



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 22, 2024

Afzal Troast
3538 144th Ave.
Holland, MI 49424

RE: License #: AF700408004
Investigation #: 2024A0350017
Faith Care

Dear Afzal Troast:

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. In the event that 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 black ink, appearing to read 'Ian Tschirhart', with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 644-9526

enclosure

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

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|--|
| License #: | AF700408004 |
| Investigation #: | 2024A0350017 |
| Complaint Receipt Date: | 02/13/2024 |
| Investigation Initiation Date: | 02/13/2024 |
| Report Due Date: | 03/14/2024 |
| Licensee Name: | Afzal Troast |
| Licensee Address: | 3538 144th Ave. Holland, MI 49424 |
| Licensee Telephone #: | (616) 994-2260 |
| Administrator: | N/A |
| Licensee Designee: | N/A |
| Name of Facility: | Faith Care |
| Facility Address: | 3538 144th Ave. Holland, MI 49424 |
| Facility Telephone #: | (616) 994-2260 |
| Original Issuance Date: | 07/23/2021 |
| License Status: | REGULAR |
| Effective Date: | 01/23/2024 |
| Expiration Date: | 01/22/2026 |
| Capacity: | 6 |
| Program Type: | DEVELOPMENTALLY DISABLED, MENTALLY ILL, ALZHEIMERS, AGED TRAUMATICALLY BRAIN INJURED |

II. ALLEGATION(S)

| | Violation Established? |
|---|-----------------------------------|
| The dogs in the home have bit three people in the past few weeks, none of them residents. | Yes |
| The property has several cars on it in various stages of disrepair. | Yes |

III. METHODOLOGY

| | |
|------------|---|
| 02/13/2024 | Special Investigation Intake 2024A0350017 |
| 02/13/2024 | Special Investigation Initiated - Telephone I made arrangements with Deputy Nicole Schaefer to meet at this home today at 10:30 a.m. |
| 02/13/2024 | Contact - Face to Face I met Deputies Nicole Schaefer and Lucas Wiersma at the home and we all spoke with Luke Troast and Jaiden Troast, the sons of the Licensee, Afzal Troast. |
| 02/13/2024 | Contact - Face to Face I spoke with Resident A, Resident B, and Resident C |
| 02/13/2024 | Contact - Document Received Deputy Schaefer sent me an email with photos attached |
| 02/29/2024 | Contact - Telephone call made I spoke with Afzal Troast, Licensee |
| 03/21/2024 | Contact – Telephone call I spoke with Deputy Nicole Schaefer |
| 03/22/2024 | Exit conference – Held with Afzal Troast, Licensee |

ALLEGATION: The dogs in the home have bit three people in the past few weeks, none of them residents.

INVESTIGATION: On 02/13/2024, I called and spoke with Deputy Nicole Schaefer, Ottawa County Sheriff’s Office, Animal Control Division, and arranged to meet her at this home this same day at 10:30 a.m. She told me that she and her partner, Deputy Luke Wiersma, would be there at that time.

On 02/13/2024, I met deputies Schaefer and Wiersma at the home and we discussed this complaint and prior complaints regarding this home. As we approached the home, Jaiden Troast, the 17-year-old son of Afzal Troast, Licensee, approached us. I informed Jaiden that we were there because another complaint of a dog biting a neighbor was made. Jaiden said that he signed up for a class at Harbor Humane to learn how to train his dogs better. The deputies expressed their concerns as well, including that they have responded to multiple complaints about the dogs biting people and running loose in the neighborhood. At this point, Luke Troast, the 22-year-old son of Afzal Troast, joined us. He stated that sometimes it was the way people acted around the dogs that caused the dogs to attack. Luke also reported that they bought muzzles for the dogs and now only walk one dog (they have three) at a time as measures to prevent the dogs from biting people. Deputy Schaefer informed Luke and Jaiden that she had recently heard of a dog owner having to pay \$20,000 after being sued for that person's dog biting someone.

On 02/13/2024, after discussing the most recent dog bite incident with Luke and Jaiden Troast, Afzal Troast's sons who live in this home, I asked if there were any residents presently at home. I was informed that Resident A, Resident B, and Resident C were home, and I asked to speak with them. Jaiden invited me into the house where these residents were. I went downstairs, which is the resident living area, and spoke with Resident A, who told me he felt the dogs were "Okay," and did not growl at or bite him. I then spoke with Resident B and Resident C together, and they both stated that none of the dogs have growled at or bitten either of them. Resident B told me that Coco and Reggie are well-behaved dogs, but that Kammi "needs training," because he knew that Kammi was the one who was biting people.

Before this complaint was made, Deputy Schaefer had informed me of the many complaints made about the dogs. As a result, I conducted a previous Special Investigation regarding one of these dogs biting a Case Manager upon her visit in January (2024).

On 02/13/2024, I sent a text message to Afzal Troast, who is out-of-town, asking when he would return. On 02/13/2024, Deputy Schaefer asked Luke and Jaiden Troast when their father, Afzal, would be returning home, and Jaiden said he would be back on 02/14/2024.

On 02/29/2024, I called and spoke with Afzal Troast. I told him about my concerns about the dogs biting his neighbors. Mr. Troast informed me that Jaiden moved out, but still has overnight visits and brings his dogs when he does. Mr. Troast stated that Jaiden was signed up for a dog training course that starts in March (2024).

On 03/21/2024, I spoke with Deputy Schaefer who informed me that Jaiden Troast was charged as a Juvenile Delinquent for "Dog At Large" but she did not have information on what the sentence included.

On 03/22/2024, I called and held an exit conference with Afzal Troast, Licensee. I informed Mr. Troast that I was citing violation of this rule. Mr. Troast told me that his son Jaiden and Kammi, the dog that bit people, no longer lives at this home. I advised him not to allow his son to have this dog at this home anymore, and he agreed.

| APPLICABLE RULE | |
|------------------------|---|
| R 400.1407 | Resident admission and discharge criteria; resident assessment plan; resident care agreement; house guidelines; fee schedule; physician's instructions; health care appraisal. |
| | (2) A licensee shall not accept or retain a resident for care unless and until a resident assessment plan is made and it is determined that the resident is suitable pursuant to the following provisions: (a) The amount of personal care, supervision, and protection required by the resident is available in the home. |
| ANALYSIS: | <p>Jaiden Troast, the son of Licensee Afzal Troast, had dogs at this home. One of the dogs had bitten a Case Manager multiple times upon her visit, which was previously investigated, and the dog also bit neighbors on two other occasions. Jaiden was charged in court for this.</p> <p>Although none of the dogs have bitten any of the home's residents, they have demonstrated aggressive behavior and have bitten others.</p> <p>Having a dog or dogs in the home that bite people compromises the ability of the licensee to provide adequate protection for the residents, as well as other who may attempt to visit the residents at the home.</p> <p>My findings support that this rule had been violated.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

ALLEGATION: The property has several cars on it in various stages of disrepair.

INVESTIGATION: On 02/13/2024, I called and spoke with Deputy Nicole Schaefer, Ottawa County Sheriff's Office, Animal Control Division, and arranged to meet her at this home this same day at 10:30 a.m. She told me that she and her partner, Deputy Luke Wiersma, would be there at that time.

On 02/13/2024, I made an onsite inspection and spoke with Luke and Jaiden Troast, Afzal Troast's sons who live in this home. I asked them why there were so many cars in their driveway (there were eight), and Jaiden stated that some of them were "project cars," which he explained meant they were cars he was "building." Luke said that the other cars were his and that he fixes and sells them. I informed them that the properties of adult foster care homes needed to be kept clean and orderly, and advised them to make sure they keep the property reasonably so. They both nodded in agreement.

On 02/13/2024, I sent a text message to Afzal Troast, who was out-of-town, asking when he would return.

On 02/13/2024, Deputy Schaefer asked Luke and Jaiden Troast when their father, Afzal, would be returning home, and Jaiden said he would be back on 02/14/2024.

On 02/29/2024, I called and spoke with Afzal Troast. I told him about my concerns about the dogs biting his neighbors and a case manager and the amount of cars in various stages of disrepair in his driveway. Mr. Troast informed me that Jaiden moved out, but still has overnight visits and brings his dogs when he does. Mr. Troast stated that Jaiden is signed up for a dog training course that starts in March (2024). He also said that he put covers on five of the cars in the driveway, and that the police will be coming by for an inspection on March 25th. I told Mr. Troast that I was waiting for the police reports regarding his sons to determine what to do next, and that I would contact him after I received them.

On 03/21/2024, I spoke with Deputy Schaefer who informed me that she forwarded her complaint about the multiple vehicles on the property of this home to Zoning and Code Enforcement but has not heard back on the status of her complaint.

On 03/22/2024, I called and held an exit conference with Afzal Troast, Licensee. I informed Mr. Troast that I was citing violation of this rule. He told me that four of the cars are drivable and are being used, a couple of the cars belong to residents, and that he is trying to sell or scrap the one car that does not work.

| APPLICABLE RULE | |
|------------------------|---|
| R 400.1426 | Maintenance of premises. |
| | (11) A yard area shall be kept reasonably free from all hazards, nuisances, refuse, and litter. |
| ANALYSIS: | On the date of my on-site home inspection, there were eight vehicles in the driveway. Most of the vehicles were in a state of disrepair; thus, parts, tarps, etc. can also be seen in the driveway, making for a visual nuisance. |
| | Deputy Nicole Schaefer of the Ottawa County Sheriff's Office |

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|--------------------|---|
| | <p>Animal Control Division, submitted a formal complaint regarding this to the Zoning and Code Enforcement department, but has not heard back from them as of the date of this AFC Licensing report.</p> <p>The amount of cars, tools, etc. in the driveway of this home presents a visual nuisance, and therefore, I am citing violation of this rule.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

IV. RECOMMENDATION: Upon receipt of an acceptable corrective action plan, I recommend that the status of this home’s license remain unchanged, and that this special investigation be closed.



March 22, 2024

Ian Tschirhart
Licensing Consultant

Date

Approved By:



March 22, 2024

Jerry Hendrick
Area Manager

Date