



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

June 28, 2024

Theresa and Randell Huston  
2479 Hadden  
Muskegon, MI 49441

RE: License #:	AF610395832
Investigation #:	2024A0356033
	Glenside Manor AFC

Dear Theresa and Randell Huston:

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. If 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 that reads "Elizabeth Elliott". The signature is written in black ink and is positioned below the word "Sincerely,".

Elizabeth Elliott, Licensing Consultant  
Bureau of Community and Health Systems  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 901-0585

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF610395832
<b>Investigation #:</b>	2024A0356033
<b>Complaint Receipt Date:</b>	05/06/2024
<b>Investigation Initiation Date:</b>	05/07/2024
<b>Report Due Date:</b>	07/05/2024
<b>Licensee Name:</b>	Theresa Huston and Randell Huston
<b>Licensee Address:</b>	2479 Hadden Muskegon, MI 49441
<b>Licensee Telephone #:</b>	(231) 759-0453
<b>Name of Facility:</b>	Glenside Manor AFC
<b>Facility Address:</b>	2479 Hadden Muskegon, MI 49441
<b>Facility Telephone #:</b>	(231) 759-0453
<b>Original Issuance Date:</b>	02/11/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/11/2023
<b>Expiration Date:</b>	08/10/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	MENTALLY ILL AGED

## II. ALLEGATION(S)

	Violation Established?
The condition of the home is poor.	No
Resident A's personal hygiene is poor.	No
The facility has bed bugs.	Yes

## III. METHODOLOGY

05/06/2024	Special Investigation Intake 2024A0356033
05/06/2024	APS Referral Denied for investigation and referred to LARA.
05/07/2024	Special Investigation Initiated
05/10/2024	Contact - Telephone call received. Sarah Henson, nurse.
06/03/2024	Inspection Completed On-site
06/03/2024	Contact - Face to Face Randy and Theresa Huston, Resident A.
06/28/2024	Exit Conference Theresa Huston, Licensee.

**ALLEGATION:** The condition of the home is poor.

**INVESTIGATION:** On 05/06/2024, I received a BCAL (Bureau of Children and Adult Licensing) online complaint. The complainant reported that the home is very unkept and cluttered, there is a foul odor and an odor of cat urine.

On 05/10/2024, I interviewed Sarah Henson, NP (nurse practitioner) for Landmark in home medical care and Ms. Henson stated she conducted an initial visit with Resident A for assessment for services. Ms. Henson concurred with the information provided in the allegation and stated she smelled cat urine upon entering the home, and the kitchen was unkept with dirty dishes.

On 06/03/2024, I conducted an unannounced inspection at the home and on this date, I did not smell cat urine upon entering the home. The litter box located in the living room was clean and there was no cat feces outside of the litter box. The living room and hallway was clean and free from any clutter or debris. The carpet in the

hallway and the front entrance of the home was clean. I arrived just after lunch and there were still dishes in the kitchen from lunch. I inspected resident rooms both on the main floor and in the upper part of the home and the rooms were not cluttered nor was it malodorous.

On 06/03/2024, I interviewed Randy and Theresa Huston, Licensees. Mr. and Mrs. Huston stated they have been working hard at getting the smell of cat under control as cited in a previous special investigation, SI2024A0356017 dated 02/28/2024. Mr. and Mrs. Huston stated they were not home the day Ms. Henson came to see Resident A and that their son was providing care to the residents while they were away. Upon my arrival, Ms. Huston was still eating lunch and stated she had been so busy that she had not been able to finish her lunch, nor had she gotten time to clean up the kitchen. Mr. and Ms. Huston expressed their disappointment at this complaint so quickly after the last complaint and assured me they were working towards rectifying violations cited in the previous report.

On 06/28/2024, I conducted an exit conference with Licensee, Theresa Huston via telephone. Ms. Huston acknowledged maintenance of the premise has been a struggle at times due to ongoing medical issues in the family, but it continues to be of utmost importance, and they will continue to clean and organize the home. Ms. Huston agreed with the information, analysis, and conclusion of this applicable rule.

<b>APPLICABLE RULE</b>	
<b>R 400.1426</b>	<b>Maintenance of premises.</b>
	(1) The premises shall be maintained in a clean and safe condition.
<b>ANALYSIS:</b>	<p>The complainant reported that the home is unkept and cluttered, there is a foul odor and an odor of cat urine.</p> <p>Ms. Henson stated she smelled cat urine upon entering the home, and the kitchen was unkept with dirty dishes.</p> <p>On the date of the unannounced inspection, the overall condition of the home had improved from the previous special investigation and Mr. &amp; Ms. Huston reported they are working on improving the condition of the home and keeping it up as specified in the Corrective Action Plan submitted on 06/06/2024. Based on investigative findings on 06/03/2024, a violation of this applicable rule is not established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Resident A's personal hygiene is poor.**

**INVESTIGATION:** On 05/06/2024, I received a BCAL (Bureau of Children and Adult Licensing) online complaint. The complainant reported Resident A appeared unkept with dirty clothing and long nose and ear hair.

On 05/10/2024, I interviewed Ms. Henson via telephone. Ms. Henson reported she conducted an initial visit with Resident A and observed him with dirty clothing on, unkept hair and poor grooming including long nose and ear hair. Ms. Henson concurred with the information reported in the complaint.

On 06/03/2024, I conducted an unannounced inspection at the home and interviewed Resident A. I observed Resident A in a dark blue sweat suit that appeared clean and appropriate. I did not detect an odor on or about Resident A. Resident A's hair and the grooming of his nose and ear hair appear as they usually are each time I have seen or interviewed Resident A. While not perfectly groomed, it was normal for how he usually appears. Resident A stated he can complete all ADL's (activities of daily living) himself and that he does not require or want the assistance of any staff at the AFC.

On 06/03/2024, I interviewed Randy and Theresa Huston, Licensees. Mr. and Mrs. Huston stated Resident A showers frequently, can shower independently and groom himself. Ms. Huston stated Resident A's hair grows fast and he does "look disheveled quickly" but stated she (Ms. Huston) is available and offers to assist Resident A if he needs it, but he prefers to complete his own ADL's.

On 06/09/2024, I reviewed Resident A's assessment plan for AFC residents. The assessment plan documented that Resident A does not require the assistance of staff in the completion of ADL's including grooming, dressing, personal hygiene, and bathing.

On 06/28/2024, I conducted an exit conference with Licensee, Theresa Huston via telephone. Ms. Huston again stated she is available and willing to assist Resident A in completing his ADL's if needed. Ms. Huston agreed with the information, analysis, and conclusion of this applicable rule.

<b>APPLICABLE RULE</b>	
<b>R 400.1408</b>	<b>Resident care; licensee responsibilities.</b>
	(1) A licensee shall provide basic self-care and habilitation training in accordance with the resident's written assessment plan.
<b>ANALYSIS:</b>	The complainant reported Resident A appeared unkept with dirty clothing and long nose and ear hair.  Ms. Henson concurred with the information reported in the complaint.

	<p>I observed Resident A in clothing that appeared clean and appropriate. While not perfectly groomed, Resident A's hair, nose, and ear hair, was normal for how he usually appears.</p> <p>Resident A stated he can complete all ADL's himself and that he does not require the assistance of any staff at the AFC.</p> <p>Mr. and Mrs. Huston stated Resident A showers frequently, can shower independently and groom himself.</p> <p>Resident A's assessment plan documented Resident A does not require the assistance of staff in the completion of ADL's including grooming, dressing, personal hygiene, and bathing.</p> <p>While Ms. Huston reported she is available and willing to assist Resident A with his ADL's, the assessment plan documented that Resident A can complete basic self-care without the assistance of facility staff. Based on investigative findings, a violation of this applicable rule is not established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** The facility has bed bugs.

**INVESTIGATION:** On 05/06/2024, I received a BCAL (Bureau of Children and Adult Licensing) online complaint. The complainant reported the facility has bed bugs.

On 05/10/2024, I interviewed Ms. Henson via telephone. Ms. Henson stated she observed a bug crawling across Resident A's leg when she conducted a visit with him in his bedroom at the facility.

On 06/03/2024, I conducted an unannounced inspection at the home and interviewed Resident A in his room. I observed several live bed bugs on Resident A's bed and chair that he sits in. I observed a variety in the size of the bed bugs ranging from tiny bugs to full grown bugs. Resident A's room had many active bugs. Resident A acknowledged that there are bed bugs in his room but stated that he does not have bites from the bugs. I did not observe bites on Resident A's arms.

On 06/03/2024, I interviewed Randy and Theresa Huston, Licensees. Mr. and Mrs. Huston stated they have been treating bed bugs themselves and use a spray treatment called EcoVenger and stated that had been successful in keeping bed bugs away. Mr. and Ms. Huston stated they have not been treating as diligently as usual due to Mr. Huston's medical issues but have begun to treat again.

On 06/03/2024, I inspected three more resident rooms and observed live bed bugs in two of the three bedrooms on the upper floor of the home.

On 06/07/2024, I received a telephone call from Ken Beckman, Muskegon County DHHS (Department of Health and Human Services) Adult Protective Services. Mr. Beckman stated a complaint was received regarding residents in the home having bed bugs on them at their day program. Mr. Beckman reported the residents are no longer able to attend day programming until the bugs are treated.

On 06/28/2024, I conducted an exit conference with Licensee, Theresa Huston via telephone. Ms. Huston acknowledged bed bug activity in the home and that the treatment of the bugs was not as consistent as it had been in the past partly due to the ongoing medical issues of Mr. Huston. In addition, Ms. Huston stated she will consult with a pest control professional. Ms. Huston agreed with the information, analysis, and conclusion of this applicable rule.

<b>APPLICABLE RULE</b>	
<b>R 400.1424</b>	<b>Environmental health.</b>
	(4) Effective measures shall be taken to protect against the entrance of vermin into the home and against the breeding or presence of vermin on the premises.
<b>ANALYSIS:</b>	<p>The complainant reported the home has bed bugs.</p> <p>An inspection of the home revealed active bed bugs in three of the 5 resident bedrooms.</p> <p>Ms. Henson stated she saw bed bugs on Resident A.</p> <p>Mr. and Ms. Huston acknowledged that bed bug activity returned when they slowed in their treatment of the bugs.</p> <p>Mr. Beckman reported residents are unable to attend day programming due to bed bugs on their clothing while at programming.</p> <p>Based on investigative findings, the home has bed bugs and effective measures have not been taken to eradicate bed bugs from home. Therefore, a violation of this applicable rule is established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>



**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I continue to recommend a provisional license as recommended on 02/28/2024 based on special investigation, SI2024A0356017 and issued on 06/22/2024.



06/28/2024

Elizabeth Elliott  
Licensing Consultant

Date

Approved By:



06/28/2024

Jerry Hendrick  
Area Manager

Date