



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

September 9, 2024

Ryan Boutell  
Fessenden Adult Foster Care, LLC  
4904 Onsikamme St.  
Montague, MI 49437

RE: License #: AM640361441  
Investigation #: 2024A0870037  
Fessenden Adult Foster Care

Dear Ryan Boutell:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

A six-month provisional license is recommended due to physical plant violations. If you do not contest the issuance of a provisional license, you must indicate so in writing; this may be included in your corrective action plan or in a separate document. If you contest the issuance of a provisional license, you must notify this office in writing and an

administrative hearing will be scheduled. Even if you contest the issuance of a provisional license, you must still submit an acceptable corrective action plan.

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,



Bruce A. Messer, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 342-4939

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM640361441
<b>Investigation #:</b>	2024A0870037
<b>Complaint Receipt Date:</b>	08/26/2024
<b>Investigation Initiation Date:</b>	08/29/2024
<b>Report Due Date:</b>	09/25/2024
<b>Licensee Name:</b>	Fessenden Adult Foster Care, LLC
<b>Licensee Address:</b>	4904 Onsikamme St. Montague, MI 49437
<b>Licensee Telephone #:</b>	(231) 670-9475
<b>Administrator:</b>	Ryan Boutell
<b>Licensee Designee:</b>	Ryan Boutell
<b>Name of Facility:</b>	Fessenden Adult Foster Care
<b>Facility Address:</b>	412 Hart Street Hart, MI 49420
<b>Facility Telephone #:</b>	(231) 670-9475
<b>Original Issuance Date:</b>	08/01/2014
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/09/2023
<b>Expiration Date:</b>	06/08/2025
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

## II. ALLEGATION(S)

	Violation Established?
There are roaches in the home.	Yes
The home is dirty.	Yes
Additional Findings	Yes

## III. METHODOLOGY

08/26/2024	Special Investigation Intake 2024A0870037
08/29/2024	Special Investigation Initiated - On Site Interviews conducted with facility staff and residents.
08/29/2024	Contact - Telephone call received Voicemail received from Licensee Designee Ryan Boutell.
08/30/2024	Contact - Telephone call made Voicemail left for Licensee Designee Ryan Boutell.
09/03/2024	Contact - Telephone call received Telephone interview with Licensee Designee Ryan Boutell.
09/06/2024	Contact - Telephone call received Telephone interview with Licensee Designee Ryan Boutell.
09/06/2024	Inspection Completed-BCAL Sub. Non-Compliance
09/06/2024	Exit Conference Completed with Licensee Designee Ryan Boutell.

**ALLEGATION: There are roaches in the home.**

**INVESTIGATION:** On August 29, 2024, I conducted an unannounced on-site special investigation at the Fessenden Adult Foster Care home. I met with staff member Ella Boutell and informed her of the allegations as stated above. Ms. Boutell noted that she had been informed by EMS “yesterday” that Resident A was found to have bed bugs on his person, when they responded to the home and transported Resident A to the hospital for evaluation. She further stated that she has observed roaches in the kitchen area and that her dad, Licensee Designee Ryan Boutell, has put roach traps in the cupboards.

Ms. Boutell accompanied me through the facility. I observed live roaches in the lower kitchen sink cabinets. I also observed live bedbugs on the mattress in bedroom number 6, along with a significant amount of what is believed to be bedbugs feces on this same resident mattress. I observed a live bedbug crawling on Resident B while talking to her in the hallway near her bedroom.

Ms. Boutell acknowledged that bedbugs have been an issue in the facility. She stated they have been applying “powder” and other over the counter bed bug chemicals in the facility in an attempt to rid the home of the bedbugs.

Licensee Designee Ryan Boutell had stated on July 29, 2024, during a previous special investigation, that he felt that the bedbug problem had been rectified. He noted that “last summer (2023)” the home did have an infestation, but he hired a pest control company, who came twice to do whole house treatments. Mr. Boutell stated that if any bugs are found, staff do “spot treatments” right away. He noted that the bedding for the residents is washed weekly, and staff visually inspect the bed and area for any sign of bedbugs.

On September 3, 2024, and again on September 6, 2024, I spoke by telephone with Licensee Designee Ryan Boutell. I reviewed my observations of the facility, including the live bed bugs found in the home and on Resident B. Mr. Boutell stated he has already begun to take action and will do a large cleaning/remodel and then substantial pest control treatment to be completed “within the next few months.”

<b>APPLICABLE RULE</b>	
<b>R 400.14401</b>	<b>Environmental health.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Live roaches were found in the facility and bedbugs were observed crawling on a facility resident during the August 29, 2024, unannounced on-site special investigation.

	<p>The facility has a history of bed bug infestations and had treatments in 2023.</p> <p>Staff are using over the counter chemicals to treat the home for bedbugs and roaches.</p> <p>The Licensee does not have an adequate insect or pest control program which protects the health of the residents.</p>
CONCLUSION:	VIOLATION ESTABLISHED

**ALLEGATION: The home is dirty.**

**INVESTIGATION:** During my August 29, 2024, on-site special investigation I observed:

- A live roach in the lower kitchen cabinet under the sink.
- The kitchen garbage container did not have a lid and contained food waste.
- A light fixture in the resident common areas with no light bulbs. Ms. Boutell stated this fixture does have electricity running to it.
- The stove top and oven both had significant grease and food particle buildup.
- The resident "shower room" had several cobwebs near the ceiling.
- The floorboard in the resident bathroom has significant filth and was missing in areas.
- The carpeting in the hallway outside of the resident bathroom has a large tear/hole.
- The light fixture in the hallway is missing the cover.
- A significant amount of lint was observed behind the washer and dryer.
- A switch plate is missing from an outlet in resident bedroom #3.
- The light does not work in resident bedroom #3.
- The drywall is damaged/has a hole in resident bedrooms #3 and #5
- The dresser in resident bedroom #7 has broken or missing drawers.
- A 4 ft X 8 ft. sheet of oriented strand board is leaning against the wall in the hallway, which has a majority of the resident bedrooms.
- All of the resident bedrooms need to be repainted as they have dirt, missing paint due to drywall repair and/or holes that need repair.
- The carpet in resident bedroom #6 is significantly wrinkled posing a trip hazard.
- The carpet in resident bedroom #5 is significantly stained.
- A mattress in resident bedroom #6 has bedbugs and suspected bed bug feces.
- The flooring in the kitchen is significantly worn with cracks and holes.

On September 3, 2024, and again on September 6, 2024, I spoke by telephone with Licensee Designee Ryan Boutell. I reviewed my observations of the facility with him.

He stated he has begun repairs to items noted above and hopes to have them all completed in the coming months. He did not offer an explanation as to how or why the facility fell into such poor repair and alluded to staffing issues and lack of effort by some staff members to maintain the facility.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	<p><b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b></p> <p><b>(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.</b></p> <p><b>(3) All living, sleeping, hallway, storage, bathroom, and kitchen areas shall be well lighted and ventilated.</b></p> <p><b>(5) Floors, walls, and ceilings shall be finished so as to be easily cleanable and shall be kept clean and in good repair.</b></p> <p><b>(7) All water closet compartments, bathrooms, and kitchen floor surfaces shall be constructed and maintained so as to be reasonably impervious to water and to permit the floor to be easily kept in a clean condition.</b></p>
<b>ANALYSIS:</b>	<p>The Licensee is failing to maintain the home to adequately provide for the health, safety, and well-being of the residents.</p> <p>The Licensee is not maintaining the home furnishing nor maintaining housekeeping standards to a comfortable, clean and orderly appearance.</p> <p>The Licensee is not maintaining the flooring or walls so that they are easily cleanable and in good repair.</p> <p>The Licensee is not maintaining the bathroom or kitchen floor surfaces to be impervious to water and/or permit the flooring to easily be kept in a clean condition.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:** During my August 29, 2024, unannounced on-site special investigation I observed that the garbage container, located in the kitchen

near the sink, did not have a cover with a tight-fitting lid. This container has  $\frac{3}{4}$  full of various kitchen garbage and food waste.

On September 3, 2024, and again on September 6, 2024, I spoke by telephone with Licensee Designee Ryan Boutell. He noted that he has begun staffing changes and terminated the employment of some staff members due to not maintaining the facility. He noted that he has taken action to get a lid on the kitchen garbage can.

<b>APPLICABLE RULE</b>	
<b>R 400.14401</b>	<b>Environmental health.</b>
	<b>(4) All garbage and rubbish that contains food wastes shall be kept in leakproof, nonabsorbent containers. The containers shall be kept covered with tight-fitting lids and shall be removed from the home daily and from the premises at least weekly.</b>
<b>ANALYSIS:</b>	The Licensee is not ensuring that all garbage containers, which have food waste, are kept covered with a tight-fitting lid.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:** During my August 29, 2024, unannounced on-site special investigation I observed large containers of liquid bed bug poison/chemicals stored in an unlocked cabinet under the kitchen sink of the facility.

On September 3, 2024, and again on September 6, 2024, I spoke by telephone with Licensee Designee Ryan Boutell. He noted that he has begun staffing changes and terminated the employment of some staff members due to not maintaining the facility. He alluded that he has already taken action on many items in this report including securing hazardous chemicals.

<b>APPLICABLE RULE</b>	
<b>R 400.14401</b>	<b>Environmental health.</b>
	<b>(6) Poisons, caustics, and other dangerous materials shall be stored and safeguarded in nonresident areas and in non-food preparation storage areas.</b>



<b>ANALYSIS:</b>	The Licensee is storing poison and/or dangerous materials in the facility kitchen, which is a resident area and is a food preparation space.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:** During my August 29, 2024, unannounced on-site special investigation I observed that the grates on the kitchen stove and the kitchen oven, were excessively greasy and/or contained excessive amounts of food splatter.

On September 3, 2024, and again on September 6, 2024, I spoke by telephone with Licensee Designee Ryan Boutell. He noted that he has begun staffing changes and terminated the employment of some staff members due to not maintaining the facility.

<b>APPLICABLE RULE</b>	
<b>R 400.14402</b>	<b>Food service.</b>
	<b>(6) Household and cooking appliances shall be properly installed according to the manufacturer's recommended safety practices. Where metal hoods or canopies are provided, they shall be equipped with filters. The filters shall be maintained in an efficient condition and kept clean at all times. All food preparation surfaces and areas shall be kept clean and in good repair.</b>
<b>ANALYSIS:</b>	The Licensee is not keeping all food preparation areas, the stovetop and oven, clean.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:** During my August 29, 2024, unannounced on-site special investigation I observed that the bedroom light in resident bedroom #3 does not work. I also observed in resident bedroom #7 that the dresser had broken drawers.

On September 3, 2024, and again on September 6, 2024, I spoke by telephone with Licensee Designee Ryan Boutell. He noted that he has begun staffing changes and terminated the employment of some staff members due to not maintaining the facility.

<b>APPLICABLE RULE</b>	
<b>R 400.14410</b>	<b>Bedroom furnishings.</b>

	<b>(1) The bedroom furnishings in each bedroom shall include all of the following:</b> <b>(b) Lighting that is sufficient for reading and other resident activities.</b> <b>(c) A bureau or dresser or equivalent.</b>
<b>ANALYSIS:</b>	The Licensee is not ensuring that each resident bedroom has sufficient lighting and an adequate dresser in acceptable condition.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:** During my August 29, 2024, unannounced on-site special investigation I observed in resident bedroom #6 that the mattress had at least one live bedbug and has a significant amount of what is suspected to be bedbug feces.

On September 3, 2024, and again on September 6, 2024, I spoke by telephone with Licensee Designee Ryan Boutell. He noted that he has begun staffing changes and terminated the employment of some staff members due to not maintaining the facility.

<b>APPLICABLE RULE</b>	
<b>R 400.14410</b>	<b>Bedroom furnishings.</b>
	<b>(5) A licensee shall provide a resident with a bed that is not less than 36 inches wide and not less than 72 inches long. The foundation shall be clean, in good condition, and provide adequate support. The mattress shall be clean, comfortable, in good condition, well protected, and not less than 5 inches thick or 4 inches thick if made of synthetic materials. The use of a water bed is not prohibited by this rule.</b>
<b>ANALYSIS:</b>	The Licensee is not providing the resident in bedroom #6 with a clean mattress in good condition.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:** During my August 29, 2024, unannounced on-site special investigation I observed that the egress doorway, at the end of the hallway which contain a majority of the facility residents' bedrooms, has a lock which is not "non-locking against egress" style hardware.

On September 3, 2024, and again on September 6, 2024, I spoke by telephone with Licensee Designee Ryan Boutell. He noted that he has begun staffing changes and terminated the employment of some staff members due to not maintaining the facility.

<b>APPLICABLE RULE</b>	
<b>R 400.14507</b>	<b>Means of egress generally.</b>
	<b>(5) A door that forms a part of a required means of egress shall be not less than 30 inches wide and shall be equipped with positive-latching, non-locking-against-egress hardware.</b>
<b>ANALYSIS:</b>	The facility has an egress doorway with lock hardware that is not "non-locking against egress."
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On September 6, 2024, I conducted an exit conference with Licensee Designee Ryan Boutell. I informed him of the above cited rule violations and of my recommendation as noted below. Mr. Boutell stated he understands both the findings and that the license will be modified to Provisional status with an acceptable corrective action plan.

#### **IV. RECOMMENDATION**

I recommend, contingent upon the submission of an acceptable corrective action plan, that the license be modified to Provisional status due to physical plant violations.



September 6, 2024

Bruce A. Messer  
Licensing Consultant

Date

Approved By:



September 9, 2024

Jerry Hendrick  
Area Manager

Date