



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 29, 2024

Steven Gerdeman
Extended Care at Ramsdell, Inc.
747 Tamarack Ave NW
Grand Rapids, MI 49504

RE: License #: AL410417948
Investigation #: 2024A0357042
Extended Care At Ramsdell

Dear Mr. Gerdeman:

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 cursive script that reads "Arlene B. Smith".

Arlene B. Smith, MSW, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 916-4213

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL410417948
Investigation #:	2024A0357042
Complaint Receipt Date:	07/02/2024
Investigation Initiation Date:	07/02/2024
Report Due Date:	08/31/2024
Licensee Name:	Extended Care at Ramsdell, Inc.
Licensee Address:	747 Tamarack Ave NW, Grand Rapids, MI 49504
Licensee Telephone #:	(616) 361-6571
Administrator:	Steven Gerdeman
Licensee Designee:	Steven Gerdeman
Name of Facility:	Extended Care At Ramsdell
Facility Address:	12471 Ramsdell Dr. NE, Rockford, MI 49504
Facility Telephone #:	(419) 494-4008
Original Issuance Date:	12/12/2023
License Status:	REGULAR
Effective Date:	06/12/2024
Expiration Date:	06/11/2026
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, ALZHEIMERS, TRAUMATICALLY BRAIN INJURED, AGING

II. ALLEGATION(S)

	Violation Established?
On 07/01/2024, Resident A called EMS due to chest and abdominal pain and he was covered in lice, bedbugs and ticks.	Yes
Additional Findings	Yes

III. METHODOLOGY

07/02/2024	Special Investigation Intake 2024A0357042 APS referral which was denied.
07/02/2024	Special Investigation Initiated - Telephone
08/21/2024	Inspection Completed On-site Unannounced inspection.
08/21/2024	Contact - Face to Face Interview Resident A, Resident B, Resident C, Resident D, and Resident E. Inspected Resident F's bed and Resident G's bed. Conducted interview with Maintenance Staff, Evan Darrach, Assistant Manager, Angie Brooks and Direct Care Staff, and Elizabeth Guernsey.
08/26/2024	Contact – Telephone made To Resident A's Case Manager, Jessica Dushane.
08/27/2024	Contact - Telephone call made With Licensee Designee, Steve Gerdeman
08/27/2024	Contact - Telephone call made with Manager, Misti Robinson.
08/28/2024	Contact – Telephone Interview with Misti Robinson, Manager.
08/29/2024	Exit conference by telephone with the Licensee Designee.

ALLEGATION: On 07/01/2024 Resident A called EMS due to chest and abdominal pain and he was covered in lice, bedbugs and ticks.

INVESTIGATION: On 07/02/2024, came to from Online complaints from Michigan Department of Health and Human Services, Kent County, Adult Protective Services

(APS). APS denied the complaint. There was no telephone number for the referral source. The allegations read in part: (Resident A) resides at an AFC home. It is unknown if he has a guardian or active power of attorney. (Resident A) has been diagnosed with bipolar disorder, COPD, and hypertension. He does not have any physical limitations. On 07/01/2024 Resident A called EMS due to chest and abdominal pain. He was covered in lice, bedbugs and ticks. EMS personnel had to disrobe him and cover him with netting before allowing him into their vehicle to prevent the transfer of insects. Their vehicle had to be disinfected after transport. (Resident A) had bite marks all over his body from the insects. The insect infestation was severe. Bugs were crawling out of him. (Resident A) was transported to Corwell Health. He was medically treated and discharged back to the AFC home. He was not tested for Lyme disease. When confronted, AFC home staff claimed they had no idea that (Resident A) was infested. It is unknown if the other residents are infested.

On 08/21/2024, I made an unannounced inspection of the home. I met with Resident A in his bedroom. He confirmed that he called 911 because he was having chest pain. He also reported that the EMS had him remove his clothes and then they put him in netting to put him into the ambulance and then he called it a body bag. I asked him about the lice, and he had no idea what lice were or if they were on him. He knew nothing about the ticks. He immediately spoke about the bed bugs. He said there have been bed bugs in his bed and he has been bitten by them, but he did not know they were all over him when he was at the hospital. He said they are in several residents' bedrooms, and he named two residents. He said they have been treating for bed bugs. I asked if I could see his mattress and he said I could, but it was all encased in what he referred to as "a special bed bug covering." He did not want it removed from his mattress. He reported that the maintenance man comes and sprays his bedroom, and they say he has to be out of the room for four hours and they tell him he has to take a shower. He said they wash his clothes and his bedding. He said they just sprayed his room two or three days ago. He said they have sprayed four or five times. He said the bed bugs keep coming back. I asked him if his roommate had any bed bugs and he said "no."

On 08/21/2024, I went to meet with Resident B. I asked him if he had bed bugs in his room. He said "yes" he has had them, and he has been bitten on his arms. He said he showed the staff the bites and they told him they were spider bites. He said he had killed a spider and I saw spider web in the corner of his room. He explained that he has lived in the home for over 20 years. He said they had bed bugs years six to eight years ago. He said he had to put all of his belongings into a plastic bag and put it in the basement and the basement flooded and all of his belongings were wet. He stated that they are trying, and the maintenance man comes to spray, and he has to be out of his room for four to four and one-half hours. He then said he was bit on his shoulder. His mattress was encased with a zipped bed bug covering. He had no knowledge of lice or ticks.

On 08/21/2024, I met Resident B's roommate, Resident C. He said the home had bed bugs, but he was uncertain if he had been bitten by them. He had no knowledge of lice or ticks.

On 08/16/2024, I interviewed Resident D who shared a bedroom with Resident A. I asked him if he had experienced or seen any lice or ticks and he said no. I asked about bed bugs, and he stated that he has seen them on his black wool pants. He reported that the maintenance man comes and sprays for them and he has to leave the bedroom for four hours. He had no knowledge of lice or ticks.

On 08/21/2024, I met Evan Darrach and he reported he is the maintenance man for the facility. He confirmed that Resident A, Resident B and Resident C have had bed bugs. He also mentioned Resident E and Resident F have had bed bugs. He reported that the bed bugs have been in the facility on and off for two years. He believed that a former resident brought them into the facility. He said every time this former resident had friends visit him the bed bugs showed up, so they asked the friends to meet with the former resident outside of the facility. He showed me the bottle of "Aprehend, A Bed Bug Killer," (Treatment), that he uses to spray the residents' bedroom and beds. He said the residents have to be out of their rooms for four to five hours, but some won't do that. He said they ask the residents to take showers, "but some don't, and you can't make them because of Recipient Rights." He said they wash the residents' clothes and beddings. He explained that he works with a very small budget, and he cannot afford to use a pest control company. He said a resident is paid to do the laundry. I asked him if we could look at Resident E's, bed, which we did. Resident E was not in his bedroom. I observed the mattress which was in what they called "A Bed Bug Protector," that was zipped around the top of the mattress and encased the entire mattress. We observed the mattress together and the bed frame and we did not see any bed bugs. The bed bug protector was very dirty, and Ms. Darrach explained that Resident E takes his writing instrument to bed with him, pen or pencil, and he writes all over it. I asked if it could be replaced, and he put a brand-new bed bug protector onto the mattress. Mr. Darrach reported that he sprays all of the bed, including underneath the mattress and the bed frame. I asked when the bed bugs were first noticed, and he reported 07/01/2024. We then went to Resident F's bedroom and he was not in his room. We observed his bed, with the bed bug protector on the mattress and it contained much tobacco. Mr. Darrach reported the Resident F rows his own cigarettes and hence the tobacco all over his bed. I did not observe any bed bugs.

On 08/21/2024, I interviewed Resident E. He stated that he does the laundry for the residents and has an agreement with the Licensee Designee. He does one resident's laundry at a time. He explained that he puts the laundry in the dryer on hot and then puts it in the washer on hot and then back into the dryer on hot. He explained that he has some type of container that catches the bed bugs when they are dead. He denied that he had had seen any bedbugs in his bedroom. He reported that he has lived in this home on and off for 25 years.

On 08/21/2024, I conducted an interview with Angie Brooks who identified herself as 'The Assistant Manager,' and she has worked in the facility for three years. She explained that Misty Robinson is the Manager, and she has been there 5 years. Ms. Brooks reported that since 07/01/2024, they have been checking the residents' beds weekly and if they find any bed bugs they spray them every week. She had a pad of paper that the bed checks were recorded on. She reported on 07/01/2024 they found bed bugs in Resident A, B, C and D's bed. She reported Mr. Darrach sprayed each week. They checked again on 07/09/2024 and on 07/16/2024 they found bed bugs, and she reported that Resident A received a new bed on 07/16/2024. On 07/23/2024, they found bed bugs in Resident A and Resident D's bed and again on 07/29/2024. On 08/01/2024 they found bed bugs in Resident G and Resident B's bed. On 08/15/2024 they found bed bugs in Resident A, C, E and G's bed. Ms. Brooks reported that they sprayed each bed after finding bed bugs in resident's beds. She said they vacuum once a week.

On 08/26/2024, I conducted an interview with Jessica Dushane, Resident A's Case Manager. She reported that the hospital staff had called her and told her of Resident A's condition when he arrived at the hospital. She stated that she has been his Case Manager for 5 years. She reported that she has tried to find him another placement, but he changes his mind on moving. She said she was concerned about the reporting of the bed bugs and the fact that he isolates in his room. She also said that there are some residents with behaviors that reside there. She reported that Resident A is truthful, and he reports honestly with accuracy. She said she had concerns in April of bed bugs in the home, but the staff reported they had it under control. She reported that she is from Montcalm Care Network and Resident A has been recently transferred to a new case manager at Pine Rest.

On 08/27/2024, I conducted a telephone interview with the Licensee Designee, Steve Gerdeman. I explained the complaint we had received. I asked when he found out that the home had bed bugs and he reported when Resident A went to the hospital on 07/01/2024. He reported that after they had been contacted by the hospital, they immediately checked Resident A after he was back in the home, and they did not find any head lice or any ticks. He said Resident A has advanced scalp dandruff. He also reported they did not find bed bugs in Resident A's room. He reported that they treated his bedroom any way. He also stated that they have treated a year ago and they treat quarterly for bed bugs. I asked if these treatments were completed by a pest control company. He said "no." He stated that they have a whole written procedure of steps of how to spray and how to do the laundry to remove the bed bugs. He stated that Resident G does get paid \$50.00 to do the laundry. He said some of their residents have come from Pine Rest and he believed they brought bed bugs into the facility. I explained that his response to us on addressing the bed bug condition in the home can only be by him hiring a professional company and they would have to not only do their initial assessment and treatment but then he would have to have them on a regular basis. He said he understood.

On 08/27/2024, I telephoned the Manager, Misty Robinson. She explained that she has worked there five years and been the manager for three years. She acknowledged that they have bed bugs, but they have been treating them right along.

On 08/28/2024, I conducted a telephone interview with Misty Robinson. I asked her about Resident A. She explained that she had just arrived on her shift on 07/01/2024 and she saw an ambulance arrive at the facility and she saw Resident A walking toward the ambulance. He said to her "I called them." She said that the ambulance staff know him very well because he often calls the ambulance on his own phone. She explained that Resident A has extreme anxiety, and he will call an ambulance and go to the hospital, and he returns to the home with no changes. She said that she saw an EMT coming to the office, and he brought Resident A's coat and he explained that it had bed bugs on it, and they cannot take it with them. She said she immediately put it in a back bag and closed it up. She said she left the door open and the EMT came waking back to the office with Resident A. She explained that they made him remove all his clothes and they put him in a "Hazmat like suit, with a hood and it covered his feet." She said she immediately put his clothes in a black bag and tied it shut. She stated he returned to the home on 07/02/2024. She said they knew nothing until a Recipient Rights worker showed up to investigate. (Date unknown) She said the Recipient Rights staff reported that the hospital had called in a bed bug complaint along with head lice and ticks. Ms. Robinson stated that she asked Resident A if he had head lice, and he denied the lice and the ticks. She acknowledged that he does have dandruff and she checked his head and reported she did not find any head lice. She said she checked Resident A's arms and legs and did not find any bites. She stated that she reviewed the discharge papers from the hospital for Resident A and she found there was no mention of lice, ticks, or bed bugs. I asked her if she knew of any bed bugs before this and she reported that a former resident who moved out in February 2024 had bed bugs, but they had cleared them up.

On 08/29/2024, I conducted a telephone exit conference with the Licensee Designee, Stephen Gerdeman and he agreed with my findings.

APPLICABLE RULE	
R 400.15305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	On 07/01/2024 Resident A called EMS due to his chest and abdominal pain and he was reportedly covered in lice, bedbugs and ticks.

	<p>Resident A stated he was unaware of the bed bugs that they found on him even though he acknowledged he had been bitten by the bed bugs.</p> <p>Ms. Robinson stated that she checked Resident A's head for lice and did not find any. She reported that she asked Resident A if he had head lice and ticks and he denied it. She did not find any bed bug bites on his arms or legs. She stated that they had bed bugs back at the first of the year, but she believed they had cleared the home of them.</p> <p>Steven Gerdeman the Licensee Designee stated that they were unaware of the bed bugs with Resident A until the hospital staff called and reported his condition. He denied Resident A had lice or ticks.</p> <p>Angie Brooks, the Assistant Manager, reported that they were not aware of the bed bug situation in the home until 07/01/2024.</p> <p>Evan Darrach, the Maintenance staff and Ms. Robinson, Manager, both acknowledged that they had bedbugs when a former resident lived in the home. He left in February of 2024.</p> <p>During this investigation there was evidence found that the home had bed bugs before 07/01/2024 because the report indicated Resident A was covered in bed bugs when he arrived at the hospital. Resident A acknowledged that he had to remove his clothes before he could be put into the ambulance. Therefore, there is a rule violation for Resident A not being treated with dignity and respect and including protection and safety when he was being cared for at the home.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15401	Environmental health.
	(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.
ANALYSIS:	Misty Robinson the Manager, Angie Brooks, the Assistant Manager, Evan Darrach, the maintenance man, the Licensee

	<p>Designee, Stephen Gerdeman along with Residents A, B, C, D, and E, all acknowledged there were bed bugs in the facility.</p> <p>Mr. Darrach acknowledged that they were using “Aprehend, A Bed Bug Killer.” He and Mr. Gerdeman acknowledged that they were not using a pest control professional. Therefore, there is a violation of the rule.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: On 08/21/2024, I made an announced inspection of the facility. After meeting staff in the office and then entering through the door to the TV room, the dining room and the resident’s room, I immediately noticed a strong-smelling odor. I was in four resident bedrooms and at the dining room table and it was unpleasant. I noticed there were cobwebs in the corner near the ceiling of Resident B and C’s bedroom. This room was unkept and a pop can and other things laid under Resident C’s bed. The furniture in the room was covered with dust.

On 08/28/2024, I conducted a telephone interview with the Manager, Misty Robinson. We discussed the odor in the facility. She believed the smell was coming from the two bathrooms. She acknowledged that the one bathroom they have cleaned and cleaned, and it smells good for a minute and then the smell comes right back. She reported that they have a bathroom that has a very strong odor and she and her staff have cleaned the bathroom with every product they can find and they cannot remove the odor. It smells good for a few minutes and the odor returns. She believed that it was from the urine around the toilet seat. She said they have completely redone one of the bathrooms and it does not smell but the two remaining bathrooms still smell. She explained that the first restroom is right on the right as you enter the dining room, and the second restroom is at the end of the dining room on the left.

On 08/29/2024, I conducted a telephone exit conference with the License Designee, Steven Gerdeman and he agreed with my findings.

APPLICABLE RULE	
R 400. 15403	Maintenance of premises
	<p>A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</p> <p>Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.</p>

ANALYSIS:	<p>Upon entering the main part of the facility, I noted a strong-smelling stench/odor. I noticed Resident B and Resident C's bedroom had cobwebs and was dusty and things were under Resident C's bed.</p> <p>Ms. Robinson acknowledged that the restrooms as you enter the dining room on your right and the second one is at the end of the dining room on the left. have strong smells. Even though they have cleaned it many times with many different products the smell remains.</p> <p>The home has not been maintained adequately for the health and safety of the residents and housekeeping standards of begin clean were not met. Therefore, there is a rule violation to this rule.</p>
CONCLUSION:	VIOLATION ESTABLISHED

RECOMMENDATION:

I recommend the Licensee provide an acceptable plan of correction to the rule violations.

Arlene B. Smith

08/29/2024

Arlene B. Smith
Licensing Consultant

Date

Approved By:

Jerry Hendrick

08/29/2024

Jerry Hendrick
Area Manager

Date