



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 16, 2023

Jenny Jacobs, Licensee Designee
Crisis Center Inc - DBA Listening Ear
PO Box 800
Mt Pleasant, MI 48804-0800

RE: License #: AS340285830
Investigation #: 2023A0577035
Prairie Creek

Dear Ms. Jacobs:

Attached is the Special Investigation Report for the above referenced facility. Violations were established; however a corrective action plan is not required as the corrective action has already been implemented at the time of this reported. Specifically, the employee was terminated and the termination letter was provided to the department.

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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Bridget Vermeesch".

Bridget Vermeesch, Licensing Consultant
Bureau of Community and Health Systems
1919 Parkland Drive
Mt. Pleasant, MI 48858-8010
(989) 948-0561

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS340285830
Investigation #:	2023A0577035
Complaint Receipt Date:	03/30/2023
Investigation Initiation Date:	03/31/2023
Report Due Date:	05/29/2023
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Administrator:	Jenny Jacobs
Licensee Designee:	Timothy Carmichael/Jenny Jacobs
Name of Facility:	Prairie Creek
Facility Address:	1017 Prairie Creek Rd. Ionia, MI 48846
Facility Telephone #:	(616) 522-0513
Original Issuance Date:	04/23/2007
License Status:	REGULAR
Effective Date:	10/22/2021
Expiration Date:	10/21/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Grace Smith swore at Resident A while providing personal care.	No

III. METHODOLOGY

03/30/2023	Special Investigation Intake 2023A0577035
03/31/2023	APS Referral
03/31/2023	Referral - Recipient Rights to The Right Door ORR.
03/31/2023	Special Investigation Initiated – Letter email to Jennie Morgan, The Right Door-ORR.
04/04/2023	Contact - Document Received- Email correspondence with Jennie Morgan.
04/17/2023	Inspection Completed On-site
04/20/2023	Exit Conference with acting licensee designee/administrator Jenny Jacobs.
04/20/2023	Inspection Completed-BCAL Full Compliance

ALLEGATION: Direct care staff member Grace Smith swore at Resident A while providing personal care.

INVESTIGATION:

On March 30, 2023, a complaint was received alleging direct care staff member Grace Smith was in a hostile mood while talking to Resident A, she yelled at Resident A, and undressed Resident A in front of other residents. The complaint also alleged direct care staff member Grace Smith dropped Resident A into her wheelchair.

On March 30, 2023, an email was received from Complainant who reported licensee designee/administrator Jenny Jacobs received the following text message from Residential Manager/Direct Care Staff (DCS) Kaiden Gotwalt:

- Text Message from Kaiden Gotwalt to Jenny Jacobs on 03/22/23 @ 10:00pm reporting the following: “My name is Kaiden Gotwalt, on Tuesday March 21st at 5pm I arrived at Listening Ear In Ionia for my scheduled shift 5pm-5am with

Grace. Upon arrival Grace immediately seemed to be in a hostile mood and around 6pm I accompanied Grace in the restroom with [Resident A]. Once in the restroom [Resident A] was placed on the toilet, Grace was yelling at [Resident A] regarding the water coming from the faucet, "the water isn't fucking hot yet you have to wait, unless you want cold fucking water", then proceeded to undress [Resident A] with the door completely open as other staff and residents walked by. Grace then proceeded to yell at [Resident A] "I'm going on days of this, I'm too fucking tired for this, get the fuck out of my way" and then let [Resident A] fall into her wheelchair and pushed [Resident A] out of the way so Grace could leave the restroom."

"Another incident occurred at around 7:00pm the same day right at the end of dinner. All of the residents were at the dinner table, and Grace said she saw [Resident A] flip me off and try to become aggressive. Although [Resident A] was at least 8 feet away from me and showed no signs of aggression or anything close to the matter. Grace then proceeded to get close into [Resident A]'s face and block [Resident A] from moving, holding [Resident A]'s wheelchair and arms into place and yelling aggressively "you need to apologize right fucking now, you are not going to act that way, you can go the fuck to bed right now." Then Grace turned to me and said, "you can get the fuck off your phone and make her apologize to you." I then told Grace I had not seen [Resident A] do anything along the lines of what she is saying she did, and I don't understand what [Resident A] needs to apologize for, and I reminded Grace that [Resident A] is nonverbal so how would [Resident A] apologize anyways. Grace then got very angry and in an aggressive manner left to go do something in a different room. I then grabbed my keys and left the premises. I immediately got ahold of Miranda and let her know I left and the details as to why."

On March 31, 2023, I spoke with Jennie Morgan, Office of Recipient Rights with The Right Door, who reported she interviewed direct care staff member (DCS) Cai Reisbig, who reported he witnessed DCS Grace Smith say to Resident A, "you need to apologize right fucking now, you are not going to act that way, you can go the fuck to bed right now." Ms. Morgan reported she interviewed Resident A who is nonverbal so Ms. Morgan showed Resident A picture of DCS Smith and asked Resident A if DCS Smith yelled and swore at her. Ms. Morgan reported Resident A gave her the thumbs up signal and nodded her head 'yes' to this question. Ms. Morgan reported another resident told Ms. Morgan she heard DCS Smith yelling and swearing at Resident A. Ms. Morgan reported DCS Smith has currently been suspended.

On April 04, 2023, Jennie Morgan, Office of Recipient Rights with The Right Door reported she will be substantiating for Abuse II, Abuse III and Dignity & Respect, against DCS Grace Smith and confirmed the licensee terminated her employment effective March 31, 2023.

On April 17, 2023, I completed an unannounced onsite investigation and interviewed Resident A who is non-verbal but is able to use hand gestures such as thumb up for

'yes' and thumb down for 'no'. Resident A demonstrated a thumbs up affirming she knew DCS Grace Smith and affirmed DCS Smith worked at the facility. Resident A demonstrated a thumbs up when asked if DCS Smith swore at Resident A. Resident A demonstrated a thumbs up when asked if DCS Smith yelled at her and also gave a thumbs down when asked if this happened frequently.

On April 17, 2023, I interviewed home manager/direct care staff member Miranda Soules who reported her shift was over when DCS Grace Smith arrived. Ms. Soules reported she did not witness DCS Smith swearing at Resident A, nor has she witnessed this behavior before from DCS Smith. Ms. Soules reported once the text message was received DCS Smith was removed from the floor and her employment was later terminated. Ms. Soules reported no direct care staff members have reported to her that DCS Smith verbally or physically mistreated residents. Ms. Soules provided me with a copy of DCS Smith's termination of employment letter.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibility.
	<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> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>There was sufficient evidence found to support that direct care staff Grace Smith mistreated Resident A while providing personal care. Resident A reported DCS Smith swore at her while assisting Resident A. This was also witnessed/supported by DCS Kaiden Gotwalt in a text message to Jenny Jacobs, Administrator and reported by DCS Cia Reisbig. This appears to be an isolated incident which was handled immediately and appropriately by DCS Smith being removed from the schedule upon incident and later terminated. A corrective action plan is not required as the corrective action has already been implemented at the time of this reported.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

It is recommended that the current status of the license remains unchanged.

Bridget Vermeesch

04/20/2023

Bridget Vermeesch
Licensing Consultant

Date

Approved By:

Dawn Timm

05/16/2023

Dawn N. Timm
Area Manager

Date