



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 #: AS410254891
Investigation #: 2024A0583005
HNRS Ada House

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

License #:	AS410254891
Investigation #:	2024A0583005
Complaint Receipt Date:	10/26/2023
Investigation Initiation Date:	10/27/2023
Report Due Date:	11/25/2023
Licensee Name:	Hope Network Rehabilitation Serv
Licensee Address:	1490 E Beltline SE, Grand Rapids, MI 49506
Licensee Telephone #:	(269) 270-8473
Administrator:	Jennifer Brown
Licensee Designee:	Jennifer Brown
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?
Staff Michael Jones verbally mistreats residents.	Yes

III. METHODOLOGY

10/26/2023	Contact - Telephone call received Licensee Designee Jennifer Brown
10/26/2023	Special Investigation Intake 2024A0583005
10/27/2023	Inspection Completed On-site
11/01/2023	APS Referral
11/14/2023	Exit Conference Licensee Designee Jennifer Brown

ALLEGATION: Staff Michael Jones verbally mistreats residents.

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 from internal recipient rights staff Alesiaha Kole that staff Michael Jones allegedly verbally mistreated Resident A. Ms. Brown stated that an internal “recipient rights” investigation was being conducted by Ms. Kole after staff Madeline VanHouten and staff Mariah Harris filed recipient rights complaints.

On 10/27/2023 I interviewed Licensee Designee Jennifer Brown face-to-face in her office located at 1490 East Beltline, Grand Rapids, Mi. Ms. Brown stated that staff Madeline VanHouten recently filed a recipient rights complaint stating that staff Michael Jones mistreated Resident A on an unknown date in September 2023. Ms. VanHouten reported that Resident A stated he had to go to the restroom to “shit”. Ms. VanHouten stated that while Resident A was in the restroom Mr. Jones opened the bathroom door and told Resident A “he was shit” in a derogatory manner. Additionally, staff Mariah Harris filed a separate recipient rights complaint and stated that approximately one-month prior, Resident A had been seated at the facility’s dining table. Ms. Harris stated that Mr. Jones raised his voice and stated, “it pisses me off when (Resident A) sits in the wrong spot at the dining table”. Ms. Harris stated Mr. Jones then “forcefully” moved Resident A, who utilizes a wheelchair, into a different spot at the dining table.

On 10/27/2023 I completed an unannounced onsite investigation at the facility. While onsite I interviewed staff Latoya Sallie and observed the wellbeing of Resident B.

Staff LaToya Sallie stated that she has worked at the facility for approximately a year. Ms. Sallie stated that she has never observed staff Michael Jones curse at residents but stated Mr. Jones “gets loud” when talking to Resident A. Ms. Sallie stated she has observed Mr. Jones raise his voice level when speaking to Resident A in particular. Ms. Sallie stated on multiple occasions she has overheard Mr. Jones raise his voice and state to Resident A, “what are you doing, go back to the living room” after Resident A had left the living room and requested staff assistance.

Resident B was observed in his bedroom as clean and well groomed. Resident B did not possess the ability to complete an interview as a result of his cognitive impairment.

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

On 11/03/2023 I attempted to interview Resident A via telephone. Resident A stated he is happy with his care and has no concerns regarding the treatment he receives from staff Michael Jones.

On 11/03/2023 I interviewed staff Madeline VanHouten via telephone. Ms. VanHouten stated that she has worked at the facility for approximately two years. Ms. VanHouten stated that during a shift over Memorial Day weekend Resident A’s t-shirt was inside out, and Resident A stated he needed to use the restroom. Ms. VanHouten stated that she assisted Resident A into the bathroom to help him change into a “Hawaiian t-shirt” and assisted Resident A with “going to the bathroom”. Ms. VanHouten stated that while she was in the bathroom assisting Resident A staff Michael Jones opened the bathroom door and stated, “you’re taking a shit, you look like shit”. Ms. VanHouten stated that Resident A “looked upset” after Mr. Jones’ comment. Ms. VanHouten stated that she has observed Mr. Jones tell residents they can’t sit in certain spots at the dining table and has subsequently “forcefully pulled” Resident A and Resident B to a different spot at the dining table on multiple occasions. Ms. VanHouten stated that Mr. Jones yells at residents as evidenced by a loud voice tone. Ms. VanHouten stated that Mr. Jones “overly corrects” facility residents and speaks to residents in “an angry way”. Ms. VanHouten stated that she has confronted Mr. Jones regarding his verbal treatment towards residents however Mr. Jones continues to exhibit the behaviors.

On 11/03/2023 I interviewed staff Mariah Harris via telephone. Ms. Harris stated that she has only worked with staff Michael Jones one time approximately one month ago from approximately 2:30 PM until 8:30 PM. Ms. Harris stated that while working with Mr. Jones she observed Resident A sitting at the dining table. Ms. Harris reported that Mr. Jones said, “why are you there, that really pisses me off”.

Ms. Harris stated that she then observed Mr. Jones “jerk” Resident A’s wheelchair and move Resident A to a different spot at the dining table. Ms. Harris stated that Mr. Jones looked at Ms. Harris and stated, “he shouldn’t be sitting there, this is where he sits”. Ms. Harris stated Resident A then “took a breather outside” because Resident A was upset by Mr. Jones’ actions at the dining table.

On 11/03/2023 I interviewed staff Michael Jones via telephone. Mr. Jones stated that he did work on Memorial Day with staff Madeline VanHouten and the facility was celebrating with a Hawaiian themed day. Mr. Jones stated that he believed Ms. VanHouten and Resident A were in the bathroom together because Ms. VanHouten was helping Resident A change his shirt into a Hawaiian shirt and hat. Mr. Jones stated “Maddy called me in there to look at what Resident A was wearing” which was a “Hawaiian shirt”. Mr. Jones stated he had “no idea” Resident A was using the restroom. Mr. Jones stated Ms. VanHouten handed Mr. Jones a “lei” and Mr. Jones stated he did not use the word “shit” in any manner. Mr. Jones stated that the facility utilizes assigned seating for residents to keep residents from arguing with one another. Mr. Jones stated that staff do not always follow the assigned seating. Mr. Jones recalled that while working with staff Mariah Harris, Resident A was sitting in the wrong spot at the dining table. Mr. Jones stated he informed Ms. Harris that Resident A “shouldn’t be sitting there” and assisted Resident A with moving to his assigned seat. Mr. Jones denied “forcefully” moving Resident A and/or Resident B to different seats at the dining table and denied verbally mistreating Resident A.

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.

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:	<p>Staff LaToya Sallie stated that Mr. Jones “gets loud” when talking to Resident A. Ms. Sallie stated she has observed Mr. Jones raise his voice level when speaking to Resident A in particular.</p> <p>Staff Madeline VanHouten stated that while she was in the bathroom assisting Resident A, staff Michael Jones opened the bathroom door and stated, “you’re taking a shit, you look like shit”. Ms. VanHouten stated that she has observed Mr. Jones tell residents they can’t sit in certain spots at the dining table and has “forcefully pulled” Resident A and Resident B to a</p>

	<p>different spot at the dining table on multiple occasions. Ms. VanHouten stated that Mr. Jones “yells” at residents. Ms. VanHouten stated that Mr. Jones “overly corrects” facility residents and speaks to residents in “an angry way”.</p> <p>Staff Mariah Harris stated that while working with staff Michael Jones she observed Resident A sitting at the dining table. Ms. Harris reported that Mr. Jones said, “why are you there, that really pisses me off”. Ms. Harris stated that she observed Mr. Jones “jerk” Resident A’s wheelchair and moved Resident A to a different spot at the dining table.</p> <p>A preponderance of evidence was discovered during the Special Investigation to substantiation violation of the applicable rule; staff Michael Jones “forcefully” moved Resident A’s wheelchair and “yells” at Resident A as evidenced by a loud voice tone.</p>
CONCLUSION:	VIOLATION ESTABLISHED

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