



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 14, 2025

Vicky Cates
3960 Sharp Rd.
Adrian, MI 49256

RE: License #: AM460064217
Investigation #: 2025A1032012
On The Hill AFC Home

Dear Vicky Cates:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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) 356-0183.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dwight Forde".

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM460064217
Investigation #:	2025A1032012
Complaint Receipt Date:	01/13/2025
Investigation Initiation Date:	01/16/2025
Report Due Date:	03/14/2025
Licensee Name:	Vicky Cates
Licensee Address:	3960 Sharp Rd. Adrian, MI 49256
Licensee Telephone #:	(517) 902-3950
Administrator:	Vicky Cates
Name of Facility:	On The Hill AFC Home
Facility Address:	3446 East US 223 Adrian, MI 49221
Facility Telephone #:	(517) 264-2203
Original Issuance Date:	05/15/1996
License Status:	REGULAR
Effective Date:	03/21/2024
Expiration Date:	03/20/2026
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Employees do not assist residents with hygiene.	No
A pest infestation is not addressed properly.	No
Additional Findings	No

Bedbugs in the home.

III. METHODOLOGY

01/13/2025	Special Investigation Intake 2025A1032012
01/16/2025	Special Investigation Initiated - Letter
01/30/2025	Contact - Telephone call made Interview with APS Specialist Samantha Garcia
01/31/2025	Contact - Face to Face Interview with Goodwill Employee Sara Gehring
02/26/2025	Contact - Face to Face Meeting with Resident B
03/14/2025	Inspection Completed On-site
03/14/2025	Contact - Telephone call made Conference with APS Specialist Samantha Garcia
03/14/2025	Exit Conference

ALLEGATION:

Employees do not assist residents with hygiene.

INVESTIGATION:

On 1/30/25, I received a new complaint alleging that Resident B was not being properly groomed.

On 1/30/25, I spoke with Adult Protective Services Specialist Samantha Garcia by telephone. Ms. Garcia stated that she had observed Resident B to be clean. She noted that his toenails appeared to have a fungal infection, but advised that the facility staff claimed that there was a podiatrist coming to the home to deliver services.

On 1/31/25, I interviewed a community agency employee, Sarah Gehring, at the agency. Ms. Gehring stated that Resident B has come to the program in a disheveled condition in the past. She noted that after Resident B had an involuntary bowel movement, the wipes she used to clean areas around his legs were unusually dirty, indicative of someone who had not been cleaned.

On 2/26/25, I attempted to interview Resident B at a community agency. Resident B was unable to communicate due to a mental condition. I noted that Resident B was clean in appearance. I observed Resident C in the community to be clean in appearance and appropriately dressed. I was also unable to interview Resident C due to a mental condition.

On 3/14/25, Ms. Cilley stated that Resident B gets his nails clipped and usually dresses himself appropriately. She stated that he has been slowing down and sometimes will not get dressed in time to attend community programming. She denied that he is left in dirty clothing or left unattended if he has had a bowel accident. Ms. Cilley stated that Resident B takes frequent showers.

Ms. Cilley discussed Resident C being difficult with grooming and clothing issues. She reported that Resident C will jerk her head angrily sometimes when an attempt is made to brush her hair. Ms. Cilley stated that Resident C has on occasion declined to change into the clothing set out for her but left the facility in the same clothing as the day before.

APS Specialist Samantha Garcia confirmed via telephone that her case was closed as unsubstantiated.

APPLICABLE RULE	
R 400.14314	Resident hygiene.
	(1) A licensee shall afford a resident the opportunity, and instructions when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary.
ANALYSIS:	I made observations of Residents B and C, both in the community and at the facility. They appeared clean. I collaborated with Adult Protective Services, and their case was unsubstantiated. Due to these factors, there is insufficient evidence to establish a violation.

CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

A pest infestation is not addressed properly.

INVESTIGATION:

On 1/16/25, I received an email from licensee designee Vicky Cates. Ms. Cates stated that there were a few bugs spotted, and that she had sprayed the facility. She stated that sack lunches are now being sent with the residents rather than lunch boxes, to mitigate the transfer of bugs from their community programming.

On 3/14/25, I interviewed Resident A in the facility. Resident A stated that there have been no issues with bedbugs for at least three weeks, since the facility was professionally sprayed. She denied any health issues from the treatment protocol. Resident A reported some interpersonal conflict with another resident that she hopes will be addressed by the licensee.

I interviewed Resident D in the facility. Resident D denied any issues with bedbugs at this time. Resident D identified herself as a new resident in the facility. As such I asked about any concerns with services provided such as medication management. Resident D denied any issues but stated that ordering the correct size briefs has been a challenge.

I reviewed a receipt for bedbug spraying at the facility. The date of service was February 17, 2025 from Pest Patrol.

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:	I spoke with Resident A, who reported that the bedbugs have been treated to her satisfaction. Resident A did not appear to be suffering any ill effects from the treatment. I was able to confirm that the facility was treated by a professional company, Pest Patrol.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 3/14/25, I conducted an exit conference with licensee Vicky Cates. I shared my findings, and Ms. Cates agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend no change to the status of this license.

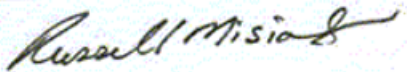


3/14/25

Dwight Forde
Licensing Consultant

Date

Approved By:



3/17/25

Russell B. Misiak
Area Manager

Date