



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 11, 2026

Melissa Roberts
The River AFC, LLC
397 W Michigan Ave
Hesperia, MI 49421

RE: License #: AL640404079
Investigation #: 2026A0870012
The River

Dear Melissa Roberts:

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 (231) 922-5309.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bruce A. Messer". The signature is fluid and cursive.

Bruce A. Messer, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4939

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL640404079
Investigation #:	2026A0870012
Complaint Receipt Date:	02/24/2026
Investigation Initiation Date:	02/24/2026
Report Due Date:	04/25/2026
Licensee Name:	The River AFC, LLC
Licensee Address:	397 W Michigan Ave Hesperia, MI 49421
Licensee Telephone #:	(231) 750-9273
Administrator:	Melissa Roberts
Licensee Designee:	Melissa Roberts
Name of Facility:	The River
Facility Address:	397 W Michigan Ave Hesperia, MI 49421
Facility Telephone #:	(231) 750-9273
Original Issuance Date:	05/07/2020
License Status:	REGULAR
Effective Date:	11/07/2024
Expiration Date:	11/06/2026
Capacity:	16
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL DEVELOPMENTALLY DISABLED, AGED

II. ALLEGATION(S)

	Violation Established?
The Licensee refused to provide Resident A with his medication as ordered because Resident A would not leave his bedroom to come to the medication cart.	Yes

III. METHODOLOGY

02/24/2026	Special Investigation Intake 2026A0870012
02/24/2026	Special Investigation Initiated - Telephone Telephone call on February 23, 20226, from Licensee Designee Melissa Roberts.
03/03/2026	Inspection Completed On-site Interview with Licensee Designee Melissa Roberts.
03/03/2026	Inspection Completed-BCAL Sub. Compliance
03/03/2026	Exit Conference Completed with Licensee Designee Melissa Roberts.

ALLEGATION: The Licensee refused to provide Resident A with his medication as ordered because Resident A would not leave his bedroom to come to the medication cart.

INVESTIGATION: On February 23, 2026, Licensee Designee Melissa Roberts called me to inform me of a situation with Resident A and his medications. She explained that Resident A's physician and physical therapist had instructed her/her staff to encourage Resident A to "get up, out of bed" and "walk as much as possible." Due to this instruction, one of her staff members, Krystal Cole, did not give Resident A his morning medications on February 10, 2026, as Resident A would not get out of bed, and Ms. Cole had instructed him that he needs to walk to the medications cart to get his medications that day. Ms. Roberts stated that she met with Resident A's "waiver worker" on this date and this individual was "very upset" and told her that she needed to take Resident A's medications to him even if he wouldn't get out of bed. Ms. Roberts stated she was calling me for guidance.

On February 24, 2026, the Adult Foster Care Licensing Division received a complaint with the above stated allegation, and I opened a special investigation that same day.

On March 3, 2026, I conducted an on-site special investigation and met with Ms. Roberts. We reviewed the allegation, and her statements during her phone call with me on February 23, 2026. Ms. Roberts again noted that Resident A's physician and physical therapist, "as well as his psychologist" had instructed her to "get him up and moving" rather than sit in his bed. They also encouraged her to have him interact with other facility residents and staff, rather than isolating himself in his bedroom. As previously noted by Ms. Roberts, she again stated that on February 10, 2026, staff member Krystal Cole did not dispense Resident A's medication to him during the morning as he would not get out of bed to walk to the medication cart down the hallway. Ms. Roberts and I reviewed Resident A's Medication Administration Record. I noted that on February 10, 2026, this document shows that Resident A's prescription medications Gabapentin 300 mg and Methylphenidate 5 mg were not dispensed that morning. This document does not note that Resident A had "refused" these medications and shows an empty box on the log where staff initials would be if the medication had been dispensed and recorded as such. Ms. Roberts acknowledged that staff member Krystal Cole failed to properly dispense Resident A's prescription medication that morning.

Ms. Roberts stated that she had issued a written letter of counselling to Ms. Cole on March 2, 2026, and has also reviewed the medication administration licensing rules and procedures with her entire direct care staff.

APPLICABLE RULE	
R 400.675	Resident medications.
	(1) Medication must be given, taken, or applied as prescribed, ordered, or directed by an appropriately licensed health care professional.
ANALYSIS:	<p>Licensee Designee Melissa Roberts acknowledged that direct care staff member Krystal Cole did not provide two prescription medications to Resident A, as ordered by his physician, the morning of February 10, 2026.</p> <p>Resident A's Medication Administration Log shows that he did not receive two of his prescribed medications, Gabapentin 300 mg and Methylphenidate 5 mg, the morning of February 10, 2026, as ordered by his physician.</p> <p>Resident A was not given his prescribed medication as directed by his licensed health care professional</p>
CONCLUSION:	VIOLATION ESTABLISHED

On March 3, 2026, I provided Licensee Designee Melissa Roberts with an exit

conference. I explained my finding as noted above. Ms. Roberts stated she understood the finding and had already implemented corrective action with her staff members, which included a review of the medication administration protocol. Ms. Roberts stated she would complete a written corrective action plan and submit it to me after receiving this investigation report. She had no additional information to provide, nor questions to ask, concerning this special investigation.

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remains unchanged.



March 11, 2026

Bruce A. Messer
Licensing Consultant

Date

Approved By:



March 11, 2026

Jerry Hendrick
Area Manager

Date