



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 12, 2025

Musa Saidykhan
Holton Management, LLC
7280 Belding Rd. NE
Rockford, MI 49341

RE: License #: AS410261725
Investigation #: 2025A0467014
Francis Ave. AFC

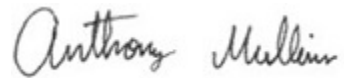
Dear Mr. Saidykhan:

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.

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,

A handwritten signature in cursive script that reads "Anthony Mullins".

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

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410261725
Investigation #:	2025A0467014
Complaint Receipt Date:	01/08/2025
Investigation Initiation Date:	01/09/2025
Report Due Date:	03/09/2025
Licensee Name:	Holton Management, LLC
Licensee Address:	7280 Belding Rd. NE Rockford, MI 49341
Licensee Telephone #:	(616) 813-5471
Administrator:	Musa Saidykhan
Licensee Designee:	Musa Saidykhan
Name of Facility:	Francis Ave. AFC
Facility Address:	2101 Francis Avenue, SE Grand Rapids, MI 49507-3016
Facility Telephone #:	(616) 262-4372
Original Issuance Date:	06/01/2005
License Status:	REGULAR
Effective Date:	03/12/2024
Expiration Date:	03/11/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Resident A's personal hygiene needs are not being met by staff.	No
The home is infested with bedbugs.	Yes

III. METHODOLOGY

01/08/2025	Special Investigation Intake 2025A0467014
01/08/2025	APS Referral Complaint received from Emily Graves with Kent County APS
01/09/2025	Special Investigation Initiated - Telephone Spoke to APS worker, Emily Graves
01/09/2025	Inspection Completed On-site
01/09/2025	Inspection Completed-BCAL Sub. Compliance
01/09/2025	Contact - Telephone call made Spoke to AFC owner, Musa Saidykhan
01/30/2025	Contact – telephone call made to Musa Saidykhan
01/30/2025	Contact – document received from Musa Saidykhan
02/10/2025	Exit conference with licensee designee, Musa Saidykhan

ALLEGATION: Resident A's personal hygiene needs are not being met by staff.

INVESTIGATION: On 1/8/25, I received a complaint from Kent County Adult Protective Service (APS) worker, Emily Graves through LARA-BCHS online complaint system. The complaint alleged that Resident A often presents with poor hygiene and his clothes appear to be dirty. On 1/9/25, I spoke to Emily Graves, Kent County APS worker via phone regarding the complaint. Mrs. Graves stated that Resident A's guardian informed her that he has been refusing to shower, resulting in the current hygiene concerns. Mrs. Graves was informed by the guardian that the owner of the AFC home is making a schedule to help Resident A stay on track with showers/addressing his personal hygiene. Mrs. Graves stated that she was also informed that Resident A was recently assessed by a psychologist and there are

concerns for signs of dementia. Mrs. Graves and I agreed to meet at the AFC home later today to conduct a joint investigation.

On 1/9/25, Mrs. Graves and I made an unannounced onsite investigation at the home. Upon arrival, staff member Jerreh Saidykhan answered the door and allowed entry into the home. Jerreh Saidykhan was informed of the allegations and was asked pertinent questions. Jerreh Saidykhan stated that due to ongoing hygiene issues with Resident A, he is working to make a schedule for him to follow so he showers a few times per week. Resident A is solely responsible for addressing his personal hygiene needs. Jerreh Saidykhan did confirm that Resident A showered today.

After speaking to Jerreh Saidykhan, Mrs. Graves and I spoke to Resident A in the living room and he agreed to discuss the allegations with other residents and staff present. Resident A confirmed that he is solely responsible for addressing his personal care needs. Resident A also shared that there is no specific reason as to why he hasn't been showering in the home. Resident A confirmed that the staff provides him with ample opportunity to shower and he chooses not to. Resident A confirmed that he is okay with staff creating a shower schedule for him to help address his hygiene issue. Resident A confirmed that he showered today.

On 1/9/25, I spoke to licensee, Musa Saidykhan via phone regarding the allegation. Musa Saidykhan confirmed that all of last week was a struggle with Resident A not showering and addressing his hygiene due to him refusing. Due to this issue, Musa Saidykhan stated that he will create a schedule for Resident A to assist him with his hygiene issue.

On 02/10/25, I conducted an exit conference with licensee designee, Musa Saidykhan. He was informed of the investigative findings and denied having any questions.

APPLICABLE RULE	
R 400.14305	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:	Resident A confirmed that he has refused to shower despite the staff providing him with ample opportunity to shower. Resident A and staff confirmed that a schedule is being created for Resident A in an attempt to address the ongoing issue. Therefore, there is not a preponderance of evidence to support this applicable rule.

CONCLUSION:	VIOLATION NOT ESTABLISHED
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ALLEGATION: The home is infested with bedbugs.

INVESTIGATION: On 1/9/25, I spoke to Emily Graves, Kent County APS worker via phone regarding the allegation. Mrs. Graves stated that she spoke to Resident A's guardian and was informed that the new owner, Musa Saidykhan and his son, Jerreh Saidykhan informed them that the home had bedbugs a few months ago when they purchased the home. Per Mrs. Graves, Resident A's bedroom is reportedly the central location for the bedbugs and she was told that Griffin Pest Control is scheduled to be at the home sometime today to address the concern. Mrs. Graves stated that Resident A's guardian informed her that management of the home did a good job of laying out a plan to address the bedbug issue moving forward, which includes a pest control company treating the home. Mrs. Graves discussed the possibility of assisting Resident A with replacing his mattress if this will rectify the issue.

On 1/9/25, Mrs. Graves and I made an unannounced onsite investigation at the facility. Upon arrival, staff member, Jerreh Saidykhan answered the door and allowed entry into the home. Jerreh Saidykhan confirmed that he noticed bedbugs in the home immediately after his dad purchased it. Jerreh Saidykhan stated that the whole house is infested with bedbugs. To address this concern, Jerreh Saidykhan stated that the home was heat treated and sprayed approximately 1-2 months ago. Jerreh Saidykhan initially thought the issue was rectified. However, the bedbugs returned. Jerreh Saidykhan stated that Griffin Pest Control is scheduled to spray the home. However, due to believing that the spray is ineffective, Jerreh Saidykhan stated that the home will be heat treated likely tomorrow.

Jerreh Saidykhan shared that Resident A and Resident B share a room, and Resident A's side of the room is the worst. Jerreh Saidykhan stated that this morning, Resident A had bedbugs on his shirt. As a result of this, Resident A showered this morning and his clothes were changed. Jerreh Saidykhan stated that Resident A's clothes were washed on a hot cycle twice and dried twice using extra heat. In addition to bedbugs being on Resident A's clothes this morning, Jerreh Saidykhan stated that his bedding was disposed of today due to how bad they were infested with bedbugs. Jerreh Saidykhan shared that Resident A's mattress is "yellow and disgusting" from the bedbugs. Jerreh Saidykhan also stated that the curtains in Resident A's bedroom is an area of concern, which he also plans to address when the house is treated.

Mrs. Graves and I briefly interviewed Resident A in the living room of the home with other residents and staff present. Resident A confirmed that he has seen bedbugs in his room and on his clothes as recent as this morning. At this time, both APS and Jerreh Saidykhan discussed the possibility of replacing Resident A's mattress.

On 1/9/25, I spoke to licensee, Musa Saidykhan via phone. Musa Saidykhan confirmed that the bedbugs has been an issue since he purchased the home. Musa Saidykhan stated that he is doing his best to rectify the bedbug issue, but it has been a struggle. Musa Saidykhan stated that Griffin Pest Control was supposed to make it out to the home today to treat the issue. However, they couldn't make it. Musa Saidykhan stated that he previously treated the home with spray that was provided to him by the previous owner's husband. Musa Saidykhan stated that the problem is that residents are going into the community and somehow bringing the bedbugs back with them. To address this issue, Musa Saidykhan stated that the home will be heat treated tomorrow one room at a time. I informed Musa Saidykhan that due to this being an ongoing issue, he will have to have a professional company treat the issue. Musa Saidykhan stated that he is open to using a professional company.

On 1/30/25, I spoke to licensee designee, Musa Saidykhan via phone. Musa Saidykhan was informed that I've received additional information through LARA-BCHS online complaint system stating that the bedbug issue has yet to be rectified. Musa Saidykhan stated that the home has been treated for bedbugs by himself and he and staff have been checking resident's bedroom and furniture daily and have not seen any new bedbugs. To Musa Saidykhan's knowledge the last time that a bedbug was seen in the home was more than a week ago. In addition to treating the home himself, Musa Saidykhan stated that he plans to schedule Griffin Pest Control to treat the home to ensure that the bedbug issue is rectified.

On 1/30/25, I received an email from Musa Saidykhan which confirmed that Chris Chupp from Griffin Pest Control will be out to the home tomorrow (1/31/25) to treat the home for bedbugs.

On 02/10/25, I conducted an exit conference with licensee designee, Musa Saidykhan. Musa Saidykhan confirmed that the home was professionally treated on 1/31/25 as previously scheduled. He was informed of the investigative findings and agreed to complete a corrective action plan within 15 days of receipt of this report.

APPLICABLE RULE	
R 400.14401	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:	Musa Saidykhan, Jerreh Saidykhan, and Resident A all confirmed that the home is infested with bedbugs and this has been an ongoing issue. Musa Saidykhan treated the home for bedbugs himself, and Griffin Pest Control treated the home on 1/31/25 for bedbugs. There is a preponderance of evidence to support this applicable rule.

CONCLUSION:	VIOLATION ESTABLISHED
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IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no changes to the current license status.

Anthony Mullins

02/10/2025

Anthony Mullins
Licensing Consultant

Date

Approved By:

Jerry Hendrick

02/10/2025

Jerry Hendrick
Area Manager

Date