



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 30, 2022

Tracie Hernandez
Cornerstone II Inc
P. O. Box 277
Bloomington, MI 49026

RE: License #: AS800306200
Investigation #: 2022A0579034
Cornerstone

Dear Tracie Hernandez:

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 that reads "Cassandra Duursma".

Cassandra Duursma, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa Ave NW, 7th Floor-Unit 13
Grand Rapids, MI 49503
(269) 615-5050

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS800306200
Investigation #:	2022A0579034
Complaint Receipt Date:	08/26/2022
Investigation Initiation Date:	08/30/2022
Report Due Date:	10/25/2022
Licensee Name:	Cornerstone II Inc
Licensee Address:	44409 Baseline Rd., Bloomingdale, MI 49026
Licensee Telephone #:	(269) 668-7070
Administrator:	Karmen Ball
Licensee Designee:	Tracie Hernandez
Name of Facility:	Cornerstone
Facility Address:	22858 West M-43, Kalamazoo, MI 49009-9208
Facility Telephone #:	(269) 668-3175
Original Issuance Date:	04/07/2010
License Status:	REGULAR
Effective Date:	10/21/2020
Expiration Date:	10/20/2022
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED/ MENTALLY ILL/ TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Direct care workers, Marlene Carswell and Harley _____, are verbally aggressive and push and pull residents.	No

III. METHODOLOGY

08/26/2022	Special Investigation Intake 2022A0579034
08/30/2022	Special Investigation Initiated - Face to Face Resident A Marlene Carswell, Direct Care Worker
08/30/2022	Contact - Telephone call made Harley ____, Direct Care Worker
	Contact - Telephone call made Harley ____, Direct Care Worker
08/30/2022	Exit Conference Karmen Ball, Administrator

ALLEGATION:

Direct care workers, Marlene Carswell and Harley _____, are verbally aggressive and push and pull residents.

INVESTIGATION:

On 8/26/22, this referral was entered into the Bureau of Community Health Systems on-line complaint system. The complaint alleged direct care workers, Marlene Carswell and Harley _____, are verbally aggressive with Resident A and other residents in the home. Ms. Carswell and Harley use vulgar language and say demeaning things to residents. Ms. Carswell and Harley have threatened to press fake charges against Resident A. Ms. Carswell and Harley were observed pushing residents off chairs and pull them by their sleeves.

On 8/29/22, I received this referral from Licensing Consultant, Kristy Duda. Ms. Duda stated she was at the home on 8/25/22 and spoke to Resident A who stated he did not have any concerns for his care and reported he was happy at the home.

On 8/30/22, I completed an unannounced on-site investigation at the home. Interviews were completed with Resident A and Ms. Carswell who were spoken to in the living room of the home, at Resident A's request.

Resident A stated Ms. Carswell, Ms. Harley, and all direct care staff are respectful to residents. He stated they do not call residents names or speak vulgarly toward residents. He stated he does sometimes argue with Ms. Harley because she is "very direct" which he does not always like, but Ms. Harley is not inappropriate. He stated Ms. Carswell, Ms. Harley, and all direct care staff are not physically aggressive with residents. He stated Ms. Harley may put her hands on a resident's arm to guide them, but it is not aggressive. He stated no one has threatened to press charges on him and the police have not come to the home. He stated he has "an attention seeking behavior" for calling 911 and he knows that he should not do that, but sometimes "he has bad days." He denied concerns for the care that he or other residents receive from direct care staff in the home.

Ms. Carswell stated on 8/26/22, Resident A requested to ride his motorized wheelchair down M-43 to go to the gas station by himself. She stated she and Ms. Harley told him that was unsafe and that they could not allow him to do that. She stated Resident A became upset, lashed out verbally and physically, and called 911. She stated he threatened to report them for not allowing him to go, so she is not surprised that licensing became involved. She stated she and Ms. Harley are not verbally aggressive with residents, do not use vulgar language, and do not demean residents. She stated Resident A does not like that Ms. Harley is "blunt" when speaking to residents so Resident A seems to target her. She gave the example that Ms. Harley would not argue with Resident A about taking his wheelchair to the gas station, she was firm and consistent with saying he could not go because it was not safe. She stated she and Ms. Harley are not physically aggressive with residents and do not push or pull them. She stated making false allegations and attempting to contact 911, law enforcement, Recipient Rights, or licensing when he is upset is a know behavior for Resident A. Ms. Carswell presented as extremely calm and understanding when discussing the allegations and Resident A's behaviors.

On 8/30/22, I placed a phone call to Ms. Harley. A voicemail message was left requesting a return phone call.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p>
ANALYSIS:	<p>Resident A denied the allegations. He reported Ms. Carswell, Ms. Harley, and all direct care staff are not verbally or physically aggressive with him or any resident. He expressed that he does not like Ms. Harley because she is "direct" with him. He stated he also sometimes has "attention seeking behaviors" when he has "bad days."</p> <p>Ms. Carswell stated Resident A became upset with her and Ms. Harley on 8/26/22 when they would not allow him to take his motorized wheelchair down M-43 to go to the gas station by himself. She stated Resident A threatened to report them for not allowing him to go to the gas station alone. She stated Ms. Harley is "blunt" and will not argue with Resident A so Resident A targets her. She denied the allegations and stated she and Ms. Harley are not verbally or physically aggressive with residents.</p> <p>Ms. Harley...</p> <p>Based on the interviews completed, there is insufficient evidence to support allegations that Resident A or any resident in the home was not treated with consideration and respect with recognition of their personal dignity.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 8/30/22, I completed an exit conference with Ms. Karmen Ball, who was listed as the contact person for the home by Ms. Duda and the Bureau Information Tracking System. Ms. Ball did not dispute my findings or recommendations.

IV. RECOMMENDATION

I recommend the status of the license remain the same.

Cassandra Duursma

8/30/22

Cassandra Duursma
Licensing Consultant

Date

Approved By:

Russell B. Misiak
Area Manager

Date