



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 26, 2024

Marcia Curtiss
CSM Alger Heights, LLC
1019 28th St.
Grand Rapids, MI 49507

RE: License #: AM410384528
Investigation #: 2024A0583046
Alger Heights - South

Dear Mrs. Curtiss:

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) 356-0183.

Sincerely,

A handwritten signature in cursive script, appearing to read "Toya Zylstra".

Toya Zylstra, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 333-9702

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM410384528
Investigation #:	2024A0583046
Complaint Receipt Date:	07/19/2024
Investigation Initiation Date:	07/22/2024
Report Due Date:	08/18/2024
Licensee Name:	CSM Alger Heights, LLC
Licensee Address:	1019 28th St. Grand Rapids, MI 49507
Licensee Telephone #:	(616) 258-0268
Administrator:	Marcia Curtiss
Licensee Designee:	Marcia Curtiss
Name of Facility:	Alger Heights - South
Facility Address:	1025 28th St. SE Grand Rapids, MI 49508
Facility Telephone #:	(616) 229-0427
Original Issuance Date:	10/25/2016
License Status:	REGULAR
Effective Date:	04/25/2023
Expiration Date:	04/24/2025
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED, DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
The facility is infested with bedbugs.	No
Additional Findings	Yes

III. METHODOLOGY

07/19/2024	Special Investigation Intake 2024A0583046
07/22/2024	Special Investigation Initiated - On Site
07/22/2024	APS Referral
07/26/2024	Exit Conference Licensee Designee Marcia Curtiss

ALLEGATION: The facility is infested with bedbugs.

INVESTIGATION: On 07/19/2024 I received complaint allegations from the BCAL online reporting system. I observed that the allegations stated that “bedbugs are visible, and remain, despite the facility's attempt to treat them” and “the same furniture is observed at the site through many treatments, and the residents report no specific treatment of their belongings”.

On 07/22/2024 I completed an unannounced onsite investigation at the facility and interviewed Interim Regional Director Michelle Genigeski, staff Vontrese Sanders, Resident A, Resident B, Resident C, and Resident D.

Interim Director Michelle Genigeski stated that the facility has had a history of bedbug infestation. Ms. Genigeski stated that the facility previously had a bedbug infestation which was remediated professionally however there is a current infestation that has impacted the facility. Ms. Genigeski stated that the current infestation began in Resident A and Resident B’s shared bedroom as a result of Resident A attending a community day program and bringing the bedbugs back to the facility. Ms. Genigeski stated that the facility has contracted with Rose Pest Control Services to remediate the current infestation. Ms. Genigeski stated that the facility was chemically treated last week by Rose Pest Control. Ms. Genigeski stated that Rose Pest Control counseled the facility that changing the communal couch was not necessary to remediate the infestation therefore the fabric couch was not replaced. Ms. Genigeski stated that Resident A’s mattress was replaced in the past however the facility did not replace Resident B’s mattress.

Staff Vontrese Sanders stated that the facility has had an ongoing bed bug infestation. Ms. Sanders stated that the infestation is so significant that she tries to spend her time away from the milieu and in the facility medication room where she

has not observed the bedbugs. Ms. Sanders stated that she continues to observe live bedbugs in resident bedrooms and on the communal couch despite the recent chemical treatment. Ms. Sanders stated that in the past Rose Pest Control treated the facility with a high heat treatment but recently the pest control company utilized chemicals.

Resident A stated that she shares a bedroom with Resident B. Resident A stated that her bedroom was previously infested with bedbugs which were observed on her bed. Resident A stated that she has not observed live bedbugs in approximately one month.

Resident B stated that she has observed two live bedbugs on her blanket this morning. Resident B stated that the facility was recently treated for bedbugs, but it is still infested.

Resident C stated that he has not observed live bedbugs at the facility since the latest bedbug treatment. Resident C stated that he has observed live bedbugs at the facility prior to the latest treatment.

Resident D stated that she shares a bedroom with another resident. Resident D stated that she has observed bedbugs on her roommate's bed but not her own.

While onsite I observed dead bed bugs on the facility's communal couch. I did not observe live bedbugs in Resident A and Resident B's shared bedroom. I observed Hot Shot Bedbug diatomaceous earth scattered through the facility on residents' personal items, bedding, walls, and flooring.

On 07/22/2024 I emailed this complaint allegation to Adult Protective Services Centralized Intake.

On 07/23/2024 I received an email from Interim Executive Director Michelle Genigeski. The email contained the following: *"Below is the timeline as produced by James Kehoe, Maintenance Director. Please also see receipts he attached for some of the costs for remediation.*

January 17, 2024 James notified possible bed bugs in South.

January 17, 2024 James contacted Rose Pest Control.

January 22 to 26, 2024 James treated South.

February 5 & 6, 2024 Removed and treated all house laundry & linen.

February 6, 2024 South is heat treated.

February 6, 2024 Roses reported to James nothing was found living after treatment.

March 26, 2024 Precautionary follow up spray treatment – no live bugs found.

June 25, 2024 James notified possible bed bugs in South.

June 25, 2024 James contacted Rose's to schedule a treatment.

June 26, 27, 28 2024 James treated South.

July 2, 2024 South treated with chemical spray by Rose's.

July 2, 2024 Laundered linens and clothing from infected room.

July 12, 2024 Rose's second chemical treatment performed.

July 12, 2024 Ericka spoke with Rose's technician after treatment and he did not see a need to discard couch.

July 15, 16, 17, 2024 James treated South.

Rose's is scheduled for follow up in 15 days to inspect for life and respray, if needed".

On 07/23/2024 I interviewed Dave Pop of Rose Pest Control Services. Mr. Pop stated that the facility was professionally heat treated on 02/06/2024 and chemically treated on 07/12/2024. Mr. Pop stated that Rose Prest Control Services does not instruct its customers to throw away personal items but rather that is left up to the individual's discretion.

On 07/26/2024 I completed an Exit Conference with Licensee Designee Marcia Curtiss via telephone. Ms. Curtiss stated that she did not dispute the investigative findings.

APPLICABLE RULE	
R 400.14401	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:	<p>Interim Director Michelle Genigeski stated that the facility has had a history of bedbug infestation. Ms. Genigeski stated that the facility previously had a bedbug infestation which was remediated professionally however there is a current infestation that has impacted the facility. Ms. Genigeski stated that the current infestation began in Resident A and Resident B's shared bedroom because of Resident A attending a community day program and bringing the bedbugs back to the facility. Ms. Genigeski stated that the facility has contracted with Rose Pest Control Services to remediate the current infestation. Ms. Genigeski stated that the facility was chemically treated last week by Rose Pest Control.</p> <p>Dave Pop of Rose Pest Control Services stated that the facility was professionally heat treated on 02/06/2024 and chemically treated on 07/12/2024. Mr. Pop stated that Rose Pest Control Services does not instruct its customers to throw away personal items but rather that is left up to the individual's discretion.</p> <p>There is not a preponderance of evidence to support violation of the applicable rule. The facility is currently experiencing a</p>

	bedbug infestation that is being professionally remediated by Rose Pest Control Services.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS: The facility is unclean and unkept.

INVESTIGATION: While onsite on 07/22/2024, I observed that the facility was unclean, unkept, and was not adequately maintained in a manner that provides for residents’ health, safety and wellbeing. I inspected Resident A and Resident B’s shared bedroom which contained dead bedbugs on their bed linens, the carpet was dirty, and required vacuuming, washing, and/or replacement. I observed Resident A and Resident B’s bed frames were unclean and required cleaning. In the communal living area, I observed dead bedbugs on the couch, dirty carpets, sticky kitchen flooring, and the corners of the floor contained food crumbs and dirt. I observed areas of the facility walls that lacked baseboards. I observed mouse traps in the facility. In addition, the facility smelled of urine throughout the communal areas.

While onsite I interviewed Interim Executive Director Michelle Genigeski. Ms. Genigeski stated the facility is currently contracting with Orkin Pest Control to rid the facility of mice. Ms. Genigeski stated that she has not observed mice at the facility but was informed from staff that the facility does have a current mouse infestation. Ms. Genigeski acknowledged the need to improve cleaning of the facility, such as vacuuming up dead bedbugs and cleaning surfaces as a means of maintaining cleanliness and ridding the facility of bedbugs and mice.

While onsite I interviewed staff Vontrese Sanders. Ms. Sanders stated that she observed a mouse in the facility’s closet approximately one month ago. Ms. Sanders stated that the facility has contracted with a pest control company however that contractor “walks around” and places mouse traps out. Ms. Sanders stated that the facility needs a deep clean and repair of holes in the walls to rid the facility of the mice.

While onsite I interviewed Resident D. Resident D stated that the facility staff have not vacuumed dead bed bugs from the communal couch and mice are observed to enter the facility through holes in bricks that are a part of the internal living room walls.

On 07/26/2024 I completed an Exit Conference with Licensee Designee Marcia Curtiss via telephone. Ms. Curtiss stated that she did not dispute the investigative findings without reading the report. Ms. Curtiss stated that she would submit an acceptable Corrective Action Plan.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.

	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	<p>While onsite on 07/22/2024, I observed that the facility was unclean, unkept, and was not adequately maintained in a manner that provides for residents' health, safety, and wellbeing. I inspected Resident A and Resident B's shared bedroom which contained dead bedbugs on their bed linens, the floor was dirty and required vacuuming. I observed Resident A and Resident B's bed frames were unclean and required cleaning. In the communal living area, I observed dead bedbugs on the shared couch, dirty carpets, sticky kitchen flooring, and the corners of the floor contained food, crumbs, and dirt. I observed some areas of the facility walls that lacked baseboards. I observed that the facility smelled of urine throughout the communal areas.</p> <p>Staff Vontrese Sanders stated that she has observed a mouse in the facility's closet approximately one month ago. Ms. Sanders stated that the facility has contracted with a pest control company however that contractor "walks around" and places mouse traps out. Ms. Sanders stated that the facility needs a deep clean and repair of holes in the walls to rid the facility of the mice.</p> <p>Resident D stated that the facility staff have not vacuumed dead bed bugs from the communal couch and mice are observed to enter the facility through holes in bricks that are adhered to the internal living room walls.</p> <p>A preponderance of evidence was discovered during the course of the Special Investigation; while the facility has secured professional mouse and bedbug remediation services, the facility is unsanitary, unkept, and in need of a deep cleaning and wall repairs.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable Corrective Action Plan, I recommend no change to the license.

Toya Zylstra

07/26/2024

Toya Zylstra
Licensing Consultant

Date

Approved By:

Jerry Hendrick

07/26/2024

Jerry Hendrick
Area Manager

Date