



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

June 24, 2019

Barry Bruns  
HomeLife Inc  
PMB #360  
5420A Beckley Rd.  
Battle Creek, MI 49015

RE: License #: AM030353416  
Investigation #: 2019A0350038  
691 W. Bridge Street AFC

Dear Mr. Bruns:

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.

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 black ink, appearing to read "Ian Tschirhart".

Ian Tschirhart, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor, 350 Ottawa, N.W., Grand Rapids, MI 49503  
(616) 644-9526

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM030353416
<b>Investigation #:</b>	2019A0350038
<b>Complaint Receipt Date:</b>	06/20/2019
<b>Investigation Initiation Date:</b>	06/21/2019
<b>Report Due Date:</b>	07/20/2019
<b>Licensee Name:</b>	HomeLife Inc
<b>Licensee Address:</b>	3 Heritage Oak Lane Battle Creek, MI 49015
<b>Licensee Telephone #:</b>	(269) 660-0854
<b>Administrator:</b>	Barry Bruns
<b>Licensee Designee:</b>	Barry Bruns
<b>Name of Facility:</b>	691 W. Bridge Street AFC
<b>Facility Address:</b>	691 W. Bridge Street Plainwell, MI 49080
<b>Facility Telephone #:</b>	(269) 225-1021
<b>Original Issuance Date:</b>	02/04/2014
<b>License Status:</b>	1ST PROVISIONAL
<b>Effective Date:</b>	05/03/2019
<b>Expiration Date:</b>	11/02/2019
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff member Cheyenne Hinojosa gets high on the side of the house while working.	No
Some staff members call Resident A a bitch.	Yes
Resident A's phone calls are being listened to as well as timed.	No

**III. METHODOLOGY**

06/20/2019	Special Investigation Intake 2019A0350038
06/21/2019	Special Investigation Initiated - On Site I interviewed Resident A and staff members
06/21/2019	Contact - Telephone call made I called and spoke with Madison Burgess, Direct Care Worker
06/21/2019	Contact - Telephone call made I called and spoke with Alysa Shilling, Direct Care Worker
06/24/2019	Contact - Telephone call made I called and spoke with Cheyenne Hinojosa, Direct Care Worker
06/24/2019	Exit conference – Held with Barry Bruns, Licensee Designee

**ALLEGATION:** Staff member Cheyenne Hinojosa gets high on the side of the house while working.

**INVESTIGATION:** On 06/21/2019, I made an onsite inspection and spoke with the Home Manager, Rebecca Rogalski. I informed her of the allegations and asked to speak with Resident A, and she arranged for me to do so.

On 06/21/2019, I interviewed Resident A, who stated that a couple of weeks ago she overheard staff member Cheyenne Hinojosa tell “Madison” that she smokes pot (marijuana) while working at the home.

On 06/21/2019, I spoke further with Ms. Rogalski. I requested the personal cell phone numbers for Direct Care Workers (DCW) Ms. Hinojosa, Alysa Shilling, and Madison Burgess. Ms. Rogalski provided the numbers to me.

On 06/21/2019, I randomly chose another DCW to speak with. This was Sheryl Nybom. Ms. Nybom stated that she has not heard of any staff member using drugs, including marijuana, while on the job or property of this home.

On 06/21/2019, I called and spoke with Madison Burgess, DCW. Ms. Burgess said that Ms. Hinojosa did make a comment to her about marijuana, but it was not about using it on the job or otherwise. Ms. Burgess said that Resident A must have misunderstood what Ms. Hinojosa said.

On 06/21/2019, I called and spoke with Alysa Shilling, DCW. Ms. Shilling denied hearing of any staff member using drugs, including marijuana, while working at this home or while on the property of this home.

On 06/24/2019, I called and spoke with Cheyenne Hinojosa, DCW. Ms. Hinojosa stated that a couple of weeks ago she and Ms. Burgess were talking about a “drug testing job” and that marijuana was probably one of the things looked for in those tests. Ms. Hinojosa informed me that she does not use drugs, including marijuana, while working or on her own time.

On 06/24/2019, I called and held an exit conference with Barry Bruns, Licensee Designee. I informed Mr. Bruns that I was not citing violation of this rule.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(2) Direct care staff shall possess all of the following qualifications:</b> <b>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b>
<b>ANALYSIS:</b>	<p>Although Resident A stated that she heard Ms. Hinojosa tell Ms. Burgess that she smokes marijuana on the job, Ms. Hinojosa said that she was talking about a drug testing job and that they probably test for marijuana.</p> <p>Ms. Burgess confirmed that Ms. Hinojosa did not say she smokes marijuana but that she made a comment about marijuana that Resident A must have misunderstood.</p> <p>There is no evidence to suggest that Cheyenne Hinojosa, DCW, has smoked marijuana while working. My findings do not support that this rule had been violated.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Some staff members call Resident A a bitch.**

**INVESTIGATION:** On 06/21/2019, I made an onsite inspection and spoke with Resident A, who stated that a female staff member called her “bitch,” but she did not recall which staff member or when this happened. Resident A reported that “Alysa” also called her “bitch” a few days prior to this interview. Resident A informed me that on both occasions, no other staff member or resident heard these staff members calling her “bitch.”

On 06/21/2019, I randomly chose another DCW to speak with. This was Sheryl Ms. Nybom stated that she has never heard another staff member cuss at any of the residents, including Resident A.

On 06/21/2019, I called and spoke with Madison Burgess, DCW. Ms. Burgess said that she normally works at another home, and that she has only filled in twice at this one. She stated that she did not hear any other staff member using profanity towards any of the residents either of the times she worked in this home.

On 06/21/2019, I called and spoke with Alysa Shilling, DCW. Ms. Shilling acknowledged that she has called Resident A things like “bitch” and said that Resident A has called her that as well. Ms. Shilling stated that when this happens, they apologize to each other and it is forgotten. Ms. Shilling informed me that about a week ago she said to Resident A; “I don’t see why you treat us this way and shit, when we treat you so good.” Ms. Shilling stated that Resident A told her, “Please don’t swear at me.”

On 06/24/2019, I called and spoke with Cheyenne Hinojosa, DCW. Ms. Hinojosa stated that she has never heard another staff member swear at another resident and denied that she has done so herself. Ms. Hinojosa did say, however, that many of the residents often swear.

On 06/24/2019, I called and held an exit conference with Barry Bruns, Licensee Designee. I informed Mr. Bruns that I was citing violation of this rule.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights: (o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</b>

	<b>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</b>
<b>ANALYSIS:</b>	<p>Alysa Shilling, DCW, admitted to calling Resident A a "bitch," justifying it by stating that Resident A also calls her "bitch." Ms. Shilling also said that she has also used the word "shit" when talking with Resident A.</p> <p>By calling Resident A "bitch" and using swear words in conversation with her Ms. Shilling did not treat Resident A with respect.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:** Resident A's phone calls are being listened to as well as timed.

**INVESTIGATION:** On 06/21/2019, I interviewed Resident A, who stated that staff will only allow her to talk on the house phone for 15 minutes, but she did not say they listen in on her calls.

On 06/21/2019, I spoke with Ms. Rogalski. She reported that when several residents want to use the house phone at the same time, staff will time the calls, allowing 15 minutes each. Also, residents can use the office phone for a few minutes, but staff members may come and go from the office for business purposes. The use of the office phone is just meant as a courtesy when there are several residents wanting to use the house phone at the same time. Other than these times, residents' calls are not timed.

On 06/21/2019, I called and spoke with Alysa Shilling, DCW. Ms. Shilling reported that staff members only time residents' calls on the house phone when several residents want to use it at the same time. She said that they will set the timer for 15 minutes but will let them go over that time for up to an additional 5 minutes. She denied that staff listen to residents while they are using the house phone.

On 06/24/2019, I called and held an exit conference with Barry Bruns, Licensee Designee. I informed Mr. Bruns that I was not citing violation of this rule.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<p><b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</b></p> <p><b>(f) Subject a resident to any of the following:</b></p>

	<b>(iii) Derogatory remarks about the resident or members of his or her family.</b>
<b>ANALYSIS:</b>	<p>Resident A did not say that staff listen in on her phone calls, only that they time the calls, giving her 15 minutes to use the phone.</p> <p>The Home Manager, Rebecca Rogalski, and staff members Alysa Shilling and Cheyenne Hinojosa stated that residents' phone calls are only timed when several residents want to use the phone at the same time. They are given 15-20 minutes. Residents' calls are timed otherwise.</p> <p>My findings do not support that this rule had been violated.</p>
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend that the status of this home's license remain unchanged, and that this special investigation be closed.



June 24, 2019

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Ian Tschirhart  
Licensing Consultant

Date

Approved By:



June 24, 2019

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Jerry Hendrick  
Area Manager

Date