



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

September 1, 2021

Laura Esese
Dignified Care LLC
3640 Brambleberry DR Nw
Comstock Park, MI 49321

RE: License #: AS410406418
Investigation #: 2021A0583042
Chalet Home

Dear Ms. Esese:

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 cursive script, appearing to read "Toya Zylstra".

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

License #:	AS410406418
Investigation #:	2021A0583042
Complaint Receipt Date:	08/27/2021
Investigation Initiation Date:	08/30/2021
Report Due Date:	09/26/2021
Licensee Name:	Dignified Care LLC
Licensee Address:	3640 Brambleberry DR Nw Comstock Park, MI 49321
Licensee Telephone #:	(616) 856-9191
Administrator:	Laura Esese
Licensee Designee:	Laura Esese
Name of Facility:	Chalet Home
Facility Address:	4711 Chalet Ln SW Wyoming, MI 49519
Facility Telephone #:	(616) 856-9191
Original Issuance Date:	02/22/2021
License Status:	REGULAR
Effective Date:	08/22/2021
Expiration Date:	08/21/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED, MENTALLY ILL, ALZHEIMERS, AGED

II. ALLEGATION(S)

	Violation Established?
Resident B assaulted Resident A	No

III. METHODOLOGY

08/27/2021	Special Investigation Intake 2021A0583042
08/30/2021	Special Investigation Initiated - On Site Staff Rhonda Van Dyke, Resident B, Resident C
08/30/2021	Contact - Telephone call made Licensee Designee Laura
08/30/2021	Contact - Telephone call made Relative 1
09/01/2021	Exit Conference Licensee Designee Laura Esese

ALLEGATION: Resident B assaulted Resident A.

INVESTIGATION: On 08/27/2021 I received a complaint from the BCAL online reporting system which alleged that Resident B assaulted Resident A at the facility. The complaint further alleged that during a visit to the facility on 07/28/2021 Relative 1 observed a bruise on Resident A's face. Relative 1 asked staff Rhonda Van Dyke what caused Resident A's injury and Ms. Van Dyke reported that Resident B had hit Resident A in the head causing the injury.

On 08/30/2021 I completed an unannounced onsite investigation at the facility and privately interviewed staff Rhonda Van Dyke. I attempted to privately interview Resident B and Resident C however neither resident possessed the ability to participate in an interview as a result of their developmental disabilities.

Staff Rhonda Van Dyke stated Resident A, Resident B, and Resident C are non-verbal. Ms. Van Dyke stated Relative 1 visited the facility on 07/28/2021 and brought Ms. Van Dyke "cough medicine" for Resident A. Ms. Van Dyke stated Relative 1 "barely stepped foot inside" the facility because Relative 1 "didn't want to get sick". Ms. Van Dyke stated Relative 1 was not close enough to Resident A to observe a bruise on Resident A. Ms. Van Dyke stated Resident A did not have a bruise on his face on 07/28/2021 or on any other date. Ms. Van Dyke stated

Resident A was not assaulted by Resident B in any manner. Ms. Van Dyke denied she told Relative 1 that Resident B had assaulted Resident A.

On 08/30/2021 I interviewed Licensee Designee Laura Esese via telephone. Ms. Esese stated Resident B has never assaulted a resident at the facility. Ms. Esese stated she visits the facility almost daily and has never observed Resident A with a bruise on his face.

On 08/30/2021 I interviewed Relative 1 via telephone. Relative 1 stated she visited the facility on 07/28/2021 and observed Resident A had an “old circular” bruise that was “yellowish and green” in color. Relative 1 stated Resident A’s injury was “smaller than a baseball” and was located on the left side of his face “by his hairline”. Relative 1 stated Resident A’s injury is no longer visible. Relative 1 stated she immediately asked staff Rhonda Van Dyke what caused Resident A’s injury. Relative 1 stated Ms. Van Dyke answered, “I don’t know, (Resident B) hits people”. Relative 1 stated she did not directly ask Ms. Van Dyke if Resident B assaulted Resident A or caused Resident A’s facial bruise.

On 09/01/2021 I conducted by telephone an exit conference with the licensee designee, Laura Esese. Ms. Esese concurred with the findings of my investigation and did not have any additional comments for my report.

APPLICABLE RULE	
R 400.14305	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:	<p>Resident A and Resident B are unable to be interviewed due to their developmental disabilities.</p> <p>Staff Rhonda Van Dyke and Licensee Designee Laura Esese both reported that they have never observed a bruise on Resident A’s face and deny any knowledge of Resident B assaulting Resident A.</p> <p>Relative 1 stated she observed a bruise on Resident A’s face on 07/28/2021 and the injury is no longer visible.</p> <p>There is not a preponderance to substantiate violation of R 400.14305 (3).</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend the license remain unchanged.



09/01/2021

Toya Zylstra
Licensing Consultant

Date

Approved By:



09/01/2021

Jerry Hendrick
Area Manager

Date