



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 14, 2022

Charity Miller
Passionate Home LLC
465 W Pleasant Street
Hubbardston, MI 48845

RE: License #: AS340408187
Investigation #: 2022A0790015
Passionate Home LLC

Dear Ms. Miller:

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. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (517) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Rodney Gill".

Rodney Gill, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS340408187
Investigation #:	2022A0790015
Complaint Receipt Date:	05/12/2022
Investigation Initiation Date:	05/12/2022
Report Due Date:	07/11/2022
Licensee Name:	Passionate Home LLC
Licensee Address:	465 W Pleasant Street Hubbardston, MI 48845
Licensee Telephone #:	(989) 436-3424
Administrator:	Charity Miller
Licensee Designee:	Charity Miller
Name of Facility:	Passionate Home LLC
Facility Address:	465 W Pleasant Street Hubbardston, MI 48845
Facility Telephone #:	(989) 981-6375
Original Issuance Date:	07/21/2021
License Status:	REGULAR
Effective Date:	01/21/2022
Expiration Date:	01/20/2024
Capacity:	6

Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED
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II. ALLEGATION(S)

	Violation Established?
Passionate Home LLC has bed bugs.	No
Resident A is not being wiped properly nor bathed regularly by direct care staff members.	No

III. METHODOLOGY

05/12/2022	Special Investigation Intake 2022A0790015
05/12/2022	Special Investigation Initiated - Telephone
05/23/2022	Inspection Completed On-site- Interviewed direct care staff member Robin Miller, Resident B, and Resident C.
05/23/2022	Contact – Telephone call made- Interviewed licensee designee Charity Miller.
05/24/2022	Contact - Document Sent- Requested additional information.
05/24/2022	Contact - Document Sent- emailed Ms. Miller on 05-24-2022 requesting additional documentation.
05/24/2022	Contact - Document Received- Ms. Miller provided the additional documentation later that same day.
05/25/2022	Contact - Document Received
05/31/2022	Contact - Document Received
06/01/2022	Contact - Telephone call made- Interviewed Guardian A1.
06/03/2022	Exit Conference with licensee designee Charity Miller.
06/13/2022	Contact – Telephone call made – I interviewed direct care staff member Robin Miller.

ALLEGATION: Passionate Home LLC has bed bugs.

INVESTIGATION:

I initiated this investigation by contacting Complainant via phone on 05-12-2022. Complainant stated these same allegations have been investigated by Adult Protective Services and the case closed without substantiation. Complainant reported visiting Passionate Home recently unannounced, and an Orkin Pest Control truck was sitting in the driveway. Complainant said the home had been inspected and treated for bedbugs. Complainant also stated licensee designee Charity Miller replaced the residents' beds and mattresses, as well as other furniture in the home. Complaint stated the licensee designee and direct care workers (DCW) are doing everything possible to make sure there are no bedbugs in the home.

I conducted an unannounced on-site investigation on 05-23-2022. The home appeared clean and well kempt. Direct care staff member Robin Miller indicated licensee designee Charity Miller is currently treating the home a second time for bedbugs. She pointed out that all the wood floor molding in every room had white powder sprinkled next to it, which she indicated was the treatment being used. Ms. Robin Miller stated the AFC home has been bombed twice to ensure the bed bugs have been completely eradicated. She said licensee designee Charity Miller also replaced all the residents' beds and mattresses, and the living room furniture as a precaution to ensure the home is free of bedbugs. Ms. Miller stated that she has never seen a bedbug in the home.

Passionate Home currently has six residents one of whom is Resident B who is legally blind. He was interviewed and stated that he has not come across any evidence of bedbugs. Resident B stated he has not felt any bugs crawling on him, has not been bitten by any bugs in the home, had blisters, experienced itchiness, fever, nor any other symptoms associated with bed bug bites.

Resident C was interviewed, and he stated that he has not seen any bed bugs in the home. He stated that he has not witnessed any evidence of bedbugs. Resident C stated he has not felt any bugs crawling on him day or night, has not been bitten by any bugs in the home, had blisters, experienced itchiness, fever, nor any other symptoms associated with bed bug bites.

Licensee designee Charity Miller was interviewed via phone on 05-23-2022. She said she recently had two new residents move into the facility and she thinks they had bed bugs in their belongings and brought them to the home. She said she has never seen any bed bugs in the home. Ms. Miller stated a direct care staff member told her that she saw a bed bug on Resident B's bed. Ms. Miller stated that she never saw the bed bug nor has any other direct care staff member or resident.

Ms. Miller stated that when the direct care staff member told her she saw a bed bug that she immediately suited up, took all the residents' clothes outside the home, and replaced all the residents' beds and mattress, as well as the living room furniture. The residents' clothes were placed outside for a period and washed before being placed back in the residents' rooms.

Ms. Miller stated she had Orkin Pest Control come out to the home and they found one bed bug during their inspection. She said she then bombed the home and used powder that is poisonous to bed bugs to eradicate all bed bugs from the home. Ms. Miller stated she has bombed and used the powder twice.

Ms. Miller stated she is going to call Orkin Pest Control and have them complete a follow up inspection to ensure that there are no longer bed bugs in the home. I requested Ms. Miller provide me with documentation from Orkin Pest Control after they conduct their follow up inspection. Ms. Miller emailed on 05-25-2022 stating that Orkin Pest Control is scheduled to complete a follow up inspection on 05-31-2022.

On 05-31-2022, Ms. Miller emailed me a copy of the Orkin Pest Control invoice and receipts for the bed bug remedies she used to treat the home. The general comments on the invoice indicated the following: "We did not see any live activity on any box springs or mattresses or underneath the box springs or the bed frames."

I interviewed Guardian A1 on 06-01-2022. Guardian A1 stated that all the residents at Passionate Home LLC are guarded by Mid-Michigan Guardianship Services, Inc. so they are at the home on a weekly basis. Guardian A1 has never seen bed bugs at the home, and the home always appears to be clean and well kempt when they make unannounced visits.

Guardian A1 stated that she knows Ms. Miller bought all new beds and mattresses for the residents, as well as replaced the living room furniture.

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:	Based on the information gathered during this investigation there is no evidence indicating Passionate Home LLC currently has bed bugs. Licensee designee Charity Miller took immediate action upon learning there might be evidence of bed bugs in the facility and provided evidence of a working pest control program.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A is not being wiped properly nor bathed regularly by direct care staff members.

INVESTIGATION:

Complainant reported Guardian A1 had no concerns regarding the care Resident A is receiving at Passionate Home including not being wiped properly nor bathed regularly. Complainant finally indicated the licensee designee and direct care workers (DCW) are doing a great job caring for Resident A.

During my unannounced on-site investigation at Passionate Home LLC on 05-23-2022, I observed Resident A. Resident A was unable to be interviewed due to developmental delays. He smiled and giggled when I greeted him. Resident A appeared clean and well groomed. He had no odor and was dressed appropriately.

During my phone interview with licensee designee Charity Miller on 05-23-2022, she informed me that she recently had to terminate one of her direct care staff members. Ms. Miller stated this direct care staff member then posted on Facebook that Resident A was not getting the attention he should be at the home. The post indicated Resident A was not being wiped properly nor bathed regularly by direct care staff members.

Ms. Miller stated Resident A has very sensitive and dry skin. She said Resident A showers every Tuesday and Saturday and after bathing, as well as daily, direct care staff members must apply Hydrocortisone cream, A&D ointment, and CeraVe moisturizing cream to Resident A's skin. She said the creams have been working as evidenced by Resident A's skin not being as dry and him not itching. Ms. Miller stated that they do not want to bathe Resident A too often and cause his skin condition to flare up. She said that showering twice weekly seems to work best for Resident A.

During my interview with Guardian A1 on 06-01-2022, Guardian A1 stated they were at Passionate Home on 05-12-2022 to see Resident A. Guardian A1 said they held Resident A's hand and looked closely at his skin during the unannounced visit and saw no signs of dry or flaky skin. Guardian A1 stated they watched Resident A and never once saw him itch and they did not see any scratch marks. Guardian A1 said Resident A always appears clean and well groomed. Guardian A1 also stated Resident A never has a foul odor. Guardian A1 said they bought Resident A Johnson and Johnson Baby Soap and Shampoo products for sensitive skin and had them delivered to Passionate Home on 03-16-2022. Guardian A1 stated they also bought CeraVe cream for Resident A on 05-13-2022 and had it delivered. Guardian A1 stated that given their observations, Resident A is well cared for at Passionate Home.

Guardian A1 stated they visit Passionate Home frequently because Mid-Michigan Guardianship Services is currently the guardian for all six residents there. Guardian A1 said they have never had concerns regarding the care the residents receive, and licensee designee Charity Miller is very responsive when they call her. Guardian A1 stated Ms. Miller is the only licensee designee they work with that answers her phone most of the time they call, and if she does not immediately answer she calls them back within the hour. Guardian A1 said that they speak with Ms. Miller every week about at least one of the residents.

I conducted an exit conference with licensee designee Charity Miller on 06-03-2022 and informed her that no violations were established during this investigation.

I interviewed direct care staff member Robin Miller via phone on 06/13/2022. Ms. Miller stated Resident A gets a shower every Tuesday and Saturday. Ms. Miller said she always wipes Resident A when needed and has never known Resident A not to be wiped appropriately when arriving on shift. She said Resident A receives a sponge bath the days he is not scheduled to shower and is always clean and well kempt.

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:	Based on the information gathered during this investigation there is no evidence indicating that Resident A is not being wiped properly nor bathed regularly by direct care staff members. Resident A is bathed twice weekly with soap and shampoo made for individuals with sensitive skin. Different topical creams are being used daily to ensure that Resident A is not experiencing dry skin nor itching. The care and services that Resident A is receiving appears to be at a level to maintain and improve his physical and intellectual functioning and independence.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend that the status of the license remains the same.

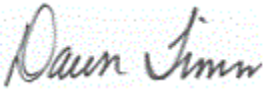


06/13/2022

Rodney Gill
Licensing Consultant

Date

Approved By:



06/14/2022

Dawn N. Timm
Area Manager

Date