



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

May 23, 2024

Destiny Saucedo-Al Jallad  
Turning Leaf Res Rehab Svcs., Inc.  
P.O. Box 23218  
Lansing, MI 48909

RE: License #: AS530398194  
Investigation #: 2024A0230018  
White Pine Cottage

Dear Ms. Saucedo-Al Jallad:

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.

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 "Rhonda Richards". The ink is a reddish-brown color.

Rhonda Richards, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 342-4942

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS530398194
<b>Investigation #:</b>	2024A0230018
<b>Complaint Receipt Date:</b>	04/18/2024
<b>Investigation Initiation Date:</b>	04/19/2024
<b>Report Due Date:</b>	06/17/2024
<b>Licensee Name:</b>	Turning Leaf Res Rehab Svcs., Inc.
<b>Licensee Address:</b>	621 E. Jolly Rd., Lansing, MI 48909
<b>Licensee Telephone #:</b>	(517) 393-5203
<b>Administrator:</b>	Lisa Mull
<b>Licensee Designee:</b>	Destiny Saucedo-Al Jallad
<b>Name of Facility:</b>	White Pine Cottage
<b>Facility Address:</b>	309 E. James Street, Scottville, MI 49454
<b>Facility Telephone #:</b>	(517) 393-5203
<b>Original Issuance Date:</b>	06/07/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/07/2023
<b>Expiration Date:</b>	12/06/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED, TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
In March of 2022, staff member Donna Scherer used her phone to take numerous photos of Resident A and sent them to a friend via text and Facebook messenger.	Yes

## III. METHODOLOGY

04/18/2024	Special Investigation Intake 2024A0230018
04/19/2024	Special Investigation Initiated - On Site Interview with staff member Penny Gutschke and observation of Resident A
04/19/2024	Contact - Telephone call made Kara Rose RRO
04/22/2024	APS referral
04/22/2024	Contact - Face to Face Interview with staff member Donna Scherer West Michigan Community Mental Health- Recipient Rights Officer (RRO) Kara Rose and Administrator Lisa Mull Present
05/22/2024	Exit Conference With Administrator Lisa Mull

**ALLEGATION:** In March of 2022, staff member Donna Scherer used her phone to take numerous photos of Resident A and sent to a friend via text and Facebook messenger.

**Investigation:** On 04/19/2024, I conducted an unannounced on-site investigation at the facility and interviewed staff member Penny Gutschke. I observed Resident A but was unable to interview him as he is non-verbal.

Ms. Gutschke stated she was aware of the above allegation but had no information as she had not witnessed Ms. Scherer take an any photos of residents or send any text messages. She stated Ms. Scherer has been placed on a leave from working at the facility pending investigation of the allegations.

On 04/22/2024, I interviewed staff member Donna Scherer at the West Michigan Community Mental Health office. Present for the interview were Kara Rose Recipient Rights Officer (RRO) and facility Administrator Lisa Mull.

Initially Ms. Scherer denied sharing information or photos of residents to other individuals outside of the facility. After speaking to her for some time and Ms. Rose explaining she had copies of text messages, Ms. Scherer acknowledged that she had sent messages to a friend about certain residents and their behaviors. She also acknowledged that she may have sent photos of residents doing activities but stated that had not happened for a long time. She was shown a photo of Resident A sitting in a van from a text message that she had sent to a friend. Ms. Scherer acknowledged that she had taken the photo and sent it.

After showing Ms. Scherer the numerous text messages that were copied by Ms. Rose. Ms. Scherer verified that she had sent the text messages. I observed copies of numerous text messages written by Ms. Scherer to her friend. From the time period of May 2022 through November 2022. The messages included personal information and derogatory remarks towards residents.

Ms. Scherer acknowledged that she shared information about residents with her best friend who does not work at the facility. She stated, "I thought it was safe." She explained she saw this as "venting frustration to a friend." Ms. Scherer stated she had a "falling out" with this friend over a year ago and six months ago the friend threatened "I'll turn you in to Human resources and then you'll lose your job". Ms. Scherer stated, "I guess deep down inside I knew it was wrong, but I didn't think she'd do anything about it."

On 05/22/2024, I spoke with RRO Kara Rose who informed me that she would be substantiating a rights complaint.

On 05/22/2024, I conducted an exit conference with Administrator Lisa Mull and reviewed the findings of the investigation. She had no additional questions but stated Ms. Scherer has not been back to work and after licensing and RRO reports are received, Ms. Scherer's employment will be terminated. Ms. Mull will submit a plan of correction.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(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:</b>

	<p><b>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</b></p> <p><b>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</b></p>
<b>ANALYSIS:</b>	Resident A along with other residents in the home were not treated with respect, personal dignity, and privacy. As noted, staff member Ms. Scherer sent text messages and a photo regarding personal information about residents to a friend. Ms. Scherer acknowledged that she sent the text messages and photo.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable plan of correction, I recommend the status of this license remain unchanged.

*Rhonda Richards*

05/23/2024

Rhonda Richards  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

05/23/2024

Jerry Hendrick  
Area Manager

Date