



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

SHELLY EDGERTON  
DIRECTOR

August 25, 2017

Candace Yow  
Holland A.F.C., LLC  
806 E. Holland  
Saginaw, MI 48601

RE: License #: AM730283056  
Investigation #: 2017A0580013  
Holland AFC

Dear Mrs. Yow:

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 feel free to contact me. In any event, the corrective action plan is due within 15 days.

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 (810) 787-7031.

Sincerely,

Sabrina McGowan, Licensing Consultant  
Bureau of Community and Health Systems  
4809 Clio Road  
Flint, MI 48504  
(810) 835-1019

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM730283056
<b>Investigation #:</b>	2017A0580013
<b>Complaint Receipt Date:</b>	08/01/2017
<b>Investigation Initiation Date:</b>	08/04/2017
<b>Report Due Date:</b>	09/30/2017
<b>Licensee Name:</b>	Holland A.F.C., LLC
<b>Licensee Address:</b>	806 E. Holland Saginaw, MI 48601
<b>Licensee Telephone #:</b>	(989) 753-1101
<b>Administrator:</b>	Candace Yow
<b>Licensee Designee:</b>	Candace Yow
<b>Name of Facility:</b>	Holland AFC
<b>Facility Address:</b>	806 E. Holland Saginaw, MI 48601
<b>Facility Telephone #:</b>	(989) 753-1101
<b>Original Issuance Date:</b>	05/19/2008
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/08/2017
<b>Expiration Date:</b>	06/07/2019
<b>Capacity:</b>	12
<b>Program Type:</b>	MENTALLY ILL DEVELOPMENTALLY DISABLED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
In the beginning of July, Relative A's brother was treated for flea bites. It was not fleas, it is bed bugs. His bed is severely infested.	Yes
Additional Findings	No

## III. METHODOLOGY

08/01/2017	Special Investigation Intake 2017A0580013
08/04/2017	Special Investigation Initiated - Telephone A phone call was made to Relative 1 regarding the allegations.
08/10/2017	APS Referral.
08/11/2017	Inspection Completed On-site A face to face contact was made with the manager, Sandra Tyson.
08/11/2017	Contact - Face to Face A face to face interview was held with Resident A while at the home.
08/11/2017	Inspection Completed-BCAL Sub. Compliance
08/25/2017	Exit Conference An exit conference was held with the licensee, Ms. Candace Yow.

### **ALLEGATION:**

**In the beginning of July, Relative A's brother was treated for flea bites. It was not fleas it is bed bugs. His bed is severely infested.**

### **INVESTIGATION:**

On 08/04/17, I spoke with Relative A regarding the referral made. She stated that she picks up Resident A every other weekend for church and to spend time with his family. On a recent scheduled pick up, estimated to be 3 weeks ago, she received a call from the home manager indicating that Resident A should not be picked up due to the fact that he found bed bugs in his room. She indicated that the home manager added that Resident A is the only person in the facility with the bugs and they were more than likely brought in by the cat. Relative A shared that the cat is not an outside cat therefore she does not believe the cat transmitted the bugs. Relative A shared that the manager informed her that there is no professional service that sprays the home. They also

threw furniture out in an effort to rid of the bugs. Relative A shared that in an effort to keep the bugs from spreading, she cannot risk making contact with Resident A, which is not fair to Resident A, as he has not been able to spend time with his family.

On 08/10/17 I made a referral to APS. APS was informed of the allegations received.

On 08/11/17, I made an onsite inspection at Holland House AFC. Home Manager Ms. Sandra Tyson was present at the time of the visit. She was informed of the allegations being made regarding bedbugs in the home. Ms. Tyson indicated that there were bedbugs found located in Resident A's room as well as the room of another resident in the same hall. She indicated that she sprays the facility regularly. She then produced the bottle of bed bug spray that the facility uses for verification. Ms. Tyson indicated that although she sprays on a regular basis, she does not keep record of how often and when. She also indicated that the facility does not use a professional extermination service.

Ms. Tyson noted that Resident A has cleaned his room and has had it sprayed. Resident A is temporarily residing in one of the empty rooms in the facility until his room is deemed safe. She also added that the cat no longer resides in his room. They also threw out two living room chairs and a chair in Resident A's room.

While at the facility I observed the observed both sides of Resident A's mattress and no bedbugs were seen. I also observed both sides of two additional mattresses belonging to residents in the facility, and no bedbugs were seen.

A face-to-face contact was made with Resident A while at the facility. Resident A stated that he was relocated to a new bedroom after he found the bedbugs. He indicated that he is unsure of where they came from. Resident A stated that his cat is clean and does not have fleas. He added that he likes residing in the home and he gets enough food to eat. I was unable to determine if Resident A still did not have any visibly displayed signs of bed bug bites. Resident A does not have an assigned guardian.

On 08/25/17, an exit conference with held with the licensee, Ms. Candace Yow. At that time it was discussed that the facility would be found in violation of the licensing rule due to not having the facility exterminated by a professional, who can verify if the pests are under control. She agreed to obtain a professional service. A Corrective Action Plan was requested within 15 days of the report date.

<b>APPLICABLE RULE</b>	
<b>R 400.14401</b>	<b>Environmental health.</b>
	(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.

<b>ANALYSIS:</b>	<p>Relative A alleges that Resident A is being bitten by bed bugs.</p> <p>Manager, Sharon Tyson verified that the facility had a bed bug infestation in some areas. The facility was treated with store bought products and no regular treatment schedule was able to be verified.</p> <p>The facility has not been treated by a professional service that can verify the elimination of the bed bugs.</p>
<b>CONCLUSION:</b>	VIOLATION ESTABLISHED

**IV. RECOMMENDATION**

Upon the receipt of an acceptable Corrective Action Plan, I recommend that the status of the license remain unchanged.



August 25, 2017

Sabrina McGowan  
Licensing Consultant

Date

Approved By:



August 29, 2017

Mary E Holton  
Area Manager

Date