Adult Foster Care (AFC) home, where the son and dog used to live. The police and court have been involved, and an AFC special investigation was conducted at the home where the son and the dog lived, resulting in a rule violation and their being notified that this dog could not reside in that home. The court ordered the son to have a muzzle kept on this dog whenever it was around people the dog was not familiar with.</p> <p>Ms. Troast's son and his dog visited Beechwood Care AFC Home on 04/21/2024. As the dog and Resident A got close to each other, Resident A lifted her hand to try and pet the dog, but the dog, who did not have a muzzle on, bit her hand, causing one puncture wound.</p> <p>My findings support that this rule had been violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon an acceptable corrective action plan, I recommend that the status of this home's license remain unchanged, and that this special investigation be closed.



May 7, 2024

Ian Tschirhart
Licensing Consultant

Date

Approved By:



May 7, 2024

Jerry Hendrick
Area Manager

Date