



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 25, 2022

Donald King  
Hope Network, S.E.  
PO Box 190179  
Burton, MI 48519

RE: License #: AS500069161  
Investigation #: 2023A0617001  
Silver Knoll

Dear Mr. King:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days.

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 (248) 975-5053.

Sincerely,

A handwritten signature in black ink, appearing to be 'EJ', written in a cursive style.

Eric Johnson, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place, Ste 9-100  
3026 W Grand Blvd.  
Detroit, MI 48202

enclosure

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

**CAUTION: QUOTED PROFANITY IS USED IN THIS REPORT**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS500069161
<b>Investigation #:</b>	2023A0617001
<b>Complaint Receipt Date:</b>	09/30/2022
<b>Investigation Initiation Date:</b>	10/03/2022
<b>Report Due Date:</b>	11/29/2022
<b>Licensee Name:</b>	Hope Network, S.E.
<b>Licensee Address:</b>	PO Box 190179 Burton, MI 48519
<b>Licensee Telephone #:</b>	(586) 206-8869
<b>Administrator:</b>	Donald King
<b>Licensee Designee:</b>	Donald King
<b>Name of Facility:</b>	Silver Knoll
<b>Facility Address:</b>	8811 Chicago Rd Warren, MI 48093
<b>Facility Telephone #:</b>	(586) 979-8095
<b>Original Issuance Date:</b>	12/20/1995
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/09/2022
<b>Expiration Date:</b>	05/08/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
<b>On 08/02/2022, Patricia hit Resident A with a metal cash box used to store medications. Resident A had a bruise on her left bicep from being hit with the cash box. Patricia is still working at the AFC home and Resident A is afraid of her.</b>	<b>Yes</b>

**III. METHODOLOGY**

09/30/2022	Special Investigation Intake 2023A0617001
09/30/2022	APS Referral Adult Protective Services (APS) referral received. Not assigned.
10/03/2022	Special Investigation Initiated - Letter Email sent to Mr. King
10/04/2022	Inspection Completed On-site I conducted an unannounced onsite investigation at the Silver Knoll home. I interviewed staff Annette Griffin and Akwelia Chandler. I also interviewed Residents B, C, D, and F.
10/04/2022	Contact - Face to Face I conducted a face-to-face interview with Resident A at her school.
10/18/2022	Contact - Document Sent Email sent to Mr. King
10/18/2022	Contact - Document Sent Email sent to Mr. James Bellamy of APS
10/18/2022	Contact - Document Sent Email sent to Ms. Denise VanDamme Of ORR
10/18/2022	Referral - Recipient Rights Email was sent to ORR
10/18/2022	Contact - Document Received Email rec from Ms. VanDamme.

10/18/2022	Exit Conference I held an exit conference with licensee designee Donald King informing him of the findings of the investigation.
10/20/2022	Contact - Document Received Email received from Mr. King. I received and reviewed the staff schedule for August and September 2022, Resident Identification forms, Ms. Tyner's trainings, and disciplinary file.

**ALLEGATION:**

**On 08/02/2022, Patricia hit Resident A with a metal cash box used to store medications. Resident A had a bruise on her left bicep from being hit with the cash box. Patricia is still working at the AFC home and Resident A is afraid of her.**

**INVESTIGATION:**

On 09/30/22, I received a complaint on the Silver Knoll home. The complaint indicated that on 08/02/2022, staff Patricia hit Resident A with a metal cash box used to store medications. Resident A had a bruise on her left bicep from being hit with the cash box. Patricia is still working at the AFC and Resident A is afraid of her. Patricia uses intimidation tactics to get Resident A to behave in a way she thinks she should. Patricia pointed a knife at Resident A while Patricia was cooking and using the knife to cut something up. Patricia has lit a lighter and walked towards Resident A. Patricia has told Resident A that she is going to "whoop her with an extension cord". Intimidation tactics are also being used with other residents.

On 10/04/22, I conducted an unannounced onsite investigation at the Silver Knoll home. I interviewed staff Annette Griffin and Akwelia Chandler. I also interviewed Residents B, C, D, and F. During the unannounced onsite investigation, I observed the staff schedule for the month of August 2022. According to the staff schedule, staff Patricia Tyner worked on 08/02/22 from 7pm to 7am on 08/03/22.

According to Ms. Griffin, she is unaware of any incident between Ms. Tyner and Resident A. Ms. Griffin stated that the medicine box is very heavy, and she doesn't believe Ms. Tyner would be strong enough to pick the box up and swing it at Resident A. I observed the medication box and it made of steel and weighs approximately 5 to 10 pounds. Ms. Griffin stated that Resident A is fearful of Ms. Tyner. Resident A has told Ms. Griffin in the past that, "Ms. Tyner looks like a mean old lady and gives her mean looks". Ms. Griffin stated that Ms. Tyner no longer works at the Silver Knoll facility as she was transferred to another home. Ms. Tyner last shift worked at the Silver Knoll facility was 09/23/22.

According to Ms. Chandler, is unaware of any incidents between Ms. Tyner and any of the residents. Ms. Chandler stated that the residents complain about Ms. Tyner's

behavior and demeanor often. Residents make complaints that Ms. Tyner yells a lot. Ms. Chandler believes that Ms. Tyner just speaks in a loud firm voice.

According to Resident B, Ms. Tyner would scream at her. Resident B tried to be nice to Ms. Tyner, but it did not stop Ms. Tyner from being mean to her. Resident B stated that she wanted to move homes before Ms. Tyner stopped working at the home.

According to Resident C, Ms. Tyner sometimes will be mean to the residents and yell at them.

According to Resident D, she has no issues with Ms. Tyner and they get along well. Ms. Tyner is very firm and strict. Resident D stated that Ms. Tyner can be mean and yell at the other residents. Ms. Tyner can be mean to Resident A.

According to Resident E, Ms. Tyner would scream at the residents, be rude and had poor manners. Resident E stated that she thinks Ms. Tyner punched Resident A but she did not witness or hear it. Ms. Tyner once told Resident E, "do you want to wake up dead or with no legs". This was very upsetting to Resident E.

According to Resident F, she and Ms. Tyner got into an altercation. On an unknown date, Resident F was trying to do her chores and Ms. Tyner told her to come and take her medications. Resident F told Ms. Tyner that she was going to finish her chores first then come take her medications. Ms. Tyner started to yell and threaten Resident F. Ms. Tyner got into Resident F's face and called her a "Bitch". Resident F stated that Ms. Tyner yells at not only her but Resident A as well. Ms. Tyner is always being mean and threatening Resident F and Resident A. Resident F tries to be nice to Ms. Tyner, but it did not help.

On 10/04/22, I conducted a face-to-face interview with Resident A at her school. Resident A stated that Ms. Tyner threatened her several times. Those threats included Ms. Tyner saying that she was going to hit Resident A with an extension cord, burn her with a lighter, pointed a knife at her and Ms. Tyner hit Resident A with a metal medication box on the left bicep which left a bruise. Ms. Tyner yells and uses profane language towards her the residents.

On 10/18/22, I conducted a phone interview with Ms. Patricia Tyner. According to Ms. Tyner, she never hit Resident A or any other resident with her hand or an object. Resident A got upset because she wanted to take her medication with juice and that is not allowed for medical reasons. Ms. Tyner told her she had to take the medication with water and Resident A made up the allegations of being hit in retaliation. According to Ms. Tyner she was suspended for three weeks pending an investigation. Nothing was substantiated and she returned to work. Ms. Tyner denies pointing a knife at Resident A. Ms. Tyner was in the kitchen cutting onions and bell peppers for dinner and Resident A came into the kitchen. Residents are not allowed in the kitchen while staff are cooking for safety reasons. Ms. Tyner told Resident A to leave the kitchen. Resident A got upset and said she was going to get all of the staff in the home fired. Ms. Tyner denies

walking up to Resident A with a lighter. Ms. Tyner stated that she smokes outside and has never lit her lighter in the home. Ms. Tyner denied threatening Resident A with an extension cord. According to Ms. Tyner she keeps her contact and interactions with the residents to a minimal. She stated that she only has to do her job, which consists of making sure the residents get their meals, medication and hygiene needs met. She is not required to talk to them, but she is cordial with everyone. Ms. Tyner stated that she doesn't feel she needs to interact with the residents. Ms. Tyner stated that "the residents often call me out of my name, they have called me everything but what my mother named me. What am I supposed to do". According to Ms. Tyner, residents have thrown objects at her as well. Ms. Tyner no longer works in the home as the company transferred her to another facility.

On 10/18/22, I held an exit conference with licensee designee Donald King informing him of the findings of the investigation. Mr. King understood the findings of the investigation. Mr. King stated that Ms. Tyner has been disciplined in the past for rights violations of the consumers.

On 10/20/22, I received and reviewed the staff schedule for August and September 2022, Resident Identification forms, Ms. Tyner's trainings, and disciplinary file. According to the documents Ms. Tyner completed the required trainings. According to Ms. Tyner's discipline file, she was disciplined twice in the last year (12/22/21 and 4/5/22) for violating a resident's dignity and rights. The most recent violation occurred on 04/05/22 and Ms. Tyner was disciplined for being defensive and she spoke to a resident with an angry tone. She failed to treat the resident with dignity and respect.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Based on the information gathered through my interviews and documentation reviews, staff Patricia Tyner's verbal volume, tone and aggression level are inappropriate with the residents. Several residents stated that Ms. Tyner yells a lot and can sometimes be rude. According to multiple staff members of the Silver Knoll home, Ms. Tyner's volume and tone is loud and sometimes intimidating to the residents. Ms. Tyner has a documented history of violating resident's dignity and rights.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<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> <p><b>(i) Mental or emotional cruelty.</b></p> <p><b>(ii) Verbal abuse.</b></p> <p><b>(iii) Derogatory remarks about the resident or members of his or her family.</b></p> <p><b>(iv) Threats.</b></p>
<b>ANALYSIS:</b>	Based on the information gathered through my interviews and documentation reviews, staff Patricia Tyner's verbal volume, tone and aggression level are inappropriate with the residents. Several residents stated that Ms. Tyner yells a lot and can sometimes be rude. According to multiple staff members of the Silver Knoll home, Ms. Tyner's volume and tone is loud and sometimes intimidating to the residents. Ms. Tyner has a documented history of violating Residents dignity and rights.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend no change to the status of the license.



10/20/22

Eric Johnson  
Licensing Consultant

Date

Approved By:



10/25/2022

Denise Y. Nunn  
Area Manager

Date