



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

SHELLY EDGERTON  
DIRECTOR

October 26, 2018

Sharon Blain  
Spectrum Community Services  
3353 Lousma Dr.  
Wyoming, MI 49548

RE: License #: AS410316524  
Investigation #: 2018A0357029  
Kingdom Home AFC

Dear Ms. Blain:

Attached is the Special Investigation Report for the above referenced 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 (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Arlene B. Smith".

Arlene B. Smith, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 916-4213

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS410316524
<b>Investigation #:</b>	2018A0357029
<b>Complaint Receipt Date:</b>	08/29/2018
<b>Investigation Initiation Date:</b>	08/29/2018
<b>Report Due Date:</b>	10/28/2018
<b>Licensee Name:</b>	Spectrum Community Services
<b>Licensee Address:</b>	3353 Lousma Dr. Wyoming, MI 49548
<b>Licensee Telephone #:</b>	(616) 241-6258
<b>Administrator:</b>	Sharon Blain
<b>Licensee Designee:</b>	Sharon Blain
<b>Name of Facility:</b>	Kingdom Home AFC
<b>Facility Address:</b>	2975 52nd Street SE Kentwood, MI 49512
<b>Facility Telephone #:</b>	(616) 554-2226
<b>Original Issuance Date:</b>	03/20/2012
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/20/2018
<b>Expiration Date:</b>	09/19/2020
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A was found sitting on the floor in the cabin at camp and staff would not help him up. In addition, staff yelled at Resident A to go to the bathroom and they gave him a pillow and told him to sleep on the floor.	Yes

## III. METHODOLOGY

08/29/2018	Special Investigation Intake 2018A0357029
08/29/2018	Special Investigation Initiated - Telephone Telephoned to Bob Patterson, Recipient Rights, Network 180.
09/05/2018	Contact - Telephone call made to Recipient Rights.
09/26/2018	Contact - Telephone call made To Kingdom Home AFC.
10/19/2018	Contact - Telephone call made Interview conducted with the Home Manager, Sarah Sutton.
10/19/2018	Contact - Telephone call made Interview with direct Care Staff from Forrest Hills, Melissa Winns.
10/23/2018	Inspection Completed On-site Reviewed Resident A's file. Received copies of his assessment, PCP, Behavior Treatment Plan, Social Assessment, Health Care Appraisal, and Spectrum Community Services/Emergency Information.
10/23/2018	Contact - Face to Face Conducted interviews with Resident A, Shawn Mekkes, Program Lead, Sarah Sutton, Program Manager, and Erika Pelton, Health Care Lead.
10/23/2018	Contact – Telephone call made Interview with Direct Care Staff Sallie Moore-Pusey, Kelsie Mekkes, Program Manager, and Resident A. I telephoned Justine Sepa, Direct Care Staff.
10/23/2018	Contact - Document Sent

	To Bob Patterson, Recipient Rights, network 180,
10/24/2018	Contact - Telephone call made to Jennifer Beeman, Program Manager.
10/24/2018	Contact - Telephone call made With Bob Patterson, Recipient Rights, network 180.
10/25/2018	Contact – Telephone call made to Victoria Wilson at Wilson & Winn Interventions, PLC.
10/26/2018	Exit conference conducted by telephone with the Licensee Designee

**ALLEGATION:** Resident A was found sitting on the floor in the cabin at camp and staff would not help him up. In addition, staff yelled at Resident A to go to the bathroom and they gave him a pillow and told him to sleep on the floor.

**INVESTIGATION:** On 08/29/2018, I received two hand written Recipient Rights Complaints. The first one read as follows: *“Neglect/Protect, 08/23/2018 8:30 PM - 11:00 PM. I observed (Resident A) from Kingdom setting in his chair in the doorway of the cabin when returning from doing video’s--he advised me that he was stuck in the doorway and was pushed out there--I helped him get back in the cabin and he told “Shawn” that she (a DSS worker) pushed him out there, and wouldn’t help him (Resident A) because he (Resident A) had an attitude with her—he then pushed himself to his bed--he was arguing back and forth with staff asking for help to go to bed. They told him they were busy he needs to wait—he put himself on his bed. Staff yelled at him and told him he needs to get back in his chair because he needs to go to the bathroom before bed and they refused to help. I left to put stuff in my car when I returned I found (Resident A) on the floor-asking for help to get up—“Shawn” walked passed him and went outside—while other staff sat on her phone and said I’m not helping you get up—you can do it yourself—I went to go help him up and staff from Kingdom told me not to help him—I advised them that something needs to be done before our consumers wake-up—this was about 9:25pm—Shawn then came in and (Resident A) asked him to help him get up and Shawn refused and gave him a pillow and told him that I have my order from Sarah and you can sleep on the floor—I then walked out of the cabin and called my manager which she didn’t answer—I then addressed my concerns with Kelsie Meeke’s and said there is no way this client (Resident A) should be on the floor and the staff isn’t helping him up. Kelsie then waiting for about 5 minutes then came in and got (Resident A) off the floor put him into his wheelchair by herself and took him into the bathroom. Then she helped him get ready for bed and came back out of the bathroom and helped him to bed. She then went to staff from Kingdom that she was sorry she just didn’t want us to be mad at her then Kelsie left the cabin.”*

The second Recipient Rights Complaint read as follows: *“Neglect/Protect 8-23-18, 8:30 -10pm. I observed (Resident A) from Kingdom sitting in his wheelchair by his bed., yelling to his staff help me to my bed. His staff Shawn and another lady DSS staff said no don’t get in your bed, you need to go to the bathroom. (Resident A) started yelling at staff I don’t want to go to the bathroom I want to go to bed. Put me into bed. He was told to wait because staff was busy. I (Sallies) left the cabin for a short while—when I came back to the cabin (Resident A) was on the floor by his bed yelling help me up. He called staff lazy and a few other names. The staff from Forrest Hills offered to help. Shawn said that he talked to the home manager and he is to let him get up on his own. By this time almost everyone was asleep. I was working with Melissa. We deiced to talk to Kelsie Mekre. She is a manager of another home. Kelsie came into the cabin and helped (Resident A) up off the floor and to the bathroom. Got him changed into his pajamas while his staff watched and played on their phones. Kelsie then turn to Shawn and said sorry. I just don’t want them to be mad at me.”*

On 10/19/2018, I conducted a telephone interview with Sarah Sutton the Program Manager at the Kingdom Home AFC. She reported that Resident A has a long history of not doing what he is asked to do along with behaviors of manipulations. He also calls staff by names and resists help to get what he wants. She reported that in the home he will slip off chairs or couches onto the floor. “He flops down and is dead weight to lift. He also refuses to use his legs at all to help us lift him up.” She explained that Resident A always has an issue with toileting and his showers. He often refuses to do either. This incident of him being on the floor “is not out of the ordinary.” She said he wears a full brief for protection. She reported that the week of 08/20/2018, the residents were at camp located at Indian Trails and the residents stayed in cabins. Ms. Sutton reported that her staff, Shawn Mekkes, Program Lead, had telephoned her on 08/23/2018, and he explained that Resident A had slid out of his bed onto the floor and he refused to help himself along with receiving help from the staff to get up off the floor. She stated he was safe sitting on the floor. She reported that she advised Mr. Mekkes to use “reverse psychology,” with Resident A to see if he will decide to help himself. She also stated that she encouraged staff to watch him, and not leave him on the floor and to get help from other staff. She stated that she was not at camp, but she understood that a fellow Program Manager from another home, who was an attractive female, came into the cabin and was able to get him up and to the restroom. Resident A was able to help himself when she assisted him. Ms. Sutton stated that the Program Manager was Kelsie Mekkes from the Springmont home. Ms. Sutton also stated that the Direct Care Staff, Justine Sepa, who was at camp with the residents and was with Mr. Mekkes, was a recent new hire and she was pregnant, and it was a “high risk pregnancy,” and it was close to the end of her pregnancy, but she was not on any weight restrictions. I asked her how much Resident A weighed, and she reported 180 pounds. I asked about Mr. Mekkes and she said she has never experienced him to be abrupt or unkind to any of the residents. She said, “That is not who he is.”

On 10/19/2018, I conducted an interview of Melissa Winns, a Direct Care Staff from the Licensed AFC home, Forrest Hills. She confirmed she was at camp with the residents from their home and the incident occurred on second shift. Ms. Winns reported that she used to care for Resident A at another home, for about 6 months and he would stand for her and he never refused to do what she requested him to do and she could provide care for him by herself. She stated that she was bringing their residents back to the shared cabin and Resident A was blocking the door to the cabin and their residents could not get into the cabin because he was sitting in his wheelchair in the doorway. She said he told her "he was stuck in the doorway and he was pushed out there." She stated that Resident A told her and Mr. Mekkes that the female staff had pushed him out there and she had an attitude with him. Resident A pushed himself to his bed and was arguing back and forth with both staff and he was asking to go to bed and both staff told him they were busy, and he needed to wait. She said he put himself onto his bed and both staff yelled at him to get back in his chair because he needed to go to the bathroom before bed. She stated she went to her car and when she returned she found Resident A on the floor asking for help to get up. She stated that Mr. Mekkes walked past Resident A and went outside while the female staff sat on her phone and she told Resident A, 'I'm not helping you get up, you can do it yourself.' Ms. Winns stated that Mr. Mekkes yelled at Resident A and told Resident A that he needed to go to the bathroom before he went to bed and that he could get up from the floor. She said that Mr. Mekkes presented as angry and the other female staff (name not known) was doing their books and not helping with Resident A. She stated that Mr. Mekkes walked past Resident A and he asked him to help him up and Mr. Mekkes refused and gave him a pillow and told him he has his orders from Sarah and he told Resident A he could sleep on the floor. Ms. Winns said she told the two staff that something needed to be done before their residents woke up and this was around 9:25 PM in the evening. She said she went to help Resident A, but the staff told her not to help him. Ms. Winns reported that she called her Program Manager, Jenifer Beemer but she did not answer the call. She explained that they had gotten their residents to bed and they were sleeping but because Resident A was yelling and asking for help, the other residents were waking up and that this caused some behaviors to arise. Ms. Winns stated that she and her co-worker, Sallie Moore-Pusey talked, and they had seen another Home Manager, Kelsie Mekkes, around the campfire and they decided that it was best for them to go and request help from her. She reported that they spoke with Ms. Mekkes and she agreed to come to their cabin in five minutes. Ms. Winns stated that Ms. Mekkes came and helped Resident A off the floor, put him in his wheelchair and took him to the bathroom and she helped him to get ready for bed while staff from the Kingdom home did nothing to help. I asked her if she had knowledge of how long Resident A was on the floor and she stated, "A good twenty minutes."

On 10/23/2018, I conducted an interview with Shawn Mekkes at the Kingdom Home. He reported that he has worked in this kind of work for one- and one-half years and has worked in the Kingdom Home for almost one year and he usually works the second shift. He confirmed that he was a camp on 08/23/2018, which was a

Thursday evening and they were helping their residents get ready for bed between 7:00 and 8:00 PM. He reported that Resident A was sitting on his bed and he said to him, "Please go to the bathroom and we can also check you diaper." He said Resident A "purposely just slid down the side of the bed and onto the floor. Mr. Mekkes stated that his co-worker, Justine Sepa, was seven or eight months pregnant so he did not expect her to help lift Resident A. He said he went over to help Resident A and he was using the Mandt technique, but Resident A refused to help himself to get up. He stated he could not lift Resident A unless Resident A was helping himself. He reported that Resident A was yelling that he needed help to get up. He stated he tried to help him and told him he had to calm down and help himself to get up. He stated he told Resident A to let him know when he was willing to help himself and he would then help him get up. He denied being mean or rude to Resident A. He said he sent a text to his Program Manager, Ms. Sutton and he had asked her to call him. When she did not respond he telephoned her, and she could hear Resident A yelling. He reported that she said to use reverse psychology with him and to keep encouraging him to get up. He said he provided Resident A with a pillow and explained to him that he would be more comfortable with the pillow. Mr. Mekkes reported that Resident A was not only yelling but he was using vulgar language and calling him all kinds of names. He said he repeatedly told Resident A "When you are ready for me to help you and you are nice and calmed down then I will help you". Mr. Mekkes explained that he had to go outside for a time for some fresh air and to take a five-minute break. I asked him about Resident A being stuck in the doorway to the cabin and he had no knowledge of this occurring. He denied yelling at Resident A and denied telling him that they were too busy to help him. He also denied telling Resident A that he had to sleep on the floor. I asked what supportive equipment Resident A used and he explained that the Physical Therapist had provide him with a four wheeled walker and they had encouraged him to walk as much a possible. I then asked about the wheelchair and Mr. Mekkes reported that Resident A does not have his own wheelchair, but they were using another resident's wheelchair, because that resident was in bed. I did ask Mr. Mekkes how long this situation had gone on and he said; "(Resident A) was yelling for one to two hours and sitting on the floor for "½ hour or 45 minutes." He stated that Resident A's Behavior Treatment Plan was written that the staff should encourage him to use his walker and to use their trained Mandt technique with Resident A, when it was appropriate. Mr. Mekkes stated that Ms. Mekkes, a Program Manager at another home came in to help with Resident A and Resident A got up for her and she provided cares for him and was able to get him into bed.

On 10/23/2018, I re-interviewed Ms. Sutton. She reported that dealing with Resident A can be intense and she has encouraged her staff to take a break and ask for help if they think they need help. She said no one mentioned to her what was alleged against Mr. Mekkes. She said that her experience with him was that he always helped others and he is the first to do things the right way. She said that she has never heard of Mr. Mekkes being mean or talking bad about a resident. She said that she trusts Mr. Mekkes and she has never had a complaint about his care to the residents.

On 10/23/2018, I conducted an interview with Resident A in the Kingdom Home. I asked about camp and he said something totally unrelated. I asked about sitting on the floor in the cabin and he did not seem to understand. He answered my questions with a yes or no answer. He was not able to contribute to the investigation.

On 10/23/2018 I conducted a telephone interview with Direct Care Staff, Sallie Moore-Pusey who works at the Forest Hill home. She reported that she had observed Resident A sitting in his wheelchair by his bed yelling to his staff to help him to bed. She stated that Mr. Mekkes and a female staff told Resident A, 'no don't get in your bed, you need to go to the bathroom.' She said Resident A started yelling at staff, 'I don't want to go to the bathroom I want to go to bed. Put me into bed.' She said the staff told him he had to wait because they were busy. She reported that she left the cabin for a short while and when she returned she observed Resident A on the floor by his bed and he was yelling for help to get up. He called staff lazy and a few other names. She stated that after a while Ms. Winns offered to help with Resident A. She said that Mr. Mekkes had told her no and said he had spoken with his manager and he is to let him get up on his own. She reported that Resident A was yelling the whole time. She said that she discussed this with her co-worker, Ms. Winds and they thought they should seek some help. She stated that Ms. Winns went to the fire pit to see what staff were there, and Ms. Winns was able to speak with another manager, who came in and was able to help Resident A.

On 10/23/2018, I conducted a telephone interview with Kelsie Mekkes, the Program Manager at Spingmont Home. She stated that staff from another home, Ms. Winns and Ms. Moore-Pusey, came and asked her to help with Resident A. She stated she went to help and observed Resident A sitting on the floor. She reported that he was yelling and other residents were sleeping, and she did not want to have the residents wake up. She said she "could not dead lift him". She reported that she had a decent relationship with Resident A because she had worked with him before. She said he listened to her and cooperated, and he helped to get himself up off the floor and Mr. Mekkes also helped. She stated that she explained to him that he needed to use the bathroom and change into his pajamas. She said, "I just did it," and "he calmed down.." After he was cleaned up she said she got him into bed.

On 10/23/2018, I conducted an interview with Erika Pelton, the Health Care Lead for the home. She said she has worked for the home one year and two months. She reported that Resident A refuses to go to the bathroom when he is prompted. I asked her about Ms. Mekkes and she stated that; "he is very good to the residents." She said she has never heard him raise his voice at anyone, especially the residents, and she has never experienced him losing his patience, in fact the opposite was true. She reported he has done his job well and never shies away from any work.

On 10/23/2018, I reviewed Resident A's file. He has a public Legal Guardian. His admission date to the home was 04/04/2017. I reviewed his Health Care Appraisal, dated 08/16/2018. His Diagnoses included DM II, Anxiety Disorder, Depressive Disorder, Memory Loss, Urinary Incontinence, Intellectual Disabilities, and Impaired Cognition. I reviewed his Social Assessment which stated he had a heart condition, and during an OBRA Screening Assessment on 11/18/2013, they also recognized a diagnosis of Dementia. This document listed 17 other diagnoses. I reviewed the assessment plan which was signed on 05/03/2018. This document reported that Resident A does not control his aggressive behavior and the plan read, "(Resident A) has BSP, addressing verbal & physical aggression. He does not like it when he is told no or when demands are made on him, such as to change his wet brief, etc." The assessment was checked "No," for getting along with others. The plan read: "Most of the time (Resident A) get along with others. He becomes upset at times when asked to do something and does not want to or told no." This did not address how Resident A's needs would be met for getting along with others. Under the section of toileting "yes," was checked for needing help and the plan read: "(Resident A) can use toilet himself but needs assist to clean himself up thoroughly and reminders to change his brief. Under the section of Personal Hygiene "yes" was indicated for him needing help and the plan stated, "(Resident A) needs assistance from staff for all personal care needs for thoroughness and verbal prompts." I also reviewed the Behavioral Treatment Plan.

On 10/24/2018 I conducted a telephone interview with Jennifer Beemer the Program Manager for the Forrest Hill home. She confirmed that her staff had called her, but she was not able to answer them at the moment. She said they were quite upset and told her that Resident A had an outburst in the cabin and he ended up on the floor. She said they told her that the staff threw a pillow at Resident A and left him on the floor. She also reported that another manager assisted him with his personal care and got him into bed. She was not sure if they had offered to help with Resident A and she did not know why they went to get Ms. Mekkes. She reported that both of her staff were reliable.

On 10/26/2018, I conducted a telephone exit conference with Sharon Blain, the Licensee Designee and she agreed with my findings.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or</b>

	<b>physical or emotional harm or the deliberate infliction of pain by any means.</b>
<b>ANALYSIS:</b>	<p>Ms. Winns acknowledged hearing Mr. Mekkes yell at Resident A and he told Resident A that he needed to go to the bathroom before he went to bed and that he could get up from the floor.</p> <p>Ms. Moore-Pusey reported that Ms. Winns told her that she had offered to help with Resident A but Mr. Mekkes, had refused help and said he had to get up on his own. She confirmed that Resident A was yelling and screaming for an extended length of time.</p> <p>Mr. Shawn Mekkes, acknowledged that Resident A was yelling and for one to two hours and also sitting on the floor for ½ hour to 45 minutes. He reported he offered Resident A a pillow for comfort and denied that he refused to help Resident A off the floor, denied yelling at Resident A, and denied telling Resident A that he could sleep on the floor.</p> <p>Ms. Sarah Sutton stated she received a phone call from Mr. Mekkes and she advised Mr. Mekkes to use “reverse psychology” with Resident A to see if he would help himself off the floor. She stated that she also encouraged staff not to leave him on the floor and to get help from other staff if necessary.</p> <p>Ms. Kelsie Mekkes stated that Ms. Winns came to her to request help and she found Resident A sitting on the floor yelling.</p> <p>There is sufficient evidence that Resident A was sitting on the floor in a cabin at camp for a minimum of 20 minutes to 45 minutes while yelling for help.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.

*Arlene B. Smith*

10/26/2018

Arlene B. Smith

Date

Licensing Consultant

Approved By:



10/26/2018

---

Jerry Hendrick  
Area Manager

Date