



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 17, 2026

Vicky Cates
3960 Sharp Rd.
Adrian, MI 49256

RE: License #: AM460064217
Investigation #: 2026A1032043
On The Hill AFC Home

Dear Vicky Cates:

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. If 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 dark 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

License #:	AM460064217
Investigation #:	2026A1032043
Complaint Receipt Date:	06/26/2026
Investigation Initiation Date:	07/08/2026
Report Due Date:	07/26/2026
Licensee Name:	Vicky Cates
Licensee Address:	3960 Sharp Rd. Adrian, MI 49256
Licensee Telephone #:	(517) 902-3950
Administrator:	Vicky Cates
Name of Facility:	On The Hill AFC Home
Facility Address:	3446 East US 223 Adrian, MI 49221
Facility Telephone #:	(517) 264-2203
Original Issuance Date:	05/15/1996
License Status:	REGULAR
Effective Date:	03/21/2026
Expiration Date:	03/20/2028
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
There is an untreated pest infestation.	No
Residents' rights are being infringed.	No
The facility did not address a resident's medical needs.	No

III. METHODOLOGY

06/26/2026	Special Investigation Intake 2026A1032043
07/08/2026	Special Investigation Initiated - Telephone
07/10/2026	Contact - Face to Face Interview with Resident A and Resident B
07/16/2026	Exit Conference

ALLEGATION:

There is an untreated pest infestation.

INVESTIGATION:

On 7/8/26, I interviewed employee Brittany Rogers by telephone. Ms. Rogers stated that she had not seen any bedbugs but had received complaints from residents that they were getting bitten. She advised that from time-to-time spray is applied.

On 7/9/26, I interviewed employee Amanda Cilley at the facility. Ms. Cilley stated that no bedbugs have been identified, however, due to some resident complaints' sheets are being stripped and washed and spray is being used.

APPLICABLE RULE	
R 400.645	Environmental health.
	(6) An insect, rodent, or pest control program must be maintained and carried out in a manner that continually protects the health of residents.
ANALYSIS:	In response to some resident complaints, the facility is taking steps to address the issue, such as washing sheets and applying spray to kill the insects. Therefore, a violation was not established.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Residents' rights are being infringed.

INVESTIGATION:

On 7/9/26, Ms. Cilley provided a copy of the facility rules, where phones and tobacco products are to be turned in at 8PM. She stated that there were issues with residents keeping one another up at night due to phone usage. Regarding Resident B, Ms. Cilley stated that Resident B's guardian was in full agreement with the rule; she showed me a text exchange between licensee Vicky Cates and Guardian B1, where Guardian B1 voiced consent.

On 7/10/26, I interviewed Resident A in the facility. Resident A stated that he did have issues with the phones and tobacco products being put away but now sees the benefit, because he sleeps better. He acknowledged that he has kept other residents up at night arguing with someone at 2AM.

On 7/10/26, Resident B stated that the staff started asking her to leave her phone out on the counter while she used the bathroom. She stated that they started doing this recently but acknowledged that she at one time used the bathroom for a very long time while she had the phone.

APPLICABLE RULE	
R 400.687	Resident admission and discharge policy; house rules; change of residency; provision of resident records.
	(2) A licensee may establish house rules on the expectations for resident conduct that do not conflict with the act or these rules. If established, a licensee shall provide the rules in writing to the resident, resident's designated representative, or responsible agency on admission to the facility and when modified.
ANALYSIS:	Resident A's guardian was aware of and agreed to the rule to relinquish cell phones and vape/tobacco products at bedtime. Resident A acknowledged that he had acted in a manner that upset the milieu of the facility when he argued with someone at 2AM. Resident B also confirmed that she held up bathroom use for an extended period of time while on her phone.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The facility did not address a resident's medical needs.

INVESTIGATION:

On 7/9/26, Ms. Cilley reported that Resident B has ongoing urinary tract issues and that recently, Resident B was seen by the house doctor, who took a urine sample that was negative, yet two days later Resident B was in the hospital. She stated that Resident B had complained of pain but that at the time she was unable to take her to the hospital herself. According to Ms. Cilley, licensee designee Vicky Cates was appraised of the situation and made a determination to send her at a later time when more staff were available, since it was not a life-threatening emergency. Ms. Cilley mentioned that Resident B has been on several rounds of pain and anti-biotic medications recently and is allergic to the supposedly more effective antibiotics that are penicillin based. Resident B was not in the facility at the time because she was transported to a medical appointment.

On 7/10/26, I interviewed Resident B in the facility. Resident B stated that she saw the facility doctor who tested her to determine whether or not she had a urinary tract infection (UTI). She stated that the doctor determined that she did not have a UTI but then she went to the hospital a few days later and was confirmed to have a UTI. She stated that the home was initially hesitant to transport her to the hospital, but has since been able to take her to her appointments.

On 7/16/26, during an exit conference with licensee Vicky Cates, she clarified that Resident B uses the emergency room often to obtain anti-biotics, and that the facility is not always able to accommodate these trips.

APPLICABLE RULE	
R 400.689	Resident health care.
	(3) In case of an accident or sudden adverse change in a resident's health condition, a facility shall obtain needed health care immediately.
ANALYSIS:	By her own report, Resident B was seen by a physician. She was subsequently transported to the hospital to be seen for a UTI that developed after being seen at the facility and a culture taken. As such, there is insufficient evidence to establish a violation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 7/16/26, I conducted an exit conference with licensee Vicky Cates, where I shared my findings and she provided evidence of compliance.

IV. RECOMMENDATION

I recommend no change to the status of this license.

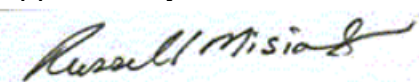


7/17/26

Dwight Forde
Licensing Consultant

Date

Approved By:



7/17/26

Russell B. Misiak
Area Manager

Date