



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 3, 2025

Melissa Roberts
The River AFC, LLC
397 W Michigan Ave
Hesperia, MI 49421

RE: License #: AL640404079
Investigation #: 2025A0230023
The River

Dear Mrs. Roberts:

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.

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,

A handwritten signature in cursive script that reads "Rhonda Richards".

Rhonda Richards, Licensing Consultant
Bureau of Community and Health Systems
Suite 11, 701 S. Elmwood, Traverse City, MI 49684
(231) 342-4942

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL640404079
Investigation #:	2025A0230023
Complaint Receipt Date:	06/04/2025
Investigation Initiation Date:	06/04/2025
Report Due Date:	08/03/2025
Licensee Name:	The River AFC, LLC
Licensee Address:	397 W Michigan Ave, Hesperia, MI 49421
Licensee Telephone #:	(231) 750-9273
Administrator:	Melissa Roberts
Licensee Designee:	Melissa Roberts
Name of Facility:	The River
Facility Address:	397 W Michigan Ave, Hesperia, MI 49421
Facility Telephone #:	(231) 750-9273
Original Issuance Date:	05/07/2020
License Status:	REGULAR
Effective Date:	11/07/2024
Expiration Date:	11/06/2026
Capacity:	16
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED

II. ALLEGATION(S)

	Violation Established?
Staff member Edward Hettmansperger was verbally abusive to Resident A.	Yes

III. METHODOLOGY

06/04/2025	Special Investigation Intake 2025A0230023
06/04/2025	Special Investigation Initiated - On Site Interview with resident A and staff members Edward Hettmansperger and Kristine Cousineau
06/04/2025	Telephone Call Licensee Designee Melissa Roberts
07/03/2025	Exit Conference With Licensee Melissa Roberts

ALLEGATION: Staff member Edward Hettmansperger was verbally abusive to Resident A.

INVESTIGATION: On 06/04/2025, I conducted an unannounced on-site investigation at the facility and interviewed Resident A and staff members Edward Hettmansperger and Kristine Cousineau.

Ms. Cousineau stated she had heard from another staff member that staff member Edward Hettmansperger had made some remarks to Resident A that were not appropriate. She did know the exact nature of the remarks and stated she had not witnessed it herself.

Resident A stated that the previous weekend there was a birthday celebration for another resident. Resident A was not feeling up to attending the celebration and made a remark about not participating. Mr. Hettmansperger told him he should participate. Resident A stated this caused him (Resident A) to react using foul language toward Mr. Hettmansperger. When Resident A did this Mr. Hettmansperger responded back using curse words. Resident A stated he was surprised as he and Mr. Hettmansperger always had a positive relationship and Mr. Hettmansperger has never used any inappropriate language toward him in the past.

Mr. Hettmansperger confirmed the statements of Resident A. He stated, "I let my personal life spill over into work and it never should have happened." He stated he used curse words toward Resident A. Mr. Hettmansperger described having recently

dealt with an unexpected loss of his mother. He stated that the birthday celebration was important to him and he wanted all of the residents to attend as “they are like family.” Mr. Hettmansperger stated he feels very remorseful and wants to work things out with Resident A.

On 06/04/2025, I spoke with Licensee Designee Melissa Roberts who stated she had been made aware of the incident and had talked with both parties. She stated Mr. Hettmansperger told her shortly after it happened and stated he felt bad about it. Ms. Roberts stated Resident A and Mr. Hettmansperger generally have a very good relationship.

On 07/03/20/2025, I conducted an exit conference with Ms. Roberts. She stated that there were no further issues with Resident A and Mr. Hettmansperger and the two talked and got along well together. She will provide a plan of correction.

APPLICABLE RULE	
R 400.15308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (ii) Verbal abuse.
ANALYSIS:	Direct Care worker Edward Hettmansperger was verbally abusive toward Resident A using curse words. Resident A and Mr. Hettmansperger confirmed this to be true during my interviews with them.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable plan of correction I recommend the status of this license remains unchanged.

Rhonda Richards

07/03/2025

Rhonda Richards
Licensing Consultant

Date

Approved By:

Jerry Hendrick

07/03/2025

Jerry Hendrick
Area Manager

Date