



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

November 14, 2023

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

RE: License #: AL410083023  
Investigation #: 2024A0583004  
Sojourners Transitional Living

Dear Mrs. 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 quoted profanity.

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL410083023
<b>Investigation #:</b>	2024A0583004
<b>Complaint Receipt Date:</b>	10/26/2023
<b>Investigation Initiation Date:</b>	10/27/2023
<b>Report Due Date:</b>	11/25/2023
<b>Licensee Name:</b>	Hope Network Rehabilitation Serv
<b>Licensee Address:</b>	1490 E Beltline SE Grand Rapids, MI 49506
<b>Licensee Telephone #:</b>	(269) 270-8473
<b>Administrator:</b>	Jennifer Brown
<b>Licensee Designee:</b>	Jennifer Brown
<b>Name of Facility:</b>	Sojourners Transitional Living
<b>Facility Address:</b>	1490 E Beltline Avenue SE Grand Rapids, MI 49506-4336
<b>Facility Telephone #:</b>	(616) 643-3977
<b>Original Issuance Date:</b>	02/19/1999
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/22/2023
<b>Expiration Date:</b>	08/21/2025
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED, DEVELOPMENTALLY DISABLED, MENTALLY ILL TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Jackie Sarvis did not treat Resident A with dignity and respect.	Yes

## III. METHODOLOGY

10/26/2023	Special Investigation Intake 2024A0583004
10/26/2023	Contact - Telephone call received Licensee Designee Jennifer Brown
10/27/2023	Special Investigation Initiated - On Site
11/01/2023	APS Referral
11/07/2023	Contact – Telephone Staff Jackie Sarvis
11/13/2023	Contact – Telephone Staff Jackie Sarvis
11/14/2023	Exit Conference Licensee Designee Jennifer Brown

**ALLEGATION: Staff Jackie Sarvis did not treat Resident A with dignity and respect.**

**INVESTIGATION:** On 10/26/2023 I received a telephone call from Licensee Designee Jennifer Brown. Ms. Brown stated that approximately a week ago, she was informed that staff Jackie Sarvis did not treat Resident A with dignity and respect. Ms. Brown stated that their internal recipient rights staff had already completed their own investigation into the allegation and found that Ms. Sarvis did not treat Resident A with dignity and respect. Ms. Brown stated that staff Mai Tran informed Ms. Brown that Ms. Sarvis was overheard leaving Resident A's bedroom during third shift and stated, "I'm not going back into that bitch's room". Ms. Brown stated Ms. Tran further reported that Ms. Sarvis was overheard calling residents "mother fuckers" while not in the presence of residents during third shift.

On 10/27/2023 I completed an unannounced onsite investigation at the facility and privately interviewed Licensee Designee Jennifer Brown and Resident A.

Ms. Brown stated that staff Jackie Sarvis was terminated as a result of being found to have violated Resident A's rights after the completion of their internal investigation.

Resident A stated that on "two or three occasions" Ms. Sarvis "raised her voice" at Resident A after Resident A questioned Ms. Sarvis' ability to "straight cath" Resident A. Resident A stated Ms. Sarvis did not appreciate being questioned regarding her ability to provide personal care. Resident A stated that on one occasion Ms. Sarvis raised her voice and stated, "let's hurry up and get out of here" after "straight cathing" Resident A and subsequently Ms. Sarvis "stormed out and slammed (Resident A's) bedroom door". Resident A stated she has never heard Ms. Sarvis curse at her.

On 11/01/2023 I emailed the complaint allegation to adult Protective Services centralized intake.

On 11/07/2023 I interviewed staff Mai Tran via telephone. Ms. Tran stated that on multiple occasions she had heard staff Jackie Sarvis refer to female residents as "bitches" and male residents as "mother fuckers" when residents were not present. Ms. Tran stated that on one occasion she requested a medication for a resident and Ms. Sarvis stated, "his ass can wait because I'm not getting up right now". On one recent occasion Ms. Tran stated that while working third shift Ms. Sarvis left Resident A's bedroom and stated "I'm not going back into that bitch's room" as Ms. Sarvis was closing Resident A's door. Ms. Tran stated that she was unsure if Resident A heard the statement. Ms. Tran stated that she has never observed Ms. Sarvis slam a resident's bedroom door.

On 11/13/2023 I interviewed Staff Jackie Sarvis via telephone. Ms. Sarvis stated she never slammed Resident A's bedroom door and has never referred to any resident in an inappropriate manner. Ms. Sarvis stated that the allegations of resident mistreatment are "false".

On 11/14/2023 I completed an exit conference via telephone with licensee designee Jennifer Brown. Ms. Brown stated she agreed with the special investigation findings and would submit an acceptable corrective action plan. Ms. Brown reaffirmed that staff Jackie Sarvis was terminated from her employment as a result of her treatment of Resident A.

<b>APPLICABLE RULE</b>	
<b>R 400.15305</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>	<p>Resident A stated that on “two or three occasions” staff Jackie Sarvis “raised her voice” at Resident A after Resident A questioned Ms. Sarvis’ ability to “straight cath” Resident A. Resident A stated that on one occasion Ms. Sarvis raised her voice and stated, “let’s hurry up and get out of here” after “straight cathing” Resident A and subsequently Ms. Sarvis “stormed out and slammed (Resident A’s) bedroom door”.</p> <p>Staff Mai Tran stated that on multiple occasions she heard staff Jackie Sarvis refer to female residents as “bitches” and male residents as “mother fuckers” when residents were not present. Ms. Tran stated that on one occasion she requested a medication for a resident and Ms. Sarvis stated, “his ass can wait because I’m not getting up right now”. On one recent occasion Ms. Tran stated that while working third shift Ms. Sarvis left Resident A’s bedroom and stated “I’m not going back into that bitch’s room” while Ms. Sarvis was closing Resident A’s door.</p> <p>A preponderance of evidence was discovered during the course of the Special Investigation to substantiate a violation of the applicable rule.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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




11/14/2023

Toya Zylstra  
Licensing Consultant

Date

Approved By:



11/14/2023

Jerry Hendrick  
Area Manager

Date