



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 14, 2025

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

RE: License #: AL700382076
Investigation #: 2025A0579013
Serenity Homes - North

Dear Mr. Gerdeman:

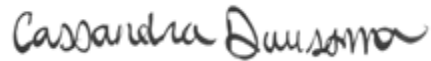
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 dark ink, reading "Cassandra Duursma". The script is cursive and fluid, with the first name and last name clearly distinguishable.

Cassandra Duursma, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(269) 615-5050

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL700382076
Investigation #:	2025A0579013
Complaint Receipt Date:	12/23/2024
Investigation Initiation Date:	12/23/2024
Report Due Date:	02/21/2025
Licensee Name:	Serenity Homes - North, L.L.C.
Licensee Address:	3109 Lawton Dr. N.E., Grand Rapids, MI 49525
Licensee Telephone #:	(419) 494-4008
Administrator:	Steven Gerdeman
Licensee Designee:	Steven Gerdeman
Name of Facility:	Serenity Homes - North
Facility Address:	830 Hayes Street, Marne, MI 49435
Facility Telephone #:	(616) 677-6015
Original Issuance Date:	06/02/2016
License Status:	REGULAR
Effective Date:	09/26/2024
Expiration Date:	09/25/2026
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED/ MENTALLY ILL/ DEVELOPMENTALLY DISABLED/ AGED

II. ALLEGATION(S)

	Violation Established?
Trash has been piled outside of the home for months.	Yes
There are mice in the home.	Yes

III. METHODOLOGY

12/23/2024	Special Investigation Intake 2025A0579013
12/23/2024	Special Investigation Initiated - Telephone Ottawa County Health Department
01/02/2025	Contact- Face to Face Resident A, Resident B, Resident C, Amber Palmer (Direct Care Worker), Porsha Caradine (Direct Care Worker), Ryan Stevens (Maintenance Worker)
02/13/2025	Exit Conference Steven Gerdeman, Licensee Designee

ALLEGATION: Trash has been piled outside of the home for months.

INVESTIGATION: On 12/23/24, I received this referral which alleged there is rotting trash piled 6' high and approximately 12' wide on the side of the home. It has been piling up for months and is a health and safety concern.

On 12/23/24, I completed a telephone call to the Ottawa County Health Department. Staff agreed an inspector would go to the home at the end of the week to address the allegation.

On 1/2/25, I completed an unannounced on-site investigation at the home. I walked around the perimeter of the home. In the parking lot of the home, I found a large commercial trash bin completely full of bagged trash. Facing the home from the parking lot, on the right side of the home, I found a large pile (approximately 4' high by 5' wide by 10' long) of bagged garbage, wood, metal, and a mattress foundation leaning against the home.

Mr. Ryan Stevens approached me as I was photographing the side of the home. He stated he is the maintenance worker for this home. He reported the health department was out the week prior and advised the trash needed to be removed. He reported the pile was much larger than this, but they have filled the trash bin. He stated the rest of the trash will be removed when the bin is emptied. He reported the upstairs of the home is being remodeled which created excess trash. He stated a

large bin was ordered but it was delayed due to hurricanes in the fall which led to the trash accumulating outside of the home.

I interviewed direct care workers, Amber Palmer and Porsha Caradine, who reported there have been problems with the trash service since the summer. Ms. Caradine stated trash service did not come out to the home for approximately a month and a half at one point which led to the trash accumulating on the side of the home. Ms. Palmer stated they chose to place the trash on the side of the home that was furthest from the resident living area and where residents did not go to try to protect residents since there was nowhere for the trash to go. They reported they have been filling the commercial trash bin outside of the home since it arrived to remove the trash on the side of the home.

Resident A, Resident B, and Resident C denied concerns regarding the trash removal inside or outside the home. They stated the trash was removed from the home regularly and did not accumulate within the home. They denied knowledge of trash accumulating outside the home.

APPLICABLE RULE	
R 400.15401	Environmental health.
	(4) All garbage and rubbish that contains food wastes shall be kept in leakproof, nonabsorbent containers. The containers shall be kept covered with tight-fitting lids and shall be removed from the home daily and from the premises at least weekly.
ANALYSIS:	<p>I observed a large pile of trash leaning against the side of the home. Mr. Stevens, Ms. Palmer, and Ms. Caradine reported there was a delay with trash service which led to trash piling on the side of the home.</p> <p>Based on the interviews completed and observation made there is sufficient evidence that garbage was not removed from the premises weekly leading to an accumulation of trash on the side of the home.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: There are mice in the home.

INVESTIGATION: On 12/23/24, I reviewed the referral which alleged the trash on the side of the home is leading to an increase in mice in the home.

On 1/2/25, while on-site I did not find evidence of mice or pests in the home.

Mr. Stevens reported he has been placing traps in the home to catch mice because there have been ongoing occurrences of mice in the home. He denied concern that the trash accumulation led to an increase of mice in the home. He stated within the last few days, he saw a mouse in the kitchen of the home but that is likely due to the field mice seeking warmth due to the cold weather. He stated professional treatment is not being done at this time and he is responsible for setting traps to address the mice in the home. He stated having professional treatment come out to the home now would likely help him in managing mice in the home.

Ms. Palmer and Ms. Caradine reported they have not recently seen mice in the home and do not have concern that the trash accumulation was leading to increased mice in the home. They stated Mr. Stevens sets traps for field mice that occasionally are found in the home, especially this time of year due to cold weather.

Resident A stated she sees mice “every now and then” but she feels the home is treating for mice and she does not have concerns.

Resident B stated she saw a mouse in the home “one to two weeks ago” and she told staff. She stated Mr. Stevens sets traps and white boxes to catch the mice. She stated she does not have concern about mice in the home.

Resident C stated she has not seen mice or treatment for mice in this home. She denied concern regarding the condition of the home.

On 2/12/25, I reviewed the case file for this home. SIR#2024A0467018 from 1/31/24 found sufficient evidence to support an allegation that professional treatment was not sought for bedbugs in the home. An acceptable plan of corrective action was received on 2/26/24 noting professional treatment would be obtained. SIR#2024A0467024 from 3/4/24, found sufficient evidence that professional treatment was not obtained for mice found in the home. An acceptable plan of corrective action was received noting professional treatment would be obtained to address the mice in the home.

APPLICABLE RULE	
R 400.15401	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:	Resident A, Resident B, Ms. Palmer, Ms. Caradine, and Mr. Stevens reported mice are occasionally found in the home and traps are set within the home. Mr. Stevens reported he sets the traps in the home and professional treatment is not done.

	Based on the interviews completed, there is evidence that a sufficient pest control program to address the presence of mice in the home is not carried out in a manner that continually protects residents.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED SIR#2024A0467018- 1/31/24, LSR-2/12/24, CAP- 2/26/24 SIR#2024A0467024- 3/4/24, LSR- 3/12/24, CAP- 3/25/24

On 2/13/25, I completed an exit conference with Mr. Gerdeman and discussed my findings. He agreed he would review the report with DCWs and submit a CAP after reviewing the report.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable plan of corrective action I recommend the status of the license remains the same.

Cassandra Duursma

02/14/2025

Cassandra Duursma
Licensing Consultant

Date

Approved By:

Jerry Hendrick

02/14/2025

Jerry Hendrick
Area Manager

Date