



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 31, 2025

Catherine Reese
New Friends Dementia Community, LLC
3700 W Michigan Ave
Kalamazoo, MI 49006

RE: License #: AL390299686
Investigation #: 2025A1024040
Vibrant Life Senior Living Kalamazoo Lodge 2

Dear Ms. Reese:

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) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL390299686
Investigation #:	2025A1024040
Complaint Receipt Date:	06/13/2025
Investigation Initiation Date:	06/16/2025
Report Due Date:	08/12/2025
Licensee Name:	New Friends Dementia Community, LLC
Licensee Address:	3700 W Michigan Ave Kalamazoo, MI 49006
Licensee Telephone #:	(269) 372-6100
Administrator:	Laurel Space
Licensee Designee:	Catherine Reese
Name of Facility:	Vibrant Life Senior Living Kalamazoo Lodge 2
Facility Address:	3712 W. Michigan Ave. Kalamazoo, MI 49006
Facility Telephone #:	(269) 372-6100
Original Issuance Date:	06/21/2011
License Status:	REGULAR
Effective Date:	07/26/2023
Expiration Date:	07/25/2025
Capacity:	20
Program Type:	ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
There are bed bugs in Resident A's bedroom, and nothing is being done about it.	No

III. METHODOLOGY

06/13/2025	Special Investigation Intake 2025A1024040
06/16/2025	Special Investigation Initiated – Telephone with Citizen 1
06/24/2025	Inspection Completed On-site with administrator Laurel Space
06/26/2025	APS Referral
07/02/2025	Contact - Document Received- <i>Griffin Pest Solutions Bed Bug Agreement, Orkin Invoices, Lowes Receipt</i>
07/23/2025	Inspection Completed On-site with Resident A and administrator Laurel Space
07/29/2025	Exit Conference with licensee designee Catherine Reese

ALLEGATION: There are bed bugs in Resident A's bedroom, and nothing is being done about it.

INVESTIGATION:

On 6/13/2025, I received this complaint through the LARA-BCHS online complaint system. This complaint alleged there are bed bugs in Resident A's bedroom, and nothing is being done about it.

On 6/16/2025, I conducted an interview with Citizen 1 who stated she is friends with Resident A and while visiting her at the facility, Resident A informed her that she had bedbugs in her bedroom and the staff were not doing anything to treat them. Citizen 1 stated Resident 1 then showed her a plastic bag that contained bed bugs inside at which time Resident A stated she collects the bugs as she sees them. Citizen 1 stated she did not say anything to any staff member regarding this issue because she is not a relative of Resident A and did not feel it was appropriate to address this issue with staff on Resident A's behalf. Citizen 1 further stated she did not personally observe any bugs crawling in Resident A's bedroom nor did she see any evidence of bedbugs in the common areas.

On 6/24/2025, I conducted an onsite investigation at the facility with administrator Laurel Space who stated Resident A recently moved to the facility on 11/29/2024 from another adult foster care facility and towards the end of March 2025 Resident A reported that she had bedbugs. Laurel Space stated at that time staff began treating Resident A's bedroom and belongings on 3/29/2025 by contracting with a professional pest control company. Laurel Space further stated a bed bug detection dog also inspected all resident bedrooms and common areas in the facility on 4/3/2025 at which time bed bugs were not detected as present in Resident A's bedroom. Laurel Space stated later in April 2025, Resident A and a staff member observed a bed bug in Resident A's bedroom therefore a pest control company was put on the schedule to come out again to treat Resident A's bedroom, however, treatment was delayed due to noncompliance by Resident A in preparing her bedroom for treatment. Laurel Space stated Resident A and her daughter were instructed to properly prepare Resident A's belongings for treatment such as removing excessive items from bedroom, sorting through boxes, etc. Laurel Space stated Resident A did not adhere to these instructions which delayed the treatment of the bedroom on multiple occasions as the pest control company would not perform treatment unless all requirements of preparing Resident A's bedroom were fulfilled. Laurel Space stated Resident A eventually completed all requirements for preparing her bedroom for treatment in May 2025 at which time treatment for Resident A's bedroom was conducted on 5/06/2025. Laurel Space stated that ongoing treatment was completed in Resident A's bedroom which includes professional treatment and with the use of in-house treatment supplies. Laurel Space stated it is difficult to complete treatment as Resident A refuses to remove some of her belongings to properly prepare for treatment. Laurel Space further stated there has not been any issues with bed bugs in any other areas in the facility therefore it is believed Resident A brought the bed bugs with her from another facility which is why it is important that Resident A remove some of her items from the bedroom.

While at the facility, I inspected Resident A's bedroom 118 and found no evidence of bedbugs.

On 7/2/2025, I reviewed the facility's *Griffin Pest Solutions Bed Bug Agreement* for treated services in Bedroom 118. This agreement stated, in part, that "customers agree to maintain premises subject to this contract in a condition which does not promote infestations by bed bugs and maintain the premises in a reasonably clean, sanitary and uncluttered condition to avoid easily assessable means of accessing bed bugs. The agreement offers a guarantee for 90 days following the initial treatment for bed bug.

I also reviewed the facility's *Orkin Invoices* for service dates 4/3/2025 and 5/6/2025 for bedbug treatment in bedroom 118. I also reviewed Lowes receipt dated 5/29/2025 which shows the purchases of bed bug treatment supplies.

On 7/23/2025, I conducted an onsite investigation at the facility with administrator Laurel Space who stated that after Resident A's bedroom was treated on 5/6/2025, she reported again that she saw live bed bugs in her bedroom therefore staff assisted

Resident A in removing more of her belongings from her bedroom prior to the next treatment. Laurel Space stated it was necessary for direct care staff to assist Resident A in properly preparing for the next scheduled treatment as Resident A had too many clothes and miscellaneous items in her bedroom. Laurel Space stated that Resident A was also temporarily relocated to another bedroom while her bedroom and furniture were treated along with having her carpet replaced. Laurel Space stated two pest control companies were used to assist with getting rid of the bed bugs in Resident A's bedroom as Orkin Pest Control completed the initial treatments and then staff decided to switch to Griffin Pest Solutions who completed the last and remaining treatments. Laurel Space stated to her knowledge there have not been any issues with bed bugs in Resident A's bedroom since the last treatment and removal of carpet was done.

While at the facility, I interviewed Resident A who stated that she had bed bugs in her bedroom however her bedroom has been treated, and she no longer has seen any evidence of having a bed bug infestation. Resident A has no concerns. While at the facility, I also inspected the facility and observed the new carpet in Resident A's bedroom and found no evidence of bed bugs.

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:	Based on my investigation, which included interviews with administrator Laurel Space, Citizen 1, Resident A, review of pest control invoices, Lowe's receipt, and inspection of the facility, there was no evidence that steps were not taken to address Resident A having bed bugs in her bedroom. Laurel Space stated in March 2025 staff was notified by Resident A that her room was infested with bed bugs at which time professional and in-house treatment began with the last treatment conducted in July 2025. In addition to the use of professional treatment services and the utilization of store purchased bed bug supplies, Resident A's carpet was also replaced to help resolve her bed bug issue. I reviewed a pest control contract agreement and invoices, reviewed a store receipt, which included purchases for bed bug supplies, and observed new carpet in Resident A's bedroom. In addition, Resident A stated she has no concerns and her bed bug issue in her bedroom had been rectified. Therefore, the licensee has a pest control program in place to protect Resident A.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 7/29/2025, I conducted an exit conference with licensee designee Catherine Reese. I informed Catherine Reese of my findings and allowed her an opportunity to ask questions or make comments.

IV. RECOMMENDATION

I recommend the current license status remain unchanged.



Ondrea Johnson
Licensing Consultant

7/29/2025
Date

Approved By:



07/31/2025

Dawn N. Timm
Area Manager

Date