



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 6, 2020

Faith Giplaye  
Acare Human Services, Inc.  
3210 Eastern Ave. S.E.  
Grand Rapids, MI 49508

RE: License #: AM410394626  
Investigation #: 2020A0583004  
Acare Home

Dear Mrs. Giplaye:

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) 356-0183.

Sincerely,



Toya Zylstra, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 333-9702

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM410394626
<b>Investigation #:</b>	2020A0583004
<b>Complaint Receipt Date:</b>	01/03/2020
<b>Investigation Initiation Date:</b>	01/03/2020
<b>Report Due Date:</b>	02/02/2020
<b>Licensee Name:</b>	Acare Human Services, Inc.
<b>Licensee Address:</b>	3210 Eastern Ave. S.E. Grand Rapids, MI 49508
<b>Licensee Telephone #:</b>	(616) 204-4651
<b>Administrator:</b>	Faith Giplaye
<b>Licensee Designee:</b>	Faith Giplaye
<b>Name of Facility:</b>	Acare Home
<b>Facility Address:</b>	2720 44th St. SE Kentwood, MI 49512
<b>Facility Telephone #:</b>	(616) 204-4651
<b>Original Issuance Date:</b>	07/11/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/14/2019
<b>Expiration Date:</b>	09/13/2021
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED, TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Lonyee Saxton verbally abuses residents.	Yes

## III. METHODOLOGY

01/03/2020	Special Investigation Intake 2020A0583004
01/03/2020	Special Investigation Initiated - Telephone Resident A
01/03/2020	Inspection Completed On-site Staff Rhonda Van Dyke, Residents A-I
01/03/2020	Contact - Telephone call received Resident A
01/03/2020	Contact – Email Bob Patterson Network 180 Recipient Rights
01/06/2020	Contact - Telephone call made Facility Home Manager Laura Esese
01/06/2020	Contact - Telephone call received Staff Lonyee Saxton
01/06/2020	Exit Conference Faith Giplaye

**ALLEGATION: Staff Lonyee Saxton verbally abuses residents.**

**INVESTIGATION:** On 01/03/2020, I received a complaint from Centralized Intake stating Staff Lonyee Saxton verbally abuses residents at the facility. The allegations were screened out for Adult Protective Services Investigation.

On 01/03/2020 I interviewed Resident A via telephone. Resident A stated she has resided at the facility for over one year. Resident A stated Staff Lonyee Saxton is “verbally and emotionally” abusive to her and other residents. Resident A stated Ms. Saxton “belittles” her and tells her “she doesn’t care about me”. Resident A stated Ms. Saxton accuses Resident A of “coming home drunk” which is untrue. Resident A stated Ms. Saxton “yells at me for breaking the rules” and “belittles me”. Resident A stated Ms. Saxton does not want Resident A to reside at the facility any longer and

“is trying to get me kicked out”. Resident A continued to state Ms. Saxton “yells” at Resident A and other residents.

On 01/03/2020 I completed an unannounced onsite investigation at the facility. I privately interviewed Staff Rhonda Van Dyke and Residents A, B, C, D, E, F, G, H and I.

Resident A stated Staff Lonyee Saxton is “verbally abusive” to Resident A and other residents. Resident A stated Ms. Saxton often tells residents “I’m sick of cleaning up after you”. Resident A stated Ms. Saxton often tells residents “I don’t care about you”. Resident A stated some residents “protect” Ms. Saxton because Ms. Saxton favors certain residents. Resident A stated Ms. Saxton favors Resident B.

Resident B stated Ms. Saxton does not verbally abuse residents. Resident B stated Ms. Saxton “is the best” and “is too kind to be mean”. Resident B stated Ms. Saxton verbally “directs” residents to complete tasks such as showering which upsets some residents.

Resident C refused to participate in an interview.

Resident D stated Ms. Saxton “hollers at me” and “speaks in not a good way”. Resident D stated Ms. Saxton “has a hard job” and subsequently becomes stressed out and “hollers at us all”. Resident D stated Ms. Saxton most often “yells at” Resident A. Resident D stated Ms. Saxton “gets mad if I flush the toilet too many times”. Resident D stated Ms. Saxton has “never called me a name”.

Resident E stated Ms. Saxton is “nice” and has never been “unkind” to her.

Resident F stated she doesn’t like Ms. Saxton because Ms. Saxton told Resident F “she’s sick of me and doesn’t want me here”. Resident F stated Ms. Saxton “is just mean”. Resident F stated she has “no idea” what Ms. Saxton verbalizes to other residents. Resident F stated she voiced her concerns to Ms. Van Dyke, but nothing has been done.

Resident G stated Ms. Saxton “raises her voice” towards her. Resident G stated Ms. Saxton “yells at me for not separating my clothes”. Resident G stated Ms. Saxton has never called her names.

Resident H stated Ms. Saxton “can be abrupt” but she has never witnessed Ms. Saxton yell at residents.

Resident I stated Ms. Saxton “screams at me” because Ms. Saxton believes Resident I “did not clean up the bathroom”. Resident I stated Ms. Saxton is often “angry with me”. Resident I stated Ms. Saxton has never called her a name. Resident I stated Ms. Saxton “yells at” Resident A. Resident I stated Ms. Saxton “screams at residents” when Ms. Saxton is upset or stressed.

Staff Rhonda Van Dyke stated she has worked at the facility for approximately 17 years. Ms. Van Dyke stated each staff works independently and do not overlap shifts. Ms. Van Dyke stated Resident A and Resident H recently disclosed to her that Ms. Saxton “hollers a lot” at residents. Ms. Van Dyke stated she has no further details regarding Ms. Saxton’s interactions with residents because they do not work jointly. Ms. Van Dyke stated she finds Resident A and Resident H as “truthful” in terms of their disclosures.

On 01/06/2020 I interviewed Facility Home Manager Laura Etese via telephone. Ms. Etese stated she was hired August 2019 as the Facility Home Manager. Ms. Etese stated Ms. Saxton works independently from Monday until Thursday. Ms. Etese stated she visits the facility sporadically during the days Ms. Saxton is working. Ms. Etese stated she can recall “one time” she noticed Ms. Saxton utilize “a loud voice” towards to a resident who had requested to use the telephone. Ms. Etese stated she redirected Ms. Saxton to utilize a lower voice tone. Ms. Etese stated no residents have voiced concerns to her regarding Ms. Saxton’s treatment of residents.

On 01/06/2020 I interviewed Staff Lanyee Saxton via telephone. Ms. Saxton stated she has worked at the facility for one year. Ms. Saxton stated she has “never yelled” at residents. Ms. Saxton stated her voice is loud and “carries”. Ms. Saxton denied the allegations to be true. Ms. Saxton stated she treats residents respectfully. Ms. Saxton stated Resident A does not like Ms. Saxton because Ms. Saxton caught Resident A returning to the facility intoxicated. Ms. Saxton stated she has favorable relationships with all other residents besides Resident A. Ms. Saxton denied she is overwhelmed or stressed at work.

On 01/06/2020 I conducted by telephone an exit conference with the Licensee Designee, Faith Giplaye. Ms. Giplaye concurred with the findings of my investigation and did not have any additional comments for my report. She stated she would submit an acceptable Corrective Action Plan.

<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 physical or emotional harm or the deliberate infliction of pain by any means.</b>
<b>ANALYSIS:</b>	Resident A, Resident D, Resident F, Resident G, and Resident I each stated Staff Lonyee Saxton verbally mistreats residents.

	<p>Resident B, Resident E, and Resident H denied Ms. Saxton is verbally abusive to them.</p> <p>Staff Rhonda Van Dyke stated Resident A and Resident H recently disclosed to her that Ms. Saxton “hollers a lot” at residents. Ms. Van Dyke stated she finds Resident A and Resident H “truthful” in terms of their disclosures.</p> <p>Facility Home Manager Laura Esese stated she can recall “one time” she noticed Ms. Saxton utilize “a loud voice” towards to a resident whom requested to use the telephone. Ms. Esese stated she redirected Ms. Saxton to utilize a lower voice tone</p> <p>Staff Lonyee Saxton denied she is verbally unkind towards residents. She stated the allegations are untrue.</p> <p>There is a preponderance of evidence to substantiate violation of R 400.14308 (1).</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable Corrective Action Plan, I recommend the license remain unchanged.



01/06/2020

Toya Zylstra  
Licensing Consultant

Date

Approved By:



01/06/2020

Jerry Hendrick  
Area Manager

Date