



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

March 11, 2024

Our Haus, Inc.  
PO Box 10  
Bangor, MI 49013

RE: License #: AS800385161  
Investigation #: 2024A1031026  
Riemer Haus

Dear Ms. Nadeau:

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 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 (616) 356-0183.

Sincerely,

Kristy Duda, Licensing Consultant  
Bureau of Community and Health Systems  
350 Ottawa, N.W. Unit 13, 7th Floor  
Grand Rapids, MI 49503

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS800385161
<b>Investigation #:</b>	2024A1031026
<b>Complaint Receipt Date:</b>	01/11/2024
<b>Investigation Initiation Date:</b>	01/11/2024
<b>Report Due Date:</b>	03/11/2024
<b>Licensee Name:</b>	Our Haus, Inc.
<b>Licensee Address:</b>	30637 White Oak Drive Bangor, MI 49013
<b>Licensee Telephone #:</b>	(269) 214-8350
<b>Licensee Designee/Administrator:</b>	Heather Nadeau
<b>Name of Facility:</b>	Riemer Haus
<b>Facility Address:</b>	331 E. Arlington Bangor, MI 49013
<b>Facility Telephone #:</b>	(269) 214-8350
<b>Original Issuance Date:</b>	02/16/2017
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/16/2023
<b>Expiration Date:</b>	08/15/2025
<b>Capacity:</b>	2
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff had an inappropriate relationship with Resident A.	Yes

**III. METHODOLOGY**

01/11/2024	Special Investigation Intake 2024A1031026
01/11/2024	APS Referral
01/11/2024	Special Investigation Initiated – Telephone Interview with Heather Nadeau.
01/11/2024	Contact - Document Received and Reviewed.
02/02/2024	Inspection Completed On-site
02/02/2024	Contact - Telephone Interview with Candice Kinzler.
02/02/2024	Exit Conference held with Heather Nadeau.
02/02/2024	Inspection Completed-BCAL Sub. Compliance
02/02/2024	Inspection Completed On-site
02/07/2024	Contact - Telephone Interview with Resident A and Gayle Rathbun.
02/07/2024	Contact - Telephone Interview with Resident A and Gayle Rathbun.
02/07/2024	Contact – Voicemail Left with Tabitha Ritter.

**ALLEGATION:**

**Staff had an inappropriate relationship with Resident A.**

**INVESTIGATION:**

On 1/11/24, I received a telephone call from Van Buren Recipient Rights Director Candice Kinzler. Ms. Kinzler reported she received information that a staff member was having an inappropriate relationship with Resident A. Ms. Kinzler reported there

were text messages sent between direct care worker (DCW) Tabitha Ritter and Resident A that were inappropriate.

On 1/11/24, I interviewed licensee Heather Nadeau via telephone. Ms. Nadeau reported she received screenshots of the text conversation between Ms. Ritter and Resident A. Ms. Nadeau reported Resident A mentioned something about the relationship to DCW Gayle Rathburn. Resident A showed Ms. Rathburn the text messages he received from Ms. Ritter. Ms. Rathburn received permission to send the messages to Ms. Nadeau. Ms. Nadeau reported she reviewed the messages and immediately terminated Ms. Ritter due to the nature of the conversation.

On 1/11/24, Ms. Nadeau sent screenshots of the text message conversation between Resident A and Ms. Ritter. I reviewed the screenshots of the conversation and throughout the conversation Resident A called Ms. Ritter “baby girl” and “sexy angel” and Ms. Ritter called Resident A “bby” and “bby cakes”. Ms. Ritter stated, “wish I could see you tomorrow”. Resident A stated he would ask another staff member about Ms. Ritter taking him out to dinner. Resident A asked Ms. Ritter if she had insurance on her vehicle because that is the only way staff can transport clients. Ms. Ritter stated, “well ask her we can go eat Chinese on Thursday” and Resident A stated he would ask in the morning. Resident A sent a message stating that he was glad someone cares about him other than just using him just for money. Ms. Ritter replied “not me bby I’m different – I get used a lot that’s why I been single for years 5”. Ms. Ritter proceeded to tell Resident A that he does not need his girlfriend, he is a good man, and “sweet lovable”. Ms. Ritter then stated, “I wish we could go public but we can’t” and Resident A replied “Ya know. We don’t need to jeopardize your job”. Ms. Ritter stated, “but you are a good man and I like you – had a crush on you for a long time now”. Ms. Ritter told Resident A that she wished he was laying next to her and “next time let’s try to sneak a kiss – I wanted to today – I just want to be with you period”. Ms. Ritter told Resident A that she loved him and it hurt her feelings when Resident A told his girlfriend that he loved her. Ms. Ritter then continued to convince Resident A to break up with his girlfriend.

On 2/2/24, I conducted an unannounced visit to the home and was not able to interview anyone due to the residents and staff not being home.

On 2/2/24, I received a telephone call from Ms. Kinzler. Ms. Kinzler reported she interviewed Resident A and he confirmed that the allegations were true.

On 2/7/24, I interviewed Resident A via telephone. Resident A reported the allegations were true as Ms. Ritter decided she wanted to have a relationship with him. Resident A reported Ms. Ritter threatened to report him to the police stating that he raped her if she told anyone about their relationship. Resident A reported they sent text messages and engaged in in video chats often. Resident A reported their relationship was mainly emotional and the only time it was physical was when they hugged each other.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.</b>
<b>ANALYSIS:</b>	Based on interviews and the review of documentation, Ms. Ritter exploited Resident A. The text message conversation revealed an inappropriate emotional relationship with Resident A. Ms. Ritter and Resident A acknowledged that she could lose her job due to the relationship they had which demonstrated she knew she was acting inappropriately.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend no change to the status of the license.

3/8/24

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Kristy Duda  
Licensing Consultant

Date

Approved By:

3/11/24

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Russell B. Misiak  
Area Manager

Date