



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 4, 2026

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

RE: License #: AL640404079
Investigation #: 2026A0230020
The River

Dear Mrs. Roberts:

Attached is the Special Investigation Report for the above-mentioned 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.

If you desire technical assistance in addressing these issues, please contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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 purple ink that reads "Rhonda Richards". The signature is written in a cursive style with a vertical line at the beginning.

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 #:	2026A0230020
Complaint Receipt Date:	07/15/2026
Investigation Initiation Date:	07/15/2026
Report Due Date:	09/13/2026
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 Steve Salisbury did not treat Resident A with respect when he used profanity and threatened to hit him.	Yes

III. METHODOLOGY

07/15/2026	Special Investigation Intake 2026A0230020
07/15/2026	APS Referral
07/20/2026	Inspection Completed On-site Interview staff members Kristina Cousineau and Steve Salisbury as well as Resident A.
07/24/2026	Exit Conference With Licensee Melissa Roberts

ALLEGATION: Staff member Steve Salisbury did not treat Resident A with respect when he used profanity and threatened to hit him.

INVESTIGATION: On 07/20/2026 I conducted an on-site investigation at the facility. I interviewed staff members Kristina Cousineau and Steve Salisbury as well as Resident A.

Resident A stated that on 07/14/2026 staff member Steve Salisbury was working in the morning getting breakfast ready. When Resident A asked him who would be working that day. He stated Mr. Salisbury told him he didn't know then cursed at him and threatened to "backslap him." Resident A stated Mr. Salisbury later apologized to him.

Staff member Ms. Cousineau stated that Resident A told her, "Steve was being mean to me." She was told by Resident A that Mr. Salisbury cursed at him and threatened to "backslap" him. When Ms. Cousineau questioned Mr. Salisbury about the incident his response was, "he was being annoying."

Mr. Salisbury recalled the day in question and stated he wasn't sure if he cursed at Resident A but "he may have". He stated he threatened to "backslap him". Mr. Salisbury stated he normally works the overnight shift and oversees getting all residents their morning breakfast. He recalled a lot of chaos that morning and Resident A was asking for many things and asking about getting keys from another staff member. Mr. Salisbury stated he had personally been dealing with a lot of

chronic pain, and it was no excuse, but he did overreact that day. He stated that he apologized to Resident A and they are both on good terms now.

On 07/24/2026, I conducted an exit conference with Licensee Designee Melissa Roberts and reviewed the investigation findings with her. She had no additional questions and stated she would be providing a plan of correction.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	Resident A stated Staff Member Mr. Salisbury cursed at him and threatened to “backslap” him. Staff member Steve Salisbury acknowledged that he threatened to “backslap” Resident A and “may have cursed at him”. There is evidence to support the allegation that Resident A was not treated with dignity and respect by staff member Steve Salisbury.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



08/04/2026

Rhonda Richards, Licensing Consultant Date

Approved By:



08/04/2026

Jerry Hendrick, Area Manager Date