



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 4, 2024

Sandra and John Bishop
11705 Edgerton Rd
Cedar Springs, MI 49319

RE: License #: AF410094736
Investigation #: 2024A0357051
The Haven Of Rest

Dear Sandra and John Bishop:

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,

Arlene B. Smith

Arlene B. Smith, MSW, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 916-4213

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF410094736
Investigation #:	2024A0357051
Complaint Receipt Date:	08/06/2024
Investigation Initiation Date:	08/06/2024
Report Due Date:	10/05/2024
Licensee Name:	Sandra and John Bishop
Licensee Address:	11705 Edgerton Rd Cedar Springs, MI 49319
Licensee Telephone #:	(616) 866-7224
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	The Haven Of Rest
Facility Address:	11705 Edgerton Road Cedar Springs, MI 49319
Facility Telephone #:	(616) 918-6224
Original Issuance Date:	09/21/2001
License Status:	REGULAR
Effective Date:	07/24/2024
Expiration Date:	07/23/2026
Capacity:	6
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
The home is infested with bed bugs.	Yes

III. METHODOLOGY

08/06/2024	Special Investigation Intake 2024A0357051
08/06/2024	Contact - Telephone call made Telephoned complainant, had to leave a message with my phone number to return my call.
08/06/2024	Special Investigation Initiated - Telephone
08/06/2024	Contact - Telephone call received Received call from Family Member 1.
08/07/2024	Contact - Document Received Family Member 1 sent me emails she has shared with the Co- licensee, Sandra Bishop and pictures of bites on various places on Resident A's, arm, leg, foot.
10/01/2024	Inspection Completed On-site
10/01/2024	Contact - Face to Face Spoke with Resident A, Resident B and Resident C. The all reported seeing bed bugs after the home has been sprayed by Grand Rapids Pest Control.
10/01/2024	Contact - Face to Face I interview the co-licensee, Sandra Bishop.
10/02/2024	Contact – Telephone made to Grand Rapids Pest Control Inc. Conducted interview with Ms. Connie Travis.
10/03/2024	Contact -Telephone call message from Ms. Tarvis that they will do the re-treatment on 10/10/2024.
10/04/2024	Telephone exit conference with the co-licensee, Sandra Bishop.

ALLEGATION: The home is infested with bed bugs.

INVESTIGATION: On 08/06/2024, I received a complaint from LARA BCHS complaints, that the Adult Foster Care home had bed bugs.

On 08/06/2024, Family Member 1 (FM1) telephone me and explained that (Resident A) is living in the home and has bed bug bites on her arm and this has been going on since early July 2024. She reported that Ms. Bishop (the co-licensee) said they would seek support from a pest control service back in July, but bed bugs remain in the home, and there has been no help from a Pest Control company. FM1 reported that the residents are asked to vacuum every day and then put powder down. She reported the Licensee said do not tell the Licensing Consultant when she comes to do their renewal inspection. FM1 stated that she will be visiting Resident A on 08/07/2024.

On 08/07/2024, Family Member 1 sent me an email that she had shared with the Co-licensee, Sandra Bishop dated 07/13-14/2024, where FM1 explained that she had obtained a vacuum for Resident A to vacuum daily. Ms. Bishop asked that the vacuum stay in Resident A's bedroom only. Attached to the email were three pictures of bed bugs, and pictures of bites on Resident A's arm and leg.

On 10/01/2024, I made an unannounced inspection of the home. Ms. Bishop explained that she had secured Grand Rapids Pest Control Company to come and assess and then sprayed. She showed me the bill from them dated on 09/06/2024 for \$2,300.00. She also explained that they all had to be out of the home for 8 hours, which she said they were. She said the pest control company would be calling to make another appointment to come back and check the home, she thought next Monday. She said she never told the residents to not tell me about the bed bugs when I came to do the renewal inspection. I checked all of the resident beds except one who refused my entry to her room and I did not see any dead or alive bedbugs on the residents' mattresses.

On 10/01/2024, I met with Resident A. She took her shoes and socks off and showed me the bites she had on her ankles, and I observed several bites. She stated that she still had bed bugs after they had sprayed.

On 10/01/2024, I spoke with Resident B, and I asked if she had seen any bed bugs, and she reported she had found one on her chair and she killed it. On 10/01/2024, I spoke with Resident C, and she reported that she found one on her bed and she had killed it.

On 10/01/2024, I asked Resident D, if she had seen any bed bugs and she said yes, she had seen some in the bathroom.

On 10/01/2024, Ms. Bishop reported that the staff of the pest control company had not found any bed bugs beyond the carpet in the hallway. She said there were no bed bugs in the two dining areas, the kitchen or in her personal living room.

On 10/02/2024, I telephoned the Grand Rapids Pest Control Inc., and interviewed Connie Travis. She confirmed that they had sprayed the home for bed bugs on 09/06/2024. She said they have to wait a full 30 days to re-check because it takes that long for all the bed bugs who are in different stages of development to actually die. She reported that Ms. Bishop had called them on August 12, 2024, to get a quote but then waited to make the appointment. She also stated that the Servants Center had paid them \$600.00 directly toward the service. She said Ms. Bishop reported to them that she had 8 beds, 2 couches, 9 dressers and 10 chairs that would need attention. She said they would be calling Ms. Bishop back to the set up the next appointment. Ms. Travis reported that they had also serviced the home for bed bugs four or five years ago.

On 09/03/2024, Ms. Tavis called and stated that they have a return appointment set for 10/10/2024 at the Adult Foster Care home.

On 10/03/2024 I spoke by telephone with Ms. Bishop. I asked her about making the residents vacuum their own rooms. She explained that she asked each resident if they wanted to vacuum their own room but explained to them, they did not have to do it, because she would and each resident except Resident F wanted to vacuum their own room. She said she vacuumed Resident F's room. I asked her why it took her so long to have the pest control company treat for the bedbugs. She explained that Resident C had come from a hotel and that she had been told that she had bed bugs in the hotel. She said she had contacted Resident C's case manager at Servant Center and asked for financial help but did not get a response. Finally, she told the case manager that they had to do something and could not wait any longer and so the case manager told her to find a pest control company and they would pay them \$600.00 directly. Ms. Bishop reported that the home had bed bugs back in 2019 and she used the same company to come in and spray.

On 10/04/2024 I conducted a telephone exit conference with the co-licensee Sandra Bishop and she agreed with my findings.

APPLICABLE RULE	
R 400.1426	Maintenance of premises.
	(1) The premises shall be maintained in a clean and safe condition.
ANALYSIS:	On 08/06/2024, a complaint was received that the home had bed bugs. Family Member 1 provided pictures of bed bugs and pictures of bites on Resident A's arm and leg. She also attached the emails she had sent to Ms. Bishop related to her concern regarding the bed bugs on July 13-14, 2024, which Ms. Bishop had acknowledged she had received in her response to FM1.

	<p>The Grand Rapids Pest Control Inc. verified they has sprayed the home for bed bugs on 09/06/2024 and they would be doing a follow-up in the future after 90 days and they have an appointment made on 10/10/2024.</p> <p>I observed bites on Resident A's ankles on 10/01/2024. Resident B, C, and D acknowledged seeing live bed bugs in the home since they sprayed.</p> <p>Upon this investigation I found Resident A had bites on her ankle and Resident B, C, and D acknowledged that they have seen live bedbugs. Therefore, there is a violation to the rule.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend that Licensees provide an acceptable plan of correction.

Arlene B. Smith

10/04/2024

Arlene B. Smith
Licensing Consultant

Date

Approved By:

Jerry Hendrick

10/04/2024

Jerry Hendrick
Area Manager

Date