



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

November 25, 2024

Amanda Ledford
Hope Network West Michigan
PO Box 890
Grand Rapids, MI 49501-0141

RE: License #: AS410312036
Investigation #: 2025A0340002
Neo Bristol

Dear Mrs. Ledford:

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,



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 #:	AS410312036
Investigation #:	2025A0340002
Complaint Receipt Date:	10/08/2024
Investigation Initiation Date:	10/08/2024
Report Due Date:	12/07/2024
Licensee Name:	Hope Network West Michigan
Licensee Address:	PO Box 890 Grand Rapids, MI 49518
Licensee Telephone #:	(616) 490-3684
Administrator:	Amanda Ledford
Licensee Designee:	Amanda Ledford
Name of Facility:	Neo Bristol
Facility Address:	909 Bristol Ave. NW Grand Rapids, MI 49504
Facility Telephone #:	(616) 791-4130
Original Issuance Date:	01/06/2012
License Status:	REGULAR
Effective Date:	07/16/2024
Expiration Date:	07/15/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff Joyce Curl chases Resident A with a broom to make him be quiet. She also held Resident B down after he had been throwing things in the home. Staff Shayla Martin sprays Resident C with the nozzle at the kitchen sink to make him get out of the kitchen.	Yes

III. METHODOLOGY

10/08/2024	Special Investigation Intake 2025A0340002 Received from APS
10/08/2024	Special Investigation Initiated - Telephone ORR Melissa Gekeler
10/16/2024	Inspection Completed On-site
10/16/2024	Contact - Telephone call made Staff Shayla Martin-left message
11/04/2024	Contact – Telephone call made Staff Sandra Akez
11/20/2024	Contact – Telephone call made Staff Shayla Martin-left message
11/20/2024	Contact – Telephone call made Staff Takia Jones
11/20/2024	Contact – Telephone call made Staff Joyce Curl
11/20/2024	Contact – Telephone call made Home Manager Jessica Fairchild
11/25/2024	Exit Conference Designee Amanda Ledford

ALLEGATION: Staff Joyce Curl chases Resident A with a broom to make him be quiet. She also held Resident B down after he had been throwing things in the home. Staff Shayla Martin sprays Resident C with the nozzle at the kitchen sink to make him get out of the kitchen.

INVESTIGATION: On October 8, 2024, I received a complaint from Adult Protective Services via the BCHS Complaints. It stated that staff Joyce Curl chases Resident A with a broom to make him be quiet. Resident A is fearful of the broom after Ms. Curl swung at him with it but did not hit him. This was witnessed by staff Sandra Akez. Ms. Curl also sat on Resident B on the sofa, holding him down, after he had been throwing things in the home. Staff Shayla Martin sprays Resident C with the nozzle at the kitchen sink to make him get out of the kitchen. Ms. Martin told staff Sandra Akez this is what she does to get Resident B out of the kitchen.

On October 8, 2024, I contacted the Office of Recipient Rights (ORR) Melissa Gekeler. She also received the information included in this complaint and will be investigating.

On October 16, 2024, I conducted an unannounced home inspection. Resident A is nonverbal and only makes loud noises to express himself. He was therefore unable to be interviewed. Resident B was also not interviewed due to his cognitive impairment.

Resident C has limited verbal communication abilities but is familiar with me and willingly met with me. I attempted to obtain details regarding the alleged incident, however, Resident C was only able to say that he has been sprayed by the kitchen sprayer. He was not able to provide details surrounding the incident.

Home Manager Jessica Fairchild was present at the home. I was able to speak with her regarding her knowledge of the allegations. She informed me she was only aware of what had been reported and did not have any firsthand knowledge of any inappropriate behavior by staff. Ms. Fairchild provided me with the contact information for the staff involved.

Staff Ellie Michael was working at the time of my inspection. I interviewed her regarding the allegations. She stated she has witnessed Ms. Curl raise a broom and chase after Resident A. He was upset that someone was playing with his toy cars, and was making "gurgling noises". Ms. Curl told him to stop. When he didn't she grabbed the broom and chased him down the hall with it raised as Resident A ran away from her. Ms. Michael stated staff Takia Jones also witnessed this. I asked her what happened next and Ms. Michael stated that Resident A went to his room and Ms. Curl came back to the common area. She stated aloud, "he listens better when I have it".

Ms. Michael was also working the day Ms. Curl was alleged to have held Resident B down. She stated Resident B wanted to go for a van ride and wasn't able to at the moment. When Resident B gets upset he will throw things. Ms. Curl had been outside while this happened but when she came back in the home he was still screaming. She told him to stop screaming. When he did not stop, Ms. Curl went to the couch, grabbed Resident B's hands, and told him to stop screaming. He did not and began to kick at her so Ms. Curl held Resident B down until he stopped.

Ms. Michael did not witness the incident with Resident C but had heard about it from Ms. Akez. Ms. Akez was trying to redirect Resident C from the stove while she was cooking and Ms. Martin told her she would spray him to get him out of the kitchen.

On October 16, 2024, I called and left a message for Ms. Martin.

On November 4, 2024, I interviewed staff Sandra Akez. After I informed her of who I was and the reason I was calling, I asked her about the allegations. Ms. Akez stated she has not seen Ms. Curl strike anyone with the broom, but she had seen her raise it toward Resident A and chase after him. Resident A had been making noises and Ms. Curl grabbed a broom and raised it as if to strike him but he ran to his room. She has reportedly witnessed this “a few times”.

Regarding Resident B, she stated she did witness that incident. Ms. Akez stated Resident B was exhibiting behaviors when Ms. Curl was outside. He began to throw things. Ms. Akez stated she remained close enough to monitor him from a distance. He eventually stopped throwing things, but did continue to scream. Ms. Curl came back inside and started yelling at Resident B. Ms. Curl came too close to Resident B and he grabbed her. Ms. Curl held Resident B down on the couch by grabbing his hands. Eventually he calmed down and Ms. Curl got up and then left the home. Ms. Akez stated this was not necessary because Resident B will calm down eventually and everyone was safe.

Ms. Akez stated she has also witnessed staff Shayla Martin spray Resident C with the kitchen sink sprayer. Resident C was “getting into things” when Ms. Akez was cooking. Ms. Akez asked Ms. Martin for assistance and she responded, “this is what I do to get him outta here”. She stated Ms. Martin then proceeded to take the sprayer and sprayed Resident C with water. Resident C left the kitchen.

On November 20, 2024, I called and left another message for Ms. Martin.

On November 20, 2024, I interviewed staff Takia Jones. She stated she has been suspended and had no idea why. I asked her about the incidents alleged in the complaint and she stated she did not know anything about them and has never seen anything inappropriate occurring by her co-workers. She stated she did not know why someone would make these allegations.

On November 20, 2024, I interviewed staff Joyce Curl. Ms. Curl stated she has been suspended and only heard “through the grapevine” that it was because she said Resident A was afraid of a broom and would listen better if she had it.

Ms. Curl stated she never uses a broom but only uses the vacuum at the home. I informed Ms. Curl that it did not say she was using the broom, just that she grabbed it. She stated, “I don’t want to traumatize him and I would never do that”. Ms. Curl then stated that someone is making this up to “get back” at her. I asked her why

someone would want to “get back” at her. She stated she had told Ms. Michael and another staff “Yolanda” about Resident A’s previous home. She clarified that she heard someone at his previous home hit or chased him with a broom to intimidate him. She stated that Ms. Jones was not there. Ms. Curl denied that any of the details of the allegations were accurate or true.

She then stated a staff named “Jordan” made this up because she had reported him for leaving shift early. I asked Ms. Curl about holding Resident B down on the sofa. She stated that she had gotten scratched by Resident B so it wasn’t possible for her to hold his hands. She denied holding him down.

I asked Ms. Curl if she had ever seen anyone use the kitchen sprayer toward a resident. She stated Ms. Akez has sprayed Resident C but Ms. Curl did not report it. I asked her about Ms. Martin and she stated that she does not work with Ms. Martin.

On November 20, 2024, I spoke again with home manager Jessica Fairchild. She stated that Ms. Martin has quit her employment with Hope Network and that Ms. Curl and Ms. Jones are still suspended. She stated that things in the home have been “much calmer” since these staff have not been working.

As of November 25, 2024, Ms. Martin has not returned the requested call.

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>The allegation was made that Ms. Curl used a broom to intimidate Resident A and held down Resident B in an unapproved manner. Also, Ms. Martin sprayed Resident C with the sprayer from the kitchen sink.</p> <p>Ms. Michael stated she witnessed Ms. Curl raise a broom and chase after Resident A and that she witnessed Ms. Curl hold Resident B down by his arms on the sofa. She has also reportedly been told by Ms. Akez that Ms. Martin has sprayed Resident C with the kitchen sink sprayer.</p> <p>Resident C reported that he has been sprayed by the kitchen sink sprayer.</p> <p>Ms. Michael stated she witnessed Ms. Curl raise the broom toward Resident A and chase him down the hall. She also</p>

	<p>reportedly witnessed Ms. Curl improperly restrain Resident B on the sofa.</p> <p>Ms. Akez stated she has witnessed Ms. Curl raise a broom and chase after Resident A. She also reportedly witnessed Ms. Curl grab Resident B by the hands and hold him down on the sofa and spray Resident C with the kitchen sprayer.</p> <p>Ms. Jones denied witnessing any inappropriate behavior.</p> <p>Ms. Curl denied the allegations.</p> <p>There is a preponderance of evidence to support the rule allegation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

On November 25, 2024, I conducted an exit conference with Designee Amanda Ledford. She confirmed that Ms. Martin has ceased employment with Hope Network and that Ms. Curl and Jones are still suspended. I informed her of my findings and the preponderance of evidence that the incidents did occur, thus a rule violation was being substantiated. She understood and agreed that a Corrective Action Plan will be made. She had no further questions.

IV. RECOMMENDATION

Upon receipt of an approved Corrective Action Plan, I recommend no change to the current license status.



November 25, 2024

Rebecca Piccard
Licensing Consultant

Date

Approved By:



November 25, 2024

Jerry Hendrick
Area Manager

Date