



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

January 4, 2018

Marcia Curtiss
Lifeshouse Crystal Manor Operations LLC
Suite 115
21800 Haggerty Rd.
Northville, MI 48167

RE: License #: AL410302931
Investigation #: 2018A0340004
Crystal Springs Seaside

Dear Mrs. Curtiss:

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 blue ink that reads "Rebecca Piccard".

Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL410302931
Investigation #:	2018A0340004
Complaint Receipt Date:	11/30/2017
Investigation Initiation Date:	11/30/2017
Report Due Date:	01/29/2018
Licensee Name:	Lifehouse Crystal Manor Operations LLC
Licensee Address:	Suite 115 21800 Haggerty Rd. Northville, MI 48167
Licensee Telephone #:	(616) 262-1792
Administrator:	Kathy Higgins
Licensee Designee:	Marcia Curtiss
Name of Facility:	Crystal Springs Seaside
Facility Address:	1175 68th Street S.E. Grand Rapids, MI 49508
Facility Telephone #:	(616) 281-8054
Original Issuance Date:	03/25/2010
License Status:	REGULAR
Effective Date:	09/26/2016
Expiration Date:	09/25/2018
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Staff Pearl Jackson struck Resident A on the head with a washcloth.	No

III. METHODOLOGY

11/30/2017	Special Investigation Intake 2018A0340004
11/30/2017	APS Referral
11/30/2017	Special Investigation Initiated - Telephone Kent County Sheriff's Dept
12/06/2017	Inspection Completed On-site
12/21/2017	Contact - Document Sent KCSD
01/03/2018	Exit Conference Marcia Curtiss-Designee

ALLEGATION: Staff Pearl Jackson struck Resident A on the head with a washcloth.

INVESTIGATION: On November 30, 2017 an Incident Report was sent to this office from Administrator Kathy Higgins at Crystal Springs AFC detailing an altercation that occurred on November 29, 2017 between staff Pearl Jackson and Resident A in which Ms. Jackson was speaking loudly to Resident A in a harsh voice and then stuck Resident A in the head with a washcloth. Ms. Jackson then assaulted other staff members and 911 was called.

On November 30, 2017 I contacted Kent County Sheriff's Department. Deputy Dan Forman was the responding officer and will have a report #17-258116 which I can request when completed.

On December 6, 2017 I conducted an unannounced home inspection. I first interviewed staff Vliet Hall. Ms. Hall stated that on November 29, 2017 she and another staff, Hazel Smith, were bringing holiday decorations to Resident A's room when they heard staff Pearl Jackson yelling at Resident A while the two were in her bathroom. Then they heard Resident A yell "owe". They looked in and saw Ms. Jackson standing over the wheelchair trying to pull Resident A off the toilet. Ms. Hall

asked Ms. Jackson if she needed a break and Ms. Jackson responded “I don’t need this” and “Don’t talk to me like that”. Ms. Jackson refused help, adding that she knows how to do her job. Resident A was sitting on the toilet during this time. Ms. Jackson assisted Resident A to her wheelchair. Ms. Hall then asked Ms. Jackson to step into the hallway so she could speak with her. Ms. Hall again suggested Ms. Jackson take a break. At this time Ms. Jackson “snapped” and began cursing and threatening Ms. Hall. Ms. Hall’s supervisor Kim Tucker as well as Director Kathy Higgins reportedly heard the exchange and requested Ms. Jackson leave the premises. Ms. Hall stated she did not observe Ms. Jackson strike Resident A.

On December 6, 2017 I interviewed Resident A. Resident A is very hard of hearing and I had to speak very loudly directly into her ear for her to hear my questions. I asked her if she remembered the incident with Ms. Jackson. She said she did and that she does not like how Ms. Jackson treated her. I asked Resident A to explain and she stated that Ms. Jackson was “rough” in assisting her in the bathroom. She stated Ms. Jackson grabbed and pulled her to get her up and then set her down, which Resident A demonstrated with force. I asked Resident A if Ms. Jackson had ever hit her and she said “no”.

On December 6, 2017 I interviewed staff Hazel Smith. Ms. Smith stated on November 29, 2017 she and Ms. Hall were taking decorations to Resident A’s room when they heard Ms. Jackson “screaming” at Resident A that she “never listens”. Ms. Hall offered to step in and take over care of Resident A so that Ms. Jackson could take a break. Ms. Jackson declined the offer saying she can take care of the residents, she just doesn’t like how they talk to her after all she does for them. Ms. Jackson stayed in the bathroom with Resident A while Ms. Hall and Ms. Smith placed the decorations when they heard Resident A say “OUCH!” then Ms. Jackson was heard telling Resident A “you’re all right”. Ms. Smith stated Ms. Hall and Ms. Jackson then went outside and Ms. Smith heard Ms. Jackson cussing at Ms. Hall threatening to beat her. At that time Ms. Tucker and Ms. Higgins arrived and asked Ms. Jackson to leave. Ms. Smith stated she did not observe Ms. Jackson hit Resident A.

On December 6, 2017 I interviewed Administrator Kathy Higgins. She confirmed that Ms. Jackson has been terminated. At the time of the incident Ms. Higgins did call 911 and Deputy Dan Forman did arrive to take statements. This is when Ms. Higgins learned that Resident A had claimed she had been struck by Ms. Jackson. There did not appear to be any witnesses to this.

On December 6, 2017 I attempted an interview with Ms. Jackson but was not able to leave a voicemail and have not received a return call.

On December 20, 2017 I received a copy of a police report from Kent County Sheriff’s Department regarding the incident at Seaside. According to Deputy Forman’s report, Resident A reported to him that Ms. Jackson “slapped her across

the face with a washcloth then yelled "I'm going home". None of the other statements obtained by myself or Deputy Forman support Resident A's statement.

Deputy Forman's report did include a statement from Ms. Jackson. According to this report, Ms. Jackson informed Deputy Forman that she was in Resident A's bathroom assisting her when Ms. Jackson told her to stand up, which Resident A is capable of doing, but she wasn't putting forth effort to do so at that time. Then the other staff members came in and were "trying to tell her how to do her job". Ms. Jackson stated she knew how to do her job and wasn't going to be "talked to like a child". Ms. Jackson denied slapping Resident A on the face with a washcloth.

APPLICABLE RULE	
R 400.15305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Deputy Dan Forman (KCSD) interviewed Resident A and she reportedly told him she was hit in the head with a washcloth by Ms. Jackson. Resident A denied being struck with the washcloth by Ms. Jackson when I interviewed her. There were no witnesses to this incident to corroborate the claim that
CONCLUSION:	VIOLATION NOT ESTABLISHED

On January 3, 2018 I conducted an exit conference with Licensee Designee Marcia Curtiss. I informed her there were no violations found. She agreed with my findings and had no further questions.

IV. RECOMMENDATION

I recommend no change in the current license status.

Rebecca Piccard January 3, 2018

Rebecca Piccard
Licensing Consultant

Date

Approved By:



January 4, 2018

Jerry Hendrick
Area Manager

Date