



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 27, 2022

Jennifer Brown
Hope Network Rehabilitation Serv
1490 E Beltline SE
Grand Rapids, MI 49506

RE: License #: AS410254891
Investigation #: 2023A0583014
HNRS Ada House

Dear Ms. Brown:

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,

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**
Report contains explicit language

I. IDENTIFYING INFORMATION

License #:	AS410254891
Investigation #:	2023A0583014
Complaint Receipt Date:	12/21/2022
Investigation Initiation Date:	12/21/2022
Report Due Date:	01/20/2023
Licensee Name:	Hope Network Rehabilitation Serv
Licensee Address:	1490 E Beltline SE Grand Rapids, MI 49506
Licensee Telephone #:	(616) 940-0040
Administrator:	Jennifer Brown, Designee
Licensee Designee:	Jennifer Brown, Designee
Name of Facility:	HNRS Ada House
Facility Address:	940 Clifford Avenue, SE Grand Rapids, MI 49546-2360
Facility Telephone #:	(616) 940-0040
Original Issuance Date:	12/02/2003
License Status:	REGULAR
Effective Date:	07/27/2022
Expiration Date:	07/26/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Facility staff LaToya George verbally and physically abused Resident A.	Yes

III. METHODOLOGY

12/21/2022	Special Investigation Intake 2023A0583014
12/21/2022	Special Investigation Initiated - Email APS Kevin Souser
12/21/2022	Contact - Telephone call made Licensee Designee Jennifer Brown
12/21/2022	APS Referral
12/21/2022	Onsite Resident A
12/21/2022	Contact - Telephone Staff LaToya George
12/22/2022	Contact – Telephone Staff Kassandra Branch
12/21/2022	Contact – Email Licensee Designee Jennifer Brown
12/22/2022	Contact - Telephone Staff LaToya George
12/27/2022	Exit Conference Licensee Designee Jennifer Brown

ALLEGATION: Facility staff LaToya George verbally and physically abused Resident A.

INVESTIGATION: On 12/21/2022 I received the complaint allegation via email from Adult Protective Services Staff Kevin Souser. Mr. Souser confirmed that he was assigned to investigate the allegation. The allegation stated the following:

“(Resident A) is 68 years old and resides in a licensed AFC home. (Resident A) is diagnosed with a traumatic brain injury. On Saturday morning 12/17/22 (Resident A)

told first shift staff he wanted the candy in the staff office. The candy was put in the staff office due to (Resident A) being a diabetic. Staff told (Resident A) he would have to speak with a supervisor on Monday. (Resident A) then stated "give me my fucking candy or I will punch you in the face." Staff member, Latoya, stated "if you hit me mother fucker I will hit you back." (Resident A) punched Latoya in the face and Latoya punched (Resident A) back. Latoya was wearing acrylic nails and it is believed Latoya hit the top of (Resident A's) head causing a scratch on top of (Resident A's) head."

On 12/21/2022 I interviewed Licensee Designee Jennifer Brown via telephone. Ms. Brown stated that on 12/18/2022 she was informed that staff LaToya George struck Resident A in the face and cursed at him on 12/17/2022. Ms. Brown stated Resident A sustained a forehead scratch as a result of the altercation. Ms. Brown stated she immediately terminated Ms. Brown on 12/18/2022. Ms. Brown stated she photographed Resident A's forehead scratch on 12/18/2022.

On 12/21/2022 I received an email from Adult Protective Services staff Kevin Souser. Mr. Souser confirmed that the complaint allegations were sent to the Grand Rapids Police Department and the department is going to delay their decision to investigate until Mr. Souser completes his report.

On 12/21/2022 I received an email from Adult Protective Services staff Kevin Souser. I reviewed the email stated the following:

"I interviewed (Resident A) yesterday. He was eventually reported that an African American woman "hit" him and knocked his glasses off, leaving a slight scratch on his forehead. (Resident A) verbalized this when APS asked him how he got the scratch on his forehead. (Resident A) reported not hitting the woman only saying if she was a man, he would have hit her. APS noted a very slight scratch about 1.5 – 2 inches long on his forehead slightly right of center. (Resident A) had no other injuries."

On 12/21/2022 I completed an unannounced onsite investigation at the facility and privately interviewed Resident A. Resident A presented with a small healing red scratch on his forehead. Resident A reported he suffers from memory deficits as a result of a Traumatic Brain Injury. Resident A stated that on 12/17/2022 he entered the staff office and requested his candy which is stored inside. Resident A stated staff LaToya George said, "leave my office" and subsequently became angry. Resident A stated Ms. Goerge then "swung her hand at me and hit my glasses off my face". Resident A stated he sustained a scratch to his forehead as a result of Ms. George's fingernails scratching him. Resident A stated he did not require medical attention and he left the staff office without incident. Resident A stated Ms. George "did not bother me at all" the rest of her shift.

On 12/22/2022 I interviewed staff Cassandra Branch via telephone. Ms. Branch stated that on 12/17/2022 she worked at the facility from 12:00 AM until 7:00 AM.

Ms. Branch stated that at approximately 6:45 AM Resident A entered the staff office and demanded his candy. Ms. Branch stated staff LaToya George was also in the staff office at the time. Ms. Branch stated Ms. George told Resident A that “you know you can’t be in here”. Ms. Branch stated Resident A stated, “I’ll fucking punch you” to Ms. George and Ms. George stated, “Mother fucker I’m going to punch you back”. Ms. Branch stated both Resident A and Ms. George “got into a fighting stance” and Resident A punched Ms. George on the side of her face. Ms. Branch stated Ms. George punched Resident A in the face and his glasses “flew off”. Ms. Branch stated Resident A left the staff office and threw pillows in the living room until he settled down without staff assistance. Ms. Branch stated she did not observe injuries to Resident A’s face but reported she did not look for injuries given she worked until 7:00 AM. Ms. Branch stated no further witnesses were present as only Ms. Branch and Ms. George were working during the incident.

On 12/22/2022 I received an email from Licensee Designee Jennifer Brown which contained a photograph of Resident A’s forehead scratch. I observed the scratch was red and linear.

On 12/22/2022 I interviewed staff LaToya George via telephone. Ms. George stated that on 12/17/2022 at approximately 6:45 AM Resident A entered the staff office and demanded his candy. Ms. George stated she informed Resident A that she would contact the facility supervisor via telephone and request Resident A's candy which was locked in a cabinet. Ms. George stated Resident A began demanding his “fucking” candy and Ms. George requested Resident A leave the staff office. Ms. George stated Resident A punched her in the face causing a small mark on her lip. Ms. George stated she hit Resident A in his head in response but does not believe she left a scratch to his forehead. Ms. George denied she cursed at Resident A during the incident. Ms. George stated Resident A then left the staff office without incident. Ms. George stated she worked the rest of her shift and Resident A caused no more challenges. Ms. George acknowledged that she believes she was wrong for striking Resident A and was apologetic for her role in the incident.

On 12/27/2022 I completed an Exit Conference via telephone with Licensee Designee Jennifer Brown. Ms. Brown stated she agreed with the investigative findings and would submit an acceptable Corrective Action Plan.

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:	Resident A was verbally and physically assaulted by staff LaToya George. Resident A sustained a small scratch due to the altercation. A preponderance of evidence was discovered during the Special Investigation to substantiate violation of the applicable rule.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

12/27/2022

Toya Zylstra
Licensing Consultant

Date

Approved By:

12/27/2022

Jerry Hendrick
Area Manager

Date