



STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ORLENE HAWKS  
DIRECTOR

July 20, 2023

The Huston's  
2479 Hadden  
Muskegon, MI 49441

RE: License #:	AF610395832
Investigation #:	2023A0356040
	Glenside Manor AFC

Dear Licensees:

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 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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Elliott". The signature is written in black ink and is positioned below the word "Sincerely,".

Elizabeth Elliott, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 901-0585

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF610395832
<b>Investigation #:</b>	2023A0356040
<b>Complaint Receipt Date:</b>	05/30/2023
<b>Investigation Initiation Date:</b>	05/30/2023
<b>Report Due Date:</b>	07/29/2023
<b>Licensee Name:</b>	Theresa Huston and Randell Huston
<b>Licensee Address:</b>	2479 Hadden Muskegon, MI 49441
<b>Licensee Telephone #:</b>	(231) 759-0453
<b>Administrator:</b>	N/A
<b>Licensee Designee:</b>	N/A
<b>Name of Facility:</b>	Glenside Manor AFC
<b>Facility Address:</b>	2479 Hadden Muskegon, MI 49441
<b>Facility Telephone #:</b>	(231) 759-0453
<b>Original Issuance Date:</b>	02/11/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/11/2021
<b>Expiration Date:</b>	08/10/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	MENTALLY ILL AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A's personal hygiene is poor.	No
The condition of the facility is poor.	Yes

**III. METHODOLOGY**

05/30/2023	Special Investigation Intake 2023A0356040
05/30/2023	APS Referral Gene Gray, APS, DHHS.
05/30/2023	Special Investigation Initiated - Telephone Licensee Randy Hudson.
05/30/2023	Contact - Document Sent Gene Gray, APS worker. MDHHS, Muskegon Co.
06/15/2023	Inspection Completed On-site
06/15/2023	Contact - Face to Face Randy and Theresa Huston, Resident A, Resident B, Eric Hilt, HealthWest nurse.
06/15/2023	Contact - Document Received Facility documents reviewed.
06/21/2023	Contact - Telephone call made. Gene Gray, APS, Muskegon Co. DHHS.
07/17/2023	Contact-Telephone call made. Leah Hargett, Shawna Harinton, Trinity EMS. Eric Hilt, nurse, Amy Adamo, supports coordinator, Health West.
07/18/2023	Contact-Telephone call received. Amy Adamo, Health West.
07/20/2023	Exit Conference- Randy Huston, Licensee

**ALLEGATION: Resident A's personal hygiene is poor.**

**INVESTIGATION:** On 05/30/2023, I received a BCAL (Bureau of Children and Adult) Online Complaint. The complainant reported that Resident A appeared to be lethargic and weak, and appears to have lice and bed bugs in her hair, which appeared unkept in general. The complainant reported Resident A's clothes appeared dirty and saturated, had strong odors of urine and feces, and had a pen stuck to her lower leg that had to be removed by a doctor at the hospital. The complainant reported Resident A was unable to walk on her own and it is unknown if she has access to a mobility device.

On 05/30/2023, I received a telephone call from Licensee, Randy Huston. Mr. Huston called to report that Resident A was seen by EMS at the facility and taken in for evaluation and treatment. Mr. Huston stated while the EMS driver was evaluating Resident A, their cat defecated near the litter box on the floor. Ms. Huston stated that the cat has been having some issues lately with defecating on the floor rather than the litter box. Mr. Huston stated he wanted to let me know that there may be a complaint or issue that comes up based on that.

On 05/30/2023, I interviewed Gene Gray, Adult Protective Services (APS), Muskegon County DHHS (Department of Health and Human Services). Ms. Gray stated Monique Collins, APS worker was on call and initiated this complaint and he has been assigned this case and will follow-up with an investigation.

On 06/15/2023, I conducted an unannounced inspection at the facility and interviewed Randy and Theresa Huston, Licensees. Mr. and Mrs. Huston stated Resident A moved into the facility on 04/17/2023 and upon her admission, they were led to believe that Resident A was continent, and they had no idea Resident A was not continent and required the use of depends. Mr. and Mrs. Huston stated Resident A moved into the facility with two sets of clothing and it is difficult to get Resident A to change her clothing and they wash Resident A's clothes for her. Mr. and Mrs. Huston stated Resident A is not able to wash her own clothing and the washer and dryer is in the basement of the home and residents do not go down to the basement. Mr. and Mrs. Huston stated Resident A does wear a wig/hair piece that was in poor shape, but there were no lice or bed bugs in the hair piece. Mr. Huston stated the hair piece was thrown out because it was in poor condition. Mr. Huston stated Resident A has a flaky scalp and it caused dandruff which may have been mistaken for lice. Mr. and Mrs. Huston stated they assist Resident A with showering, washing her hair and personal hygiene however, upon admission they were told she was independent with all aspects of personal care and as time has gone on, they realized Resident A needed more assistance than originally noted. Mr. Huston stated he heard about Resident A having a pen stuck to her when she arrived at the hospital, but he does not have any knowledge about a pen stuck to Resident A's leg or pants. Mr. Huston again acknowledged that the cat defecated next to the EMS person and explained that this cat has some issues and does not always go in the litter box, and they need to keep an eye on it. While I was interviewing Mr. and Mrs. Huston, Eric

Hilt, Health West nurse was evaluating Resident A. I inspected the bathrooms in the home, and they were in working order, Mr. Huston stated the washer and dryer are functioning and able to wash resident clothing.

On 06/15/2023, I interviewed Resident A at the facility. Resident A was able to get off the couch in the living room, walk through the home and to the back of the house without any issues or the use of an assistive device such as a walker. Resident A's clothing was clean, she was appropriately dressed, her hair and nails were clean, and I did not see any lice or bed bugs on her at this time. Resident A stated she washes her own clothes in the basement at the facility, she takes her own showers and washes her hair without the assistance from anyone including Mr. and Mrs. Huston. Resident A stated she has not seen any bed bugs on herself, in her bed or on anything in the home. Resident A stated she did have a pen in the pocket of her pants when she went to the hospital and that she went to the hospital to take a shower and wash her hair.

On 06/15/2023, I reviewed the assessment plan for AFC residents for Resident A while at the home. The assessment plan is dated 04/17/2023 and signed by Theresa Huston, Licensee and Amy Adamo, Health West supports coordinator. The assessment plan documented that Resident A does not need any staff assistance with bathing, grooming, hair care, teeth, nails, dressing, personal hygiene, walking or mobility.

On 06/21/2023, I interviewed Mr. Gray via telephone. Mr. Gray stated he conducted an unannounced inspection at the facility and interviewed Resident A on 06/12/2023. Mr. Gray stated Resident A did not emit any odor from her clothes or her person, she was clean, and the home appeared to be clean. Mr. Gray did not have concerns regarding Resident A's well-being at this time and did not substantiate the allegations.

On 07/17/2023, I interviewed Leah Hargett and Shawna Harinton, Trinity Health EMS (emergency medical services) individually via telephone. Ms. Harinton stated they responded to a call at the home due to the altered level of consciousness of Resident A. Ms. Hargett and Ms. Harinton stated they observed Resident A to be disheveled, with dirty, wet clothing, twine around her waist holding her pants up, matted hair, a weave in her hair that was not properly cared for, lice in her hair and bed bugs on her clothing. Ms. Hargett and Ms. Harinton stated Resident A had an ink pen stuck to her skin, on her leg, embedded into the edema of her skin. Ms. Hargett and Ms. Harinton stated the pen was removed when Resident A was at the hospital.

On 07/17/2023, I interviewed Eric Hilt, RN (registered nurse) with Health West. Mr. Hilt stated on 06/15/2023, he was evaluating Resident A due to her decline in functioning. Mr. Hilt stated he observed Resident A ambulate without the use of an assistive device, she had clean clothing on and appeared to have clean hair and

body with no odor. Mr. Hilt stated he did not observe lice on Resident A but he did find a bed bug on her that he removed and showed to Mr. Huston.

On 07/20/2023, I conducted an exit conference with Licensee, Randy Huston. Mr. Huston agreed with the information, analysis, and conclusion of this applicable rule.

<b>APPLICABLE RULE</b>	
<b>R 400.1408</b>	<b>Resident care; licensee responsibilities.</b>
	(1) A licensee shall provide basic self-care and habilitation training in accordance with the resident's written assessment plan.
<b>ANALYSIS:</b>	<p>The complainant reported that Resident A appeared to be unkempt, with dirty clothes, lice, and bed bugs in her hair.</p> <p>Randy and Theresa Huston stated Resident A required much more personal care than her assessed needs but that she did not have lice and bed bugs in her hair. They assist her with bathing and her clothing is washed but it is difficult to get her to agree to change and launder her clothing.</p> <p>Resident A reported she showers herself and washes her own clothing. At the time of the inspection, Resident A appeared clean, her hair and clothing were clean and appropriate.</p> <p>Resident A's assessment plan documented that she does not need staff assistance with bathing, grooming, hair care, teeth, nails, dressing, personal hygiene, walking or mobility.</p> <p>Mr. Gray stated Resident A was clean, and the home appeared to be clean during his inspection on 06/12/2023. Mr. Gray did not substantiate the APS allegations.</p> <p>Ms. Harinton and Ms. Hargett reported Resident A's clothing and personal appearance was disheveled and dirty on 05/30/2023 with lice in her hair and bed bugs on her person.</p> <p>Mr. Hilt stated on 06/15/2023, he observed Resident A with clean clothing on, clean hair and body with no odor.</p> <p>Based on investigative findings, there is a preponderance of evidence to show that on 05/30/2023, Resident A's personal hygiene was poor but, Resident A's assessment plan did not document Resident A's need for staff assistance with her ADL's (activities of daily living) upon admission. In addition, on</p>

	06/12/2023 and 06/15/2023, Resident A's personal hygiene was markedly improved, and staff reported assisting Resident A with her ADL's. Therefore, a violation of this applicable rule is not established.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**ALLEGATION: The condition of the facility is poor.**

INVESTIGATION: On 05/30/2023, I received a BCAL (Bureau of Children and Adult) Online Complaint. The complainant reported that throughout the house, there is cat and dog feces and urine and there is strong odor of urine and feces. The complainant reported that Resident A had bed bugs in her hair.

On 05/30/2023, I received a telephone call from Licensee, Randy Huston. Mr. Huston called to report that Resident A was seen by EMS at the facility and taken in for evaluation and treatment. Mr. Huston stated while the EMS driver was evaluating Resident A, their cat defecated near the litter box on the floor. Mr. Huston stated that the cat has been having some issues lately with defecating on the floor rather than the litter box. Mr. Huston stated he wanted to let me know that there may be a complaint or issue that comes up based on that.

On 06/15/2023, I conducted an unannounced inspection at the facility and noted a strong smell of cat urine upon entering the home. I interviewed Randy and Theresa Huston, Licensees. Mr. and Mrs. Huston stated they have a cat that has been having issues lately with defecating on the floor rather than the litter box. Mr. Huston reported while the EMS driver was evaluating Resident A on 05/30/2023, their cat defecated near the EMS worker on the floor. In addition, Mr. Huston acknowledged they have had issues with bed bugs, and he has been dealing with the bugs on his own with two different methods of treatment, liquid Eco Venger, and powder Diatomaceous Earth.

On 06/15/2023, I interviewed Resident A & B at the home. Resident A stated she does not have any bed bugs in her bed and she "hardly ever sees them." Resident B stated he sees bed bugs in the home "once in a while." I did not see any live or dead bed bugs while at the home on this date. I observed the cat litter box in the corner of the living room and observed the walls around the litter box to be dirty with what appeared to be fecal material. I observed cat feces on the carpet in front of the couch and notified Mr. Huston who immediately cleaned it up. Mr. Huston again stated it was the same cat they have been having trouble with.

On 06/21/2023, I interviewed Mr. Gray via telephone. Mr. Gray stated he conducted an unannounced inspection at the facility and interviewed Resident A on 06/12/2023. Mr. Gray stated at that time, he does not recall there being a strong odor of cat

urine, nor did he see animal feces on the floor in the house. Mr. Gray stated he did not see bed bugs in the home at that time.

On 07/17/2023, I interviewed Leah Hargett and Shawna Harinton, Trinity Health EMS (emergency medical services) individually via telephone. Ms. Hargett reported that she saw live bed bugs in the house and on Resident A's clothing. Ms. Harinton reported she thought she saw bed bugs on Resident A when they transported her to the hospital on 05/30/2023. Ms. Hargett reported smelling animal feces and cat urine in the home and seeing dog feces on the carpet in the home. Ms. Hargett stated a cat defecated next to her while she was kneeling, taking care of Resident A. Ms. Harinton stated the home smelled strongly of cat urine and there was dried dog feces in the carpet. Ms. Harinton stated Ms. Huston requested that a resident pick the dog poop off the carpet while they were in the living room.

On 07/17/2023, I interviewed Eric Hilt, RN (registered nurse) with Health West. Mr. Hilt stated on 06/15/2023, he was evaluating Resident A and observed a bed bug crawling on Resident A's clothing that he removed and showed to Mr. Huston. Mr. Hilt stated Mr. Huston came out with a spray bottle and began to spray the area with an unknown substance that had a very strong foul odor. Mr. Hilt stated he smelled a strong odor of cat urine upon entering the house on that date but also said the liquid Mr. Huston sprayed was foul smelling and had a strong odor and wondered if that contributed to the smell in the home.

On 07/20/2023, I conducted an exit conference with Mr. Huston. Mr. Huston stated he will submit an acceptable corrective action plan for both rule violations.

<b>APPLICABLE RULE</b>	
<b>R 400.1426</b>	<b>Maintenance of premises.</b>
	<b>(1) The premises shall be maintained in a clean and safe condition.</b>
<b>ANALYSIS:</b>	<p>The complainant reported that there is cat and dog feces in the house and a strong odor of urine and feces.</p> <p>Mr. &amp; Mrs. Huston acknowledged the cat has been defecating on the floor rather than the litter box.</p> <p>Upon inspection, I noted a strong smell of cat urine upon entering the home and saw cat feces on the floor in front of the couch near the litter box. I also observed that the wall surrounding the cat litter box area needed to be cleaned.</p> <p>Mr. Gray stated on 06/12/2023, upon conducting an inspection at the home, he does not recall there being a strong odor of cat urine, nor did he see animal feces on the floor in the house.</p>

	<p>Ms. Hargett and Ms. Harinton reported a strong smell of animal feces and cat urine in the home and that they saw dog feces on the carpet in the home as well as the cat defecating on the floor next to one of the EMS workers.</p> <p>Mr. Hilt reported a strong odor in the home that smelled like cat urine but also could be partially from the bed bug liquid treatment Mr. Huston was spraying.</p> <p>Based on investigative findings, there is a preponderance of evidence to show that the premises is not maintained in a clean and safe condition based on a strong odor of cat urine and the presence of animal feces in the home on more than one occasion. Therefore, a violation of this applicable rule is established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.1424</b>	<b>Environmental health.</b>
	(4) Effective measures shall be taken to protect against the entrance of vermin into the home and against the breeding or presence of vermin on the premises.
<b>ANALYSIS:</b>	<p>The complainant reported that Resident A had bed bugs in her hair.</p> <p>Mr. Huston acknowledged they have had issues with bed bugs, and he has been treating the bugs on his own with two different methods of treatment.</p> <p>During an inspection on 06/15/2023, I did not see any bed bugs in the home.</p> <p>Residents A &amp; B confirmed there are bed bugs in the home that they see sometimes.</p> <p>Mr. Gray stated he did not see bed bugs in the home on 06/12/2023.</p> <p>Ms. Hargett, Ms. Harinton and Mr. Hilt reportedly observed live bed bugs in the home on 05/30/2023 and 06/15/2023.</p>

	Based on investigative findings, there is a preponderance of evidence to show that there are live bed bugs in the facility and the treatment by the licensee is not enough to eradicate the vermin from the home.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain the same.



07/20/2023

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Elizabeth Elliott  
Licensing Consultant

Date

Approved By:



07/20/2023

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Jerry Hendrick  
Area Manager

Date