



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 3, 2023

Jessica Kross
Pine Rest Christian Mental Health Services
300 68th Street SE
Grand Rapids, MI 49548

RE: License #: AM410008735
Investigation #: 2023A0340012
Pine Rest - Adrian Home

Dear Mrs. Kross:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On January 18, 2023, you submitted an acceptable written corrective action plan. It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 blue ink that reads "Rebecca Piccard".

Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM410008735
Investigation #:	2023A0340012
Complaint Receipt Date:	01/17/2023
Investigation Initiation Date:	01/17/2023
Report Due Date:	03/18/2023
Licensee Name:	Pine Rest Christian Mental Health Services
Licensee Address:	300 68th Street SE Grand Rapids, MI 49548
Licensee Telephone #:	(616) 455-5000
Administrator:	Candy McKenney
Licensee Designee:	Jessica Kross
Name of Facility:	Pine Rest - Adrian Home
Facility Address:	6700 Adrian Avenue, SE Grand Rapids, MI 49548-6936
Facility Telephone #:	(616) 281-6323
Original Issuance Date:	08/13/1985
License Status:	REGULAR
Effective Date:	08/13/2022
Expiration Date:	08/12/2024
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Residents were left without supervision when staff Fakadu Timmers walked off his shift with no other staff working in the home.	Yes

III. METHODOLOGY

01/17/2023	Special Investigation Intake 2023A0340012
01/17/2023	Special Investigation Initiated - Telephone Candy McKenney
01/17/2023	APS Referral
01/24/2023	Inspection Completed On site
01/31/2023	Contact - Telephone call made Staff Fakadu Timmers
01/31/2023	Exit Conference Candy McKenney
01/31/2023	Inspection Completed-BCAL Sub. Compliance
01/31/2023	Corrective Action Plan Requested and Due on 02/15/2023

ALLEGATION: Residents were left unsupervised when staff Fakadu Timmers walked off his shift with no other staff working in the home.

INVESTIGATION: On January 17, 2023, a complaint was filed with the BCAL Online Complaints. It stated that residents were left home alone for about 30-45 minutes. No injury or other incident occurred during this time.

On January 17, 2023, Adult Protective Services was informed of the incident.

On January 17, 2023, I contacted Administrator Candy McKenney. She was already aware of the incident and stated that Mr. Timmers has already been terminated from employment after he admitted to walking off his shift with no back-up. Mr. Timmers had told Ms. McKenney that he left around 5:30 am. First shift staff arrive around 6:00 am so it appears to be approximately 30 minutes that residents were left unsupervised but there is no way to confirm this. The residents were sleeping

during this time so none of them knew they were alone. Ms. McKenney told me that staff will be retrained in protocols for what should be done before leaving their shift unexpectedly.

On January 24, 2023, I conducted an unannounced home inspection. I reviewed the assessment plans for all the residents in the home. No one is required to have increased supervision.

On January 31, 2023, I interviewed staff Fakadu Timmers. I explained who I was and the reason for my call. I asked him to tell me what happened during his last shift at Adrian Home. He told me that he didn't feel good, so he left. I asked Mr. Timmers why he did not call the on-call supervisor or anyone else to come relieve him. He asked me why I was not concerned about his wellbeing. Mr. Timmers told me he is done "talking about this" and to never call him again.

APPLICABLE RULE	
R 400.14206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.
ANALYSIS:	<p>The allegation was made that staff Fakadu Timmers left his shift at Adrian home without ensuring another staff was present at the home.</p> <p>Ms. McKenney had interviewed Mr. Timmers who admitted to her that he did leave without notice. Mr. Timmers employment with Pine Rest has been terminated.</p> <p>Mr. Timmers admitted to me that he left his shift without other staff present at the home in his absence.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On January 31, 2023, I conducted an exit conference with Candy McKenney. We discussed the incident and although Pine Rest could not predict that Mr. Timmer would walk off the job, she did understand that a violation did occur. She agreed to send a Corrective Action Plan and had no further questions.

IV. RECOMMENDATION

On January 17, 2023, Ms. McKenney sent an acceptable corrective action plan. I recommend no change to the current license status.

 February 2, 2023

Rebecca Piccard Date
Licensing Consultant

Approved By:

 February 3, 2023

Jerry Hendrick Date
Area Manager