



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

July 15, 2025

Peggy Root  
411 Silver Street  
Reading, MI 49274

RE: License #: AM300008365  
Investigation #: 2025A1032034  
Heritage House AFC

Dear Peggy Root:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 "Dwight Forde".

Dwight Forde, 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**

<b>License #:</b>	AM300008365
<b>Investigation #:</b>	2025A1032034
<b>Complaint Receipt Date:</b>	06/13/2025
<b>Investigation Initiation Date:</b>	06/17/2025
<b>Report Due Date:</b>	08/12/2025
<b>Licensee Name:</b>	Peggy Root
<b>Licensee Address:</b>	411 Silver Street, Reading, MI 49274
<b>Licensee Telephone #:</b>	(517) 283-1478
<b>Administrator:</b>	Peggy Root
<b>Name of Facility:</b>	Heritage House AFC
<b>Facility Address:</b>	121 West State Street, Reading, MI 49274
<b>Facility Telephone #:</b>	(517) 283-3152
<b>Original Issuance Date:</b>	08/02/1993
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/23/2024
<b>Expiration Date:</b>	04/22/2026
<b>Capacity:</b>	12
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	Violation Established?
Residents have no growth opportunities.	No
Residents are left in filthy clothes.	No
A pest infestation is not being treated.	No
Additional Findings	No

## III. METHODOLOGY

06/13/2025	Special Investigation Intake 2025A1032034
06/17/2025	Special Investigation Initiated - On Site
06/18/2025	Contact - Document Received email from Peg Root
07/11/2025	Exit Conference

### ALLEGATION:

**Residents have no growth opportunities.**

### INVESTIGATION:

On 6/17/25, I interviewed Resident A in the facility. Resident A was difficult to understand due to a speech impediment. Resident A expressed a strong desire to leave the facility because he was tired of living there. He stated that he and Resident B would be staying at a friend named Candy's home. He stated that this person would be helping him navigate the process of getting benefits since the facility does not provide assistance nor is he engaged in any meaningful activities. I asked if he

had provided licensee Peg Root with a 30-day notice and he stated that he would be moving without doing so.

I interviewed Resident B in the facility. I asked Resident B if she is engaged in any activities at the facility. Resident B stated that she goes for walks and does knitting. Resident B displayed some of her knitting.

During my onsite inspection I observed residents watching tv, playing board games and doing puzzles.

On 6/18/25, in an email exchange with licensee Peggy Root, she advised that the facility was taking steps to obtain a case manager through Lifeways, and that he is seeing a doctor there to get stabilized on medication. Ms. Root advised that Resident A is prone to bouts of verbal aggression. She stated that periodically, a person named Candy gets Resident A agitated through unrealistic promises such as job placement.

<b>APPLICABLE RULE</b>	
<b>R 400.14303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(5) A licensee shall provide both of the following when specified in the resident's written assessment plan:</b> <b>(a) Direction and opportunity for the growth and development of a resident as achieved through activities that foster independent and age appropriate functioning, such as dressing, grooming, manners, shopping, cooking, money management, and the use of public transportation.</b>
<b>ANALYSIS:</b>	I observed examples of Resident C's crafting. I observed residents engaged in a variety of activities. I was informed that steps had been taken to secure a case manager for Resident A.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Residents are left in filthy clothes.**

## INVESTIGATION:

On 6/17/25, Resident A advised that his room has a foul odor because his roommate has accidents. He stated that Resident C, his roommate, does not change himself often.

I attempted to interview Resident C about his stay at the facility. Resident C declined to participate in the interview but allowed me access to his bedroom that he shares with Resident A. I noticed that Resident A's bed was neatly made. Resident C had no sheets on his bed, but I observed blankets and a mattress pad. Ms. Baker advised that Resident C's sheets were being washed. She noted that Resident C's mattress pad needed to be replaced as it was soiled.

Ms. Baker stated that Resident C does respond to prompts to change his adult diaper.

I reviewed Resident C's assessment plan. The plan reflected assistance with toileting through reminders and prompts.

<b>APPLICABLE RULE</b>	
<b>R 400.14314</b>	<b>Resident hygiene.</b>
	<b>(1) A licensee shall afford a resident the opportunity, and instructions when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary.</b>
<b>ANALYSIS:</b>	Resident C's bedding was being washed during my onsite investigation. Resident C's assessment plan reflects prompting when he has accidents. There was no indication that Resident C was not being prompted or that his clothes and bedding were not being laundered, negatively impacting the room that he and Resident A share.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

## ALLEGATION:

**A pest infestation is not being treated.**

## INVESTIGATION:

On 6/17/25, I asked Resident A if he had seen any bedbugs in the facility, but he gave an indeterminate answer.

Ms. Baker advised that a few bugs had been spotted, and that Ms. Root was making arrangements for an exterminator to treat the facility.

Resident B stated that she has seen no bedbugs in her room.

On 6/18/25, Ms. Root stated in an email exchange that a La Rue's Pest Control had been contacted to treat the facility.

<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>	While facility personnel acknowledged the presence of bedbugs, neither Residents A nor C expressed any discomfort from the issue. Resident C even denied seeing any in her room. Ms. Root advised that arrangements were being made to treat the facility.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 7/11/25, I conducted an exit conference with licensee Peggy Root, where I shared my findings. Ms. Root advised that Resident A had secured a case manager at Lifeways.

#### IV. RECOMMENDATION

I recommend no change to the status of this license.



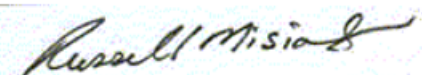
7/15/25

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Dwight Forde  
Licensing Consultant

Date

Approved By:



7/15/25

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Russell B. Misiak  
Area Manager

Date