



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

June 30, 2021

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

RE: License #: AM730283056  
Investigation #: 2021A0580025  
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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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. 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 (906) 226-4171.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan". The signature is written in a dark ink and is positioned below the word "Sincerely,".

Sabrina McGowan, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 835-1019

enclosure

**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>	2021A0580025
<b>Complaint Receipt Date:</b>	05/14/2021
<b>Investigation Initiation Date:</b>	05/18/2021
<b>Report Due Date:</b>	07/13/2021
<b>Licensee Name:</b>	Holland A.F.C., LLC
<b>Licensee Address:</b>	806 E. Holland Saginaw, MI 48601
<b>Licensee Telephone #:</b>	(810) 444-6781
<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>	06/08/2019
<b>Expiration Date:</b>	06/07/2021
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Sometimes residents are given undercooked food, and food that is provided is not healthy.	Yes
The facility is alleged to be 'deplorable'. There are bed bugs, earwigs, and ants inside the home.	Yes
No napkins, paper towels are provided to be able to clean your hands.	No
Additional Findings	Yes

## III. METHODOLOGY

05/14/2021	Special Investigation Intake 2021A0580025
05/18/2021	Special Investigation Initiated - Telephone A call was made to the complainant.
05/24/2021	APS Referral A referral was made to APS.
05/24/2021	Inspection Completed On-site An onsite inspection was conducted at Holland AFC.
05/24/2021	Contact - Face to Face An interview was conducted with Resident A.
05/24/2021	Contact - Face to Face An interview was conducted with Resident B.
05/24/2021	Contact - Face to Face An interview was conducted with Resident C.
05/24/2021	Contact - Face to Face An interview was conducted with Resident D.
05/24/2021	Contact - Face to Face An interview was conducted with Resident E.
05/27/2021	Contact - Telephone call received A call was received from the licensee, Ms. Candance Yow.

06/07/2021	Contact - Telephone call received A call was received from the licensee.
06/10/2021	Contact - Document Received An email was received from the licensee.
06/18/2021	Contact - Document Received An email was received from the licensee.
06/21/2021	Contact - Telephone call received A call was received from the licensee.
06/29/2021	Inspection Completed On-site An onsite inspection was conducted at Holland AFC.
06/29/2021	Contact – Telephone call made A call was made to Mr. Bob Miller, Training & Treatment Innovations (TTI) assigned case manager for Residents C and D.
06/29/2021	Contact – Telephone call made I made a call to Guardian E, assigned guardian for Resident E.
06/29/2021	Contact – Telephone call made A call was made to Mr. Juwan Chapman, assigned Saginaw Co. CMH case manager for Resident A.
06/30/2021	Exit Conference An exit conference was held with the licensee, Ms. Candace Yow.

**ALLEGATION:**

Sometimes residents are given undercooked food, and food that is provided is not healthy.

**INVESTIGATION:**

On 05/14/2021, I received a complaint via BCAL Online complaints.

On 05/18/2021, I made a call to the complainant. The complaint reiterated the allegations, indicating that this information is hearsay and not first-hand.

On 05/24/2021, I made a referral to APS regarding the allegations.

On 05/24/2021, I conducted an unannounced onsite inspection at Holland AFC. Contact was made with the manager, Ms. Sandra Tyson. Upon entering the kitchen, it was discovered in complete disarray. Ms. Tyson indicated that she is in the process of obtaining a new resident. As a result, she and the residents have been cleaning the home.

Upon inquiring about the allegations that Residents were not eating healthy meals, it was determined that the residents had eaten cereal for breakfast and pizza rolls for lunch. The remnants of both meals, cereal bowls and pizza roll plates were strewn about the kitchen, as opposed to having been thrown in the trash or down the drain. Upon observing the menus posted in on the fridge, the last menu posted in the home is dated ending March 5, 2021.

The upstairs freezer contained frozen pizza and other microwavable items. Ms. Tyson then offered to show the deep freezer in the basement which contains additional food. Upon inspecting the deep freezer, it contained frozen chicken and frozen hamburger meat, more frozen pizza, and quick fix foods.

On 05/24/2021, I conducted an interview with Resident A. He indicated that the food is awful and they are served things like pizza rolls, bologna sandwiches and cereal. Resident A indicate the evening prior, they ate hamburger and beans. Resident A indicated that it was supposed to be chili, however it was not.

On 05/24/2021, I spoke with Resident B. He indicated that he the food is excellent and he gets plenty of good food in the home. Resident B is his own guardian. Resident B does not have an assigned case manager.

On 05/24/2021, I spoke with Resident C. He stated that he gets plenty of food to eat.

On 05/24/2021, I spoke with Resident D. He indicated that he likes it there and gets good food to eat.

On 05/24/2021, I spoke with Resident E. Resident E indicated that he gets plenty of food to eat.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(2) Meals shall meet the nutritional allowances recommended pursuant to the provisions of "Appendix I: Recommended Dietary Allowances, Revised 1980" contained in the publication entitled "Basic Nutrition Facts: A Nutrition Reference," Michigan Department of Public Health publication no. H-808, 1/89. This publication may be</b>

	<b>obtained at cost from The Division of Research and Development, Michigan Department of Public Health, P.O. Box 30195, Lansing, Michigan 48909.</b>
<b>ANALYSIS:</b>	<p>It was alleged that residents are given undercooked food, and food that is provided is not healthy.</p> <p>Resident A indicated that the food is awful and they are served things like pizza rolls, bologna sandwiches and cereal.</p> <p>Residents B, C, D and E all indicate that they get plenty of good food to eat.</p> <p>At the unannounced onsite inspection conducted on 05/24/2021 at Holland AFC, it was determined that the residents had eaten cereal for breakfast and pizza rolls for lunch. The upstairs freezer contained frozen pizza and other microwavable items. The basement deep freezer contained frozen chicken and frozen hamburger meat, more frozen pizza, and quick fix foods.</p> <p>The nutritional allowances recommend 6 servings of vegetables/fruit; 5 servings of bread/cereal; 2 servings of milk/cheese; and 2 ½ servings of meat/poultry/fish/beans. Based on the information gathered in the course of this investigation, there is sufficient evidence to support the rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

The facility is alleged to be 'deplorable'. There are bed bugs, earwigs, and ants inside the home.

**INVESTIGATION:**

On 05/24/2021, I conducted an unannounced onsite inspection at Holland AFC. Contact was made with the manager, Ms. Sandra Tyson. Ms. Tyson confirmed that there is a bed bug infestation in at least 2 rooms, however, the bugs have not been discovered in everyone's room. She indicated that she has been self-treating the home, spraying daily. There are currently 12 residents.

Upon entering the basement, I was met by an infestation of what appeared to be at least 100 flies in one of the basement windows. An extermination was recommended immediately.

On 05/24/2021, I interviewed Resident A, who indicated that he has seen bedbugs in the home.

On 05/24/2021, I interviewed Resident B, who stated that he had bugs in his room, however, he does not anymore.

On 05/24/2021, I interviewed Resident C, who indicated that he does not have any bugs in his room.

On 05/24/2021, I interviewed Resident D, who indicated that does not have any bugs in his room.

On 05/24/2021, I interviewed Resident E, who indicated that does not have any bugs in his wing of the home.

On 05/27/2021, I spoke with the licensee, Ms. Candance Yow regarding the allegations. Ms. Yow agreed to have a professional extermination. She also reiterated that the residents were cleaning on the day of the unannounced inspection due to receiving a new resident, hence, the disarray in the kitchen.

On 06/07/2021 I spoke with the licensee Ms. Candance Yow. She indicated that the date for bed bug treatment has yet to be scheduled due to the weather and the need for all residents to be gone. She stated that the home will be heat treated for bugs. She indicated that she would follow-up with the date once it is established. Ms. Yow was advised that the renewal could be completed upon extermination.

On 06/10/2021, I received an email from the licensee indicating that extermination is scheduled for 06/16/2021.

On 06/18/2021, I received an emailed copy of the extermination bill from the licensee. The bill indicated that the home located at 806 E. Holland received a heated bed bug treatment on 06/16/2021. This service was completed by Pest Control Inc. Notes on the invoice also indicate that the extended warranty purchased for 12 months for \$175.00 per month. Additional retreatments shall be at a cost of \$2280.00 per retreatment request.

On 06/21/2021, I spoke with the licensee. The license renewal inspection was scheduled for 06/29/2021 at 11:00am.



<b>APPLICABLE RULE</b>	
<b>R 400.14401</b>	<b>Environmental health.</b>
	<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>
<b>ANALYSIS:</b>	<p>It was alleged that the facility is alleged to be 'deplorable'. There are bed bugs, earwigs, and ants inside the home.</p> <p>At the 05/24/2021 unannounced onsite inspection, manager, Ms. Sandra Tyson confirmed that there is a bed bug infestation in at least 2 rooms. She indicated that she has been self-treating the home, spraying daily.</p> <p>Upon entering the basement, I was met by an infestation of what appeared to be at least 100 flies in one of the basement windows.</p> <p>Resident A indicated that he has seen bedbugs in the home. Resident B stated that he had bugs in his room, however, he does not anymore. Resident C indicated that he does not have any bugs in his room. Resident D indicated that does not have any bugs in his room. Resident E indicated that does not have any bugs in his wing of the home.</p> <p>Based on the information discovered throughout the course of this investigation, there is sufficient evidence to support the rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

Residents not provided napkins or paper towels during mealtimes and not given opportunities to clean his hands due to lack of towels.

**INVESTIGATION:**

On 05/24/2021, I conducted an unannounced onsite inspection at Holland AFC. Contact was made with the manager, Ms. Sandra Tyson. The paper towel supply was observed to be plentiful, with several rolls stored and placed throughout the home.

On 05/24/2021, I interviewed Resident A. Resident A indicated that there are often no paper towels or wash towels provided in the home.

On 05/24/2021, I interviewed Resident B. Resident B indicated that he has no issue with paper towels or receiving wash cloths in the home.

On 05/24/2021, I interviewed Resident C. Resident C indicated that there are always paper towels and wash clothes there.

On 05/24/2021, I interviewed Resident D. Resident D indicated he gets towels and paper towels to use.

On 05/24/2021, I interviewed Resident E. Resident E indicated that he uses paper towels and his towels always get replaced.

On 06/29/2021, I conducted the license renewal inspection for Holland AFC, located in Saginaw, MI. While in the home no gnats, flies, other bugs, or insects were observed. The kitchen was observed to be neat and clean. The food in the freezer and fridge has been replenished with fruits, vegetables, various meats, and cold cuts. Ms. Tyson has also taken the liberty of leaving out snacks and bread for peanut butter and jelly sandwiches if the residents are hungry between meals. Menus posted were current, covering the entire month of July 2021.

While in the home the linens were observed. While there was an abundant supply of face towels there were very few large bath towels. I recommended that they purchase more towels for the home.

On 06/29/2021, I made a call to Mr. Bob Miller, Training & Treatment Innovations (TTI) assigned case manager for Resident's C and D. He indicated that he has been the assigned case manager for both residents upwards of 10 years. As such, he has a good relationship and open lines of communication with both. He is also familiar with the AFC home staff. Mr. Miller stated that he has no concerns and received no specific complaints from either resident.

06/29/2021, I made a call to Mr. Juwan Chapman, assigned CMH case manager for Resident A. Mr. Chapman indicated that he has been the assigned case manager for Resident A since March of this year. He stated that Resident A did express to him the concerns regarding the food not being healthy. Mr. Chapman indicated that he visits with Resident A bi-weekly. Resident A has expressed no other concerns.

On 06/29/2021, I made a call to Guardian E, assigned guardian for Resident E. She indicated that the AFC home staff and the assigned TTI case manager contacts her frequently, keeping her up to date regarding Resident E. Guardian E stated that she has been made aware that there was an insect issue in the home. However, she as informed that the home has been treated. She has no additional concerns. She also visits regularly and Resident E has not expressed any concerns.

On 06/30/2021, I conducted an exit conference was held with the licensee, Ms. Candace Yow. Ms. Yow was informed of the violations found as well as the additional violation. A corrective action plan was requested within 15 days.

<b>APPLICABLE RULE</b>	
<b>R 400.14401</b>	<b>Environmental health.</b>
	<b>(8) Hand-washing facilities that are provided in both the kitchen and bathroom areas shall include hot and cold water, soap, and individual towels, preferably paper towels.</b>
<b>ANALYSIS:</b>	<p>It was alleged that no napkins, paper towels are provided to be able to clean your hands.</p> <p>At the unannounced onsite inspection at Holland AFC, the paper towel supply was observed to be plentiful, with several rolls stored and placed throughout the home.</p> <p>Resident A indicated that there are often no paper towels or wash towels provided in the home.</p> <p>Resident B indicated that he has no issue with paper towels or receiving wash cloths in the home.</p> <p>Resident C indicated that there are always paper towels and wash clothes there.</p> <p>Resident D indicated he gets towels and paper towels to use.</p> <p>Resident E indicated that he uses paper towels and his towels always get replaced.</p> <p>Based on the information gathered in the course of this investigation, there is insufficient evidence to support the rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On 05/24/2021 I made an unannounced onsite inspection at Holland AFC. Upon observing the menus posted in on the fridge, the last menu posted in the home is dated ending March 5, 2021.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(4) Menus of regular diets shall be written at least 1 week in advance and posted. Any change or substitution shall be noted and considered as part of the original menu.</b>
<b>ANALYSIS:</b>	At the onsite inspection conducted on 05/24/2021, menus posted were last dated 03/05/2021. Based on this information, there is sufficient evidence to support the rule violation.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon the receipt of an approved corrective action plan, no changes to the status of the license is recommended.



June 30, 2021

---

Sabrina McGowan  
Licensing Consultant

Date

Approved By:



June 30, 2021

---

Mary E Holton  
Area Manager

Date