



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 14, 2024

Paul Wyman
Retirement Living Management of Standale, LLC
1845 Birmingham S.E.
Lowell, MI 49331

RE: License #:	AL700378371
Investigation #:	2024A0356053 Green Acres of Standale II

Dear Mr. Wyman:

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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Elliott".

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 901-0585

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL700378371
Investigation #:	2024A0356053
Complaint Receipt Date:	07/03/2024
Investigation Initiation Date:	07/03/2024
Report Due Date:	09/01/2024
Licensee Name:	Retirement Living Management of Standale, LLC
Licensee Address:	1845 Birmingham S.E. Lowell, MI 49331
Licensee Telephone #:	(616) 897-8000
Administrator:	Liam MacRitchie
Licensee Designee:	Paul Wyman
Name of Facility:	Green Acres of Standale II
Facility Address:	11278 - 1st Ave. NW Grand Rapids, MI 49534
Facility Telephone #:	(616) 431-3021
Original Issuance Date:	04/04/2016
License Status:	REGULAR
Effective Date:	10/04/2022
Expiration Date:	10/03/2024
Capacity:	20
Program Type:	ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
Direct Care Worker Anya Groce distributed video images of Resident A on social media.	Yes

III. METHODOLOGY

07/03/2024	Special Investigation Intake 2024A0356053
07/03/2024	Special Investigation Initiated - Telephone Kelly Nelson, Regional Consultant for Retirement Living Management.
07/03/2024	APS Referral
07/03/2024	Contact - Telephone call received Kelly Nelson, family notified.
07/03/2024	APS Referral Denied for investigation.
07/18/2024	Inspection Completed On-site
07/18/2024	Contact - Face to Face Liam MacRitchie, administrator, Resident A.
07/30/2024	Contact - Document Received Facility documents for review.
07/31/2024	Contact - Document Received Facility documents for review.
08/12/2024	Contact-Document Sent Det. Dave Dewitt-Ottawa County Sheriff's Office.
08/14/2024	Exit conference-Kelly Nelson, as approved by Licensee Designee, Paul Wyman.

ALLEGATION: Direct Care Worker Anya Groce distributed video images of Resident A on social media.

INVESTIGATION: On 07/03/2024, I received a BCAL (Bureau of Children and Adult Licensing) online complaint. The complainant reported that approximately two weeks

ago, Director Care Worker, Anya Groce, took a video of Resident A while she (Resident A) was using the bathroom, and she sent the video to a relative via Snapchat. In the video, Resident A's pants and briefs were pulled down and her private area was exposed. Ms. Groce was aware of this being in the video and still sent it. This incident was reported to the police. On 07/01/2024, Anya's employment was terminated because of the video. Resident A's relative #1 was notified. Adult Protective Services (APS) denied this for investigation and forwarded the complaint to BCHS (Bureau of Community and Health Systems) LARA (Licensing and Regulatory Affairs).

On 07/01/2024, I received a telephone call from Kelly Nelson, Regional Consultant for Retirement Living Management of Standale and we discussed the incident. Ms. Nelson agreed to file an APS referral, place a call to law enforcement and request a police report be taken and then a BCHS/LARA investigation would be conducted, all of which were completed by Ms. Nelson on 07/01/2024.

On 07/18/2024, I conducted an inspection at the facility and met with Liam MacRitchie, administrator. Mr. MacRitchie stated Ms. Groce took a snapchat video of Resident A when Resident A was not fully clothed and sent it to a relative. Mr. MacRitchie stated the relative's girlfriend saw the snapchat video, took a video of it and sent it to the facility corporate office. Mr. MacRitchie stated on 07/01/2024, an interview was conducted with staff, Anya Groce where Ms. Groce acknowledged taking the video and sending it to her relative. Mr. MacRitchie stated Ms. Groce's employment at this facility was terminated immediately, an APS referral was made, Relative #1 was informed and a law enforcement referral was made. Mr. MacRitchie stated an officer from the Ottawa County Sheriff's Office came to the facility and took a report. Mr. MacRitchie stated the administration is retraining staff on their policy regarding staff having their phones while working. Mr. MacRitchie stated Resident A resides in the memory care unit and is not able to provide pertinent information to this investigation due to cognitive deficit.

On 07/18/2024, I attempted to interview Resident A and she is unable to participate in an interview or provide information pertinent to this investigation due to cognitive deficiency.

On 07/30/2024, I reviewed facility documentation verifying that Ms. Groce had a background check that showed she was eligible to work in an adult foster care facility. I reviewed a signed acknowledgement of the policy and procedures regarding social media, confidentiality, phone use at work and all required training through LARA was completed and signed as completed by Ms. Groce on 01/3/2024.

On 07/31/2024, I reviewed the IR (Incident Report) written by Mr. MacRitchie and signed by Ms. Nelson on 07/01/2024. The IR documented the following information, *'Laney Davis called the Retirement Living management corporate office (Corey Boersma) to report an incident of a resident being video recorded and shared to Snap Chat. Laney stated that her boyfriend whose sister works at Green Acres of*

Standale had sent a video via Snap Chat of a resident while being toileted. A police report was filed with Ottawa Sheriff's department, Licensing was notified, and Adult Protective Services report was filed. The employee was immediately terminated on July 1, 2024, at 1600. All staff re-educated on the phone policy and the enforcement of no phone use or carried on staff members person while on duty.'

On 08/12/2024, I corresponded with Detective Dave Dewitt, Ottawa County Sheriff's Office via email. Det. Dewitt stated, *'the case is still open on my end. There is an outstanding search warrant in the hands of Snap Chat that still needs a response. Once that info comes back the report will be submitted for review of charges. When it's closed it will become available. Case: 24-07010119.'*

On 08/14/2024, I conducted an exit conference with Kelly Nelson, as approved by Licensee Designee, Paul Wyman. Ms. Nelson stated she understands the information, analysis, and conclusion of this applicable rule and stated it is unfortunate that this occurred, but they took all the proper steps to rectify the situation and will continue to do so in the future. Ms. Nelson stated she will submit an acceptable corrective action plan.

APPLICABLE RULE	
R 400.15305	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>The complainant reported Director Care Worker, Anya Groce, took a video of Resident A while she (Resident A) was using the bathroom, and she sent the video to a relative via Snapchat.</p> <p>Ms. Nelson and Mr. MacRitchie, administrator confirmed that this incident did occur. As a result, Ms. Groce was terminated from employment and APS, LARA and Law Enforcement was notified.</p> <p>Detective Dave Dewitt stated this complaint is still open with the Ottawa County Sheriff's office for investigation.</p> <p>Based on investigative findings, it is determined that former staff Ms. Groce took a video at the facility of Resident A while she was not fully clothed and sent the video to her relative for viewing. While the Licensee Designee relieved Ms. Groce of her duties and all administrative steps were taken to properly address and investigate this incident, Resident A's protection and safety were not attended to in accordance with the provision</p>

	of the act and therefore, a violation of this applicable rule is established.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.

08/14/2024

Elizabeth Elliott
Licensing Consultant

Date

Approved By:

08/14/2024

Jerry Hendrick
Area Manager

Date