



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 6, 2023

Laura Hopkins
P O Box 728
Ewart, MI 496310728

RE: License #: AS670015899
Investigation #: 2023A0009027
Hopkins 20th Ave AFC

Dear Ms. Hopkins:


Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- A specific time frame for the 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 black ink that reads "Adam Robarge". The signature is written in a cursive, flowing style.

Adam Robarge, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 350-0939

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS670015899
Investigation #:	2023A0009027
Complaint Receipt Date:	05/12/2023
Investigation Initiation Date:	05/12/2023
Report Due Date:	06/11/2023
Licensee Name:	Laura Hopkins
Licensee Address:	1375 Chaput Sears, MI 49679
Licensee Telephone #:	(231) 734-6869
Administrator:	Laura Hopkins
Name of Facility:	Hopkins 20th Ave AFC
Facility Address:	8328 20th Avenue Sears, MI 49679
Facility Telephone #:	(231) 734-6846
Original Issuance Date:	01/25/1995
License Status:	REGULAR
Effective Date:	04/22/2023
Expiration Date:	04/21/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A is covered in bed bug bites.	Yes

III. METHODOLOGY

05/12/2023	Special Investigation Intake 2023A0009027
05/12/2023	Special Investigation Initiated – Telephone call made to Community Mental Health (CMH) caseworker Jon Artman
05/12/2023	Contact - Telephone call made to licensee Laura Hopkins
05/16/2023	Inspection Completed On-site Interview with Resident A, Resident B and direct care worker Ray Smith
05/17/2023	Contact – Document (email) received from licensee Laura Hopkins
05/18/2023	Contact – Telephone call made to CMH caseworker Jon Artman
05/23/2023	Contact – Telephone call made to CMH caseworker Marty Eisenharte
05/26/2023	Contact – Document (email) received from licensee Laura Hopkins
06/06/2023	Contact – Telephone call made to licensee Laura Hopkins
06/06/2023	Exit conference with licensee Laura Hopkins

ALLEGATION: Resident A is covered in bed bug bites.

INVESTIGATION: I spoke with CMH caseworker Jon Artman by phone on May 12, 2023. He reported that he had picked up Resident A that day and noticed that Resident A's legs were covered in bed bug bites and scabbed over areas from older bites. Resident A said that the bed bugs in the home were getting bad and he was being bitten all the time. Mr. Artman said that he has had previous discussions with licensee Laura Hopkins about this issue and she assured him at that time that she was dealing with it. Mr. Artman said that this is unacceptable to him and that he plans on moving Resident A and Resident B as soon as possible.

I then spoke with licensee Laura Hopkins by phone on May 12, 2023. She reported that she has had the home treated by professional pest control companies three times in the last year. This has included them heat treating the home as well as spraying inside the home and around the home. She was trying to get the last company she worked with to come back and retreat the home but they said that they were not responsible for further treatments because someone is bringing the bugs back. Ms. Hopkins reported that she had no idea how the bed bugs are coming back. She said that it is possible that her staff are bringing them back and forth. She said that her husband, Robert Hopkins, works at the Hopkins 20th Ave. AFC home. She makes him take his work clothes off before entering their home. Ms. Hopkins and I talked about how she would need to address the issue in several ways. She would need to ensure that new residents did not bring bed bugs with them when they arrived or when they return from visits with family. We also talked about having a plan for each staff on how they would ensure they were not bringing the bugs back and forth with them. Ms. Hopkins agreed and said that she would work on contacting a new pest control company, Terminex, to treat the home as soon as she could.

I made an unannounced site visit at the Hopkins 20th Ave. AFC home on May 16, 2023. I spoke with Resident A at that time. I asked him about the report of him having several bed bug bites. He showed me his arms, legs and torso. I observed dozens of insect bites on these areas of his body. He said that he feels them crawling across him as he is lying in bed and that he tries to kill them but there are just too many. He said that he killed about 20 of them during just last night. He has to get up several times during the night to do that. We talked about his hygiene and how he keeps his room. I mentioned that I observed it to be quite messy when I was there last time. Resident A agreed that he could probably work on that issue. We also spoke about his personal hygiene. I told him that it was not his fault that there are bed bugs in the home but that he could take steps to reduce his exposure to them. Resident A said that he does have access to a bathroom with a shower and has hygiene products that he can use. He also reported that there are clean linens that he can put on his bed and that he has access to a washing machine and dryer to clean his clothing. Resident A said that his caseworker told him that he was moving and that some people might be coming that week to meet him from another adult foster care home.

I then spoke with Resident B who was working outside at the time of my visit. I asked him about the bed bug issue. He said that it really bothers him because he is a clean person. He said that he keeps his room clean and takes regular showers. He showed me his arm, legs and torso. He did not appear to have any bites. He said that both Resident A and Resident C have hygiene issues and that is why they are having issues with the bed bugs. He said that Resident C rarely, if ever, showers or cleans himself in any way. Resident B said that the pest control companies had been there several times to treat the home but that the bugs are coming back somehow. He said that he might be leaving soon because his CMH caseworker is trying to find him another adult foster care home.

I also spoke with direct care worker Ray Smith while at the home. I knew Mr. Smith to be the full-time day shift staff person at the home who had been there for some time. He said that Resident A hasn't kept his room clean but that he is in the process of cleaning it at this time. Mr. Smith said that he thought that Resident C's hygiene issues are also contributing to the problem. He said that he had only known Resident C to take two showers in all the time that he had worked at the home. I told him that the residents' hygiene issues were only one side of the issue. I asked him what the licensee was doing to control the bed bug issue. He said that they did have the home treated by pest control companies on several occasions. The bed bugs just seem to come back. Mr. Smith said that he is constantly using bed bug spray around the home. They get it by the gallon. He said that he sprays the residents' rooms, the furniture and where everyone sits after they are gone. He said that they cannot be in their rooms or where he sprays for at least two hours afterwards. We talked about not only encouraging and helping the residents to clean their rooms but also making sure their clothes are being washed and that clean linen is available. I asked Mr. Smith about the concern that staff might be taking bed bugs back and forth from home. He reported that he did see a couple of bed bugs at his house but that he killed them. He also sprayed at his house and has not seen any since. I told him that Ms. Hopkins would be instituting a policy to ensure that staff were not bringing bed bugs back and forth from home with them.

I received an email from licensee designee Laura Hopkins on May 17, 2023. She reported that she had contacted Terminex Pest Control and that they would be calling her back for an initial appointment.

I spoke with CMH caseworker Jon Artman by phone on May 18, 2023. He said that he was still in the process of trying to find new adult foster care homes for Resident A and Resident B. Resident C has another CMH caseworker and he does not know what is going on with him.

I spoke with CMH caseworker Marty Eisenharte by phone on May 23, 2023. He confirmed that he is Resident C's CMH caseworker. Mr. Eisenharte said that he had been aware that there was a bed bug issue in the home in November of 2022 but he had believed that it was taken care of. He said that a pest control company had been to the home and that they had treated the home at that time. Mr. Eisenharte stated he didn't know Resident C was having any issues with bed bug bites. He said that Resident C recently had a health review on May 10, 2023. This was conducted by a CMH nurse and Resident C was deemed "healthy" at that time. I asked him if he or she would have observed his unclothed body. He said that he did not know but it was possible he was clothed during the review. I told him that it was reported to me that Resident C had some hygiene issues that might be contributing to the bed bug issue. I told him of the differences between Resident A and Resident B, with one having poor hygiene and the other having good hygiene. Mr. Eisenharte said that he would visit Resident C that week to check on his welfare. He would also come up with a Care Plan that might include incentives for Resident C and

responsibilities for staff to improve Resident C's hygiene. I told him that Ms. Hopkins was looking into another pest control company to treat the home soon.

I received an email from licensee Laura Hopkins on May 26, 2023. She reported that a technician from Terminex was meeting her at the Hopkins 20th AFC home that day to discuss how they could treat the home and would be quoting a price for her.

I spoke with licensee Laura Hopkins by phone on June 6, 2023. She said that she planned to sign a contract with a representative with the Terminex Pest Control company today. They will give her a date of when they will start treatment after she signs the contract. She anticipates that they will start the process soon. Ms. Hopkins said that the last treatment at Hopkins 20th Ave. AFC home was completed in March of 2023. It was the last of three treatments completed during the last year. Ms. Hopkins believed that it was staff who were bringing the bed bugs back and forth with them. She acknowledged that she needs a policy to prevent this from happening yet again after the next treatment. We also spoke about her having a policy to prevent residents from bringing bed bugs with them when they arrived as new residents or when returning from visits. I told her that the policy should include specific time-frames of how long an item needed to be in the dryer on a heat setting or bagged. Ms. Hopkins stated that bagged items would be kept outside the residence.

On 06/06/2023 I conducted an exit conference with Laura Hopkins. I told her of the findings of my investigation and gave her the opportunity to ask questions. Ms. Hopkins stated that she believed the next treatment at the home would be occurring soon and would be provided by Terminex Pest Control.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety and well-being of occupants.
ANALYSIS:	It was confirmed through this investigation that the home has not been maintained to provide adequately for the health, safety and well-being of the residents. Resident A was covered with dozens of bed bug bites. He reported feeling them crawling over him in the night and needing to get up several times to try to kill them. He reported killing as many as 20 in this fashion in one night. Although the home has been treated several times in the last year by professional pest control companies, the licensee has not established a strict policy to ensure that staff and/or residents do not bring them back to the home.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



06/06/2023

Adam Robarge
Licensing Consultant

Date

Approved By:



06/06/2023

Jerry Hendrick
Area Manager

Date