



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

October 2, 2017

Robert Cretsinger
Cretsinger Care Homes Ltd
P O Box 279
Battle Creek, MI 49016-0279

RE: License #: AL130006928
Investigation #: **2017A0462054**
298

Dear Mr. Cretsinger:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found. ***The department will be contacting you 30 days from the date of this letter, regarding the status of your bedbug infestation.***

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 blue ink that reads "Michele Streeter".

Michele Streeter, Licensing Consultant
Bureau of Community and Health Systems
322 E. Stockbridge Ave
Kalamazoo, MI 49001
(269) 251-9037

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL130006928
Investigation #:	2017A0462054
Complaint Receipt Date:	09/01/2017
Investigation Initiation Date:	09/01/2017
Report Due Date:	10/01/2017
Licensee Name:	Cretsinger Care Homes Ltd
Licensee Address:	P O Box 279 Battle Creek, MI 49016-0279
Licensee Telephone #:	(269) 721-3792
Administrator:	Renee Kelly
Licensee Designee:	Robert Cretsinger
Name of Facility:	298
Facility Address:	298 Capital Ave Ne Battle Creek, MI 49017
Facility Telephone #:	(269) 963-0203
Original Issuance Date:	01/03/1989
License Status:	REGULAR
Effective Date:	07/18/2016
Expiration Date:	07/17/2018
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
The AFC home is not addressing their serious bedbug problems.	No
Residents have a strong odor because direct care workers do not change residents' adult briefs regularly.	No
There is not enough supervision in the AFC home.	No

III. METHODOLOGY

09/01/2017	Special Investigation Intake 2017A0462054
09/01/2017	Special Investigation Initiated – Telephone Interview with administrator Renee Kelly.
09/04/2017	Contact- Email correspondence with adult protective services specialist Joy Riley.
09/07/2017	Contact- Telephone interview with Complainant. Contact- Documents received from administrator Renee Kelly.
09/21/2017	Unannounced investigation on-site. Interviews with Residents A, B, C and D. Interviews with direct care workers Angela Clear and Brandy Dinkins.
09/29/2017	Exit conference with administrator Renee Kelly.
10/02/2017	Referral made to Calhoun County adult protective services. Contact- Telephone call made to Battle Creek code compliance officer Jason Francisco- voicemail message was left. No phone call returned. Email to administrator Renee Kelly.

ALLEGATION:

The AFC home is not addressing their serious bedbug problem.

INVESTIGATION:

On 09/01/2017, the BCHS received this complaint through the BCHS' on-line complaint system. I conducted a telephone interview with administrator Renee Kelly, who confirmed that the home had a current bedbug infestation, and acknowledged that they have had difficulty eliminating the infestation. Mrs. Kelly stated that specific protocols had been implemented to address the infestation, and that the licensee had entered into a contract with the company Rose Pest Solutions, who had been chemically treating the home since February of 2016.

On 09/04/2017, I contacted Calhoun County adult protective services specialist Joy Riley via email. Ms. Riley acknowledged that she was aware of the bedbug infestation at the AFC home. Ms. Riley informed me that the home was working with the professional company Rose Pest Solutions to eliminate the bedbugs.

On 09/07/2017, I conducted a telephone interview with Complainant who stated that he arranged a meeting with direct care worker (DCW) Brandi Dinkins on two occasions. However, Ms. Dinkins cancelled both meetings.

Also on 09/07/2017, Mrs. Kelly submitted a document titled *Choicecare Bedbug Procedures*. I reviewed this document, which indicated that the AFC was a huge historic home, with two floors of main living space, a walk out basement with offices and storage, and a full apartment on the 4th floor. Twenty residents with varying cognitive abilities reside in the home. Many of these residents frequented community establishments where bedbugs are likely to be picked up and brought back to the home on a regular basis. This document indicated that due to the Michigan Mental Health Code, the licensee was unable to restrict residents' movement, and therefore preventing the on-going introduction of new bedbugs into the home had been a challenge.

The *Choicecare Bedbug Procedures* indicated that the following protocols for the eradication of bedbugs at the AFC home had been implemented:

- In February of 2016, the professional company Rose Pest solution was hired to chemically treat the AFC home, and has continued monthly treatments ever since.
- Representatives from Rose Pest Solutions met with all of the home's residents to educate them on bedbugs, where they can pick them up, and how to prevent them.
- DCWs assisted residents with the disposing of personal belongings that harbored bedbugs.
- The licensee purchased new mattresses and box springs that are covered with bedbug proof plastic coverings.
- On the day the home is being chemically treated, DCWs take all residents' laundry to the laundromat to be laundered.
- Many of the residents' clothing items have been chemically treated and are packed in storage to protect from recontamination.

- DCWs set garbage bags outside resident bedroom doors every other morning. Residents are instructed to put their linens in the garbage bags. DCWs tie the bags and launder the residents' bedding every other day.
- DCWs vacuum the residents' beds and bedframes daily, and empty the contents into a garbage bag. DCWs then tie and dispose of the garbage bag.
- DCWs spray alcohol on residents' beds, bed frames and walls every day after vacuuming (after the 1st week following professional treatment, due to a potential chemical conflict).
- When residents bring items back into the home, DCWs inspect these items, and wash and/or spray treat them with alcohol.

The *Choicecare Bedbug Procedures* indicated that the licensee was recently given a quote from Rose Pest Solution for professional heat treatments, and that DCWs would continue to follow all procedures until an alternate plan was developed.

Mrs. Kelly also submitted invoices from Rose Pet Solution for chemical treatments conducted in the home from April 2017 to August 2017, totaling \$1,000. A Rose Pest Solution invoice for chemical treatment to the home on 08/09/2017 indicated that Rose Pest Solution Technician Tyler Kingsbury found heavy bed bug activity in bedroom three, and on the stairs outside of bedroom three. Mr. Kingsbury inspected two mattresses and box springs in bedroom four and found them to be completely covered with bedbugs in all stages. Mr. Kingsbury observed a handful of live activity on the beds in bedroom six. However, he noted that bedroom six was "not that bad". Mr. Tyler found six to seven live adult and a couple of baby bed bugs on beds in bedroom seven. The invoice indicated that Mr. Tyler removed all linens and chemically treated the perimeter of each room as well as the cracks and crevices on all mattresses, box springs and bedframes. The invoice indicated that although Mr. Tyler did not observe any bedbug activity in the home's living room, he removed all of the couch cushions and chemically treated the perimeter of the entire room, as well as all cracks and crevices of every piece of furniture.

On 09/21/2017, I conducted an unannounced investigation at the AFC home and interviewed Residents A and B, who both stated that they liked living in the home, and that their only concern was that the home had a bedbug infestation. Resident A stated that DCWs were working hard to eliminate the infestation, and were arranging for professional heat treatments to be conducted in the home. Resident B stated that he felt bad for DCWs because he knew the infestation was not their fault, and that they were trying to eliminate the infestation.

I interviewed DCWs Angela Clear and Brandi Dinkins, who both confirmed that they currently follow the protocols outlined in the home's *Choicecare Bedbug Procedures*.

Mrs. Dinkins stated that she could not recall the exact date, but that Complainant called her on a Sunday and asked if he could spray Resident B's bedroom with a chemical spray that he had purchased. Mrs. Dinkins told Complainant that she

would need to confirm with Rose Pest Solution before allowing Complainant to use the chemical spray in Resident B's bedroom. Mrs. Dinkins stated that she told Complainant that he could leave the spray at the AFC home in the meantime. However, Complainant declined. Mrs. Dinkins stated that on that following Monday Complainant called her and requested to meet with her that upcoming Thursday to discuss Resident B. Mrs. Dinkins agreed to the meeting but stated that she had to cancel last minute, due to a conflict with another resident's appointment. Mrs. Dinkins stated that she did not contact Complainant to reschedule the meeting because Resident B requested that she not meet with Complainant, and Resident B stated that he didn't want Complainant "in his business."

On 09/29/2017, I conducted a second telephone interview with Mrs. Kelly, who stated that while every resident in the home has a mental health diagnosis and varying cognitive abilities, they are all very independent. Mr. Kelly stated that majority of residents have independent access into the community, and are able to come and go as they please. I requested and reviewed a copy of every residents' *written assessment plan*, which verified this information.

Mrs. Kelly confirmed that many of the home's residents frequent local community nonprofit and/or charitable agencies that provide them with valuable resources and other support. Mrs. Kelley stated that unfortunately several residents have picked up bedbugs while frequenting these agencies, and while at other establishments, and/or have brought infested items back into the home. Mrs. Kelly stated that DCWs have been doing their best to educate the residents on bedbugs and how to prevent them. Mrs. Kelly informed me that the home still had signs of a bedbug infestation, and that just recently she spoke with Rose Pest Solutions regarding professional heat treatments in the home, as the chemical treatments appeared to be not eradicating the infestation. However, Mrs. Kelly stated that a representative from Rose Pest Solution could not grantee that heat treatments would eradicate the infestation either. Mr. Kelly stated that a few weeks ago, she also went to the Battle Creek City Code Compliance Office and spoke directly to code compliance officer Jason Francisco. Mrs. Kelly stated that she brought photographs that showed signs of the infestation in the home with her to show Mr. Francisco. Mrs. Kelly stated that she asked for suggestions on how to eliminate the infestation, but was not provided with any substantial assistance. Mrs. Kelly stated that Mr. Francisco informed her that infestations of bedbugs in large historic homes in the city of Battle Creek was common, and eliminating the infestations had been an ongoing challenge. Mrs. Kelly stated that she provided Mr. Francisco with a copy of the home's *Choicecare Bedbug Procedures* and invoices from Rose Pet Solution for chemical treatments conducted in the home from April 2017 to August 2017. Mrs. Kelly stated that DCWs will continue to follow the procedures outlined in the *Choicecare Bedbug Procedures*, and the home will continue to be chemically treated once a month, while she works with the home's licensee designee to find a more effective course of action.

On 10/02/2017, I informed Mrs. Kelly via email correspondence that the department would be following up with her and licensee designee Robert Cretsinger in 30 days,

regarding this new course of action, and the current status of the home's bedbug infestation. I provided Mrs. Kelly with the link to both the *Michigan Manual for the Prevention and Control of Bedbugs*, as well as the link to the "Lets Beat the Bed Bug" website, which are both located on the Michigan.gov website.

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:	<p>Administrator Renee Kelly confirmed that the home had a current bed bug infestation.</p> <p>Many of the home's residents frequent community establishments where bed bugs are likely to be picked up and brought back to the home on a regular basis. The licensee is unable to restrict residents' movement, and therefore preventing the on-going introduction of new bed bugs into the home has been an ongoing challenge.</p> <p>It has been established that the licensee has implemented a pest control program to be carried out in a manner that continually protects the health of the residents. However, the home has been unable to eliminate their bedbug infestation.</p> <p>Mrs. Kelly stated that she spoke with Rose Pest Solutions regarding conducting heat treatments in the home, as the chemical treatments were not eliminating the infestation. However, Mrs. Kelly stated that a representative from Rose Pest Solution could not grantee that heat treatments would eradicate the infestation either. According to Mrs. Kelly, she also spoke with Battle Creek city code compliance officer Jason Francisco and requested suggestions on how to eliminate the infestation. Mrs. Kelly stated that DCWs will continue to follow the procedures outlined in the <i>Choicecare Bedbug Procedures</i> and the home will continue to be chemically treated once a month, while she works with the home's licensee designee to find a more effective course of action.</p> <p>There is no evidence to support the allegation that the AFC home is not addressing their serious bedbug problem.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Residents have a strong odor because direct care workers do not change residents' adult briefs regularly.

INVESTIGATION:

This allegation was indicated in the written complaint.

During our telephone interview on 09/07/2017, Complainant suggested that I interview Residents A, B, C, D and E.

During my unannounced investigation on 09/21/2017, both DCWs Angela Clear and Brandi Dinkins confirmed that the home's residents were all very independent. All of the residents in the home could take showers/baths, use the bathroom, and change their own clothing, including adult briefs, independently. Both Mrs. Clear and Mrs. Dinkins stated that none of the home's residents refuse to partake in self-care. However, the majority of the home's residents required constant reminders to shower/bath and to complete other personal self-care tasks. I requested and reviewed a copy of every residents' *written assessment plan*, which verified this information.

I conducted interviews with Residents A, B, C and D. Resident E was not at the home at the time of my investigation. There was no strong odor coming from Residents A, B, C and D during my interviews with those residents. Residents A, B, C and D all stated that they were able to use the bathroom, change their own clothing, and shower/bath on their own. Residents A, B, C and D all stated that DCWs in the home provided them, as well as other residents, with the personal care assistance they required. Residents A, B, C and D reported no other issues or concerns regarding the personal care services provided to them, and other residents in the home.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.

ANALYSIS:	Other than what was indicated in the written complaint, there is no evidence to support the allegation that residents' adult briefs are not changed regularly, causing residents to have a strong odor. The residents interviewed at the time of the unannounced on-site investigation did not have any noticeable odors and all interviewed confirmed having the ability to manage their own toileting tasks.
CONCLUSION:	VIOLATION NOT ESTABLISHED.

ALLEGATION:

Direct care workers do not provide adequate supervision to the residents.

INVESTIGATION:

This allegation was included in the written complaint. The written complaint indicated that residents fall in the shower or in the hallway, and that other residents have to help them up because DCWs do not provide adequate supervision to the residents.

During our telephone interview on 09/07/2017, Complainant stated that Residents A, B, C, D and E reported this information to him, and that he did not personally witness this allegation.

During my unannounced investigation on 09/21/2017, I conducted interviews with Residents A, B, C and D. Resident E was not at the home at the time of my investigation. Residents A, B, C and D all stated that there was always a DCW available at the home to respond to emergencies. Resident A stated that he had never fallen while at the home, and was not aware of any other resident falls in the home when DCWs were not available to provide assistance. Resident B stated "I feel safe here" and "I have no problems here." Resident C stated "staff are pretty good" and "they take care of things." Resident D stated "when I need assistance they help me."

During my interview with Resident C, Resident C also stated that when he first moved in "a long time ago" he missed a step on the stairs, tripped and fell and hurt his hip. Resident C stated that DCWs immediately assessed him and suggested that he go to the emergency room "to be on the safe side." Resident C stated that he sustained no injuries and was sent back to the home.

I interviewed DCWs Angela Clear and Brandi Dinkins, who both stated that they were not aware of any resident falls in the shower or in the hallway when there was no DCW available to respond. Both Ms. Clear and Ms. Dinkins also stated that there were no residents in the home who required assistance with mobility and/or stair

climbing. I requested and reviewed a copy of every residents' *written assessment plan*, which verified this information.

Both Ms. Clear and Ms. Dinkins stated that the home schedules two DCWs on first shift, two DCWs on second shift and one DCW during sleeping hours. Both Ms. Clear and Ms. Dinkins stated that based on the residents' *written assessment plans*, they believed that there was a sufficient number of DCWs in the home at all times to provide supervision, personal care and protection to the residents.

During our telephone interview on 09/29/2017, administrator Renee Kelly confirmed the home's DCW schedule. Mrs. Kelly further explained that because the DCW who works the overnight shift is allowed to sleep, a comprehensive assessment is conducted on all residents prior to them moving into the home, to ensure that they are not at risk for elopements, and that their placement into the home is appropriate.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	Other than what was indicated in the written complaint, there is no evidence to support the allegation that direct care workers do not provide adequate supervision to the residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED.

On 09/29/2017, I conducted an exit conference with administrator Renee Kelly, as licensee designee Robert Cretsinger was out of town and unavailable. I shared the findings of my investigation with Mrs. Kelly.

IV. RECOMMENDATION

I recommend that the current license status continue.

Michele Streeter

10/02/2017

Michele Streeter
Licensing Consultant

Date

Approved By:

Dawn Timm

10/02/2017

Dawn N. Timm
Area Manager

Date