



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

December 4, 2024

Kalia Greenhoe
Brightside Living LLC
PO Box 220
Douglas, MI 49406

RE: License #: AS410403030
Investigation #: 2025A0467010
Brightside Living - Cedar Springs

Dear Ms. Greenhoe:

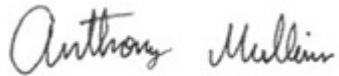
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410403030
Investigation #:	2025A0467010
Complaint Receipt Date:	11/20/2024
Investigation Initiation Date:	11/20/2024
Report Due Date:	01/19/2025
Licensee Name:	Brightside Living LLC
Licensee Address:	690 Dunegrass Circle Dr Saugatuck, MI 49453
Licensee Telephone #:	(614) 329-8428
Administrator:	Kalia Greenhoe
Licensee Designee:	Kalia Greenhoe
Name of Facility:	Brightside Living - Cedar Springs
Facility Address:	1880 18 Mile Rd NE Cedar Springs, MI 49319
Facility Telephone #:	(616) 263-9685
Original Issuance Date:	04/21/2020
License Status:	REGULAR
Effective Date:	10/21/2024
Expiration Date:	10/20/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED

II. ALLEGATION(S)

	Violation Established?
On 11/16/24, Staff member Denise Collins was verbally and physically aggressive with Resident A.	No
Additional Findings	Yes

III. METHODOLOGY

11/20/2024	Special Investigation Intake 2025A0467010
11/20/2024	Special Investigation Initiated - Letter Spoke to recipient rights officer, Ashton Byrne via email
11/21/2024	APS Referral
11/21/2024	Inspection Completed On-site
11/27/2024	Contact – telephone call received from AFC staff member, Denise Collins.
12/04/2024	Exit conference with licensee designee, Kalia Greenhoe.

ALLEGATION: On 11/16/24, Staff member Denise Collins was verbally and physically aggressive with Resident A.

INVESTIGATION: On 11/20/24, I received a complaint from Recipient Rights Officer, Ashton Byrne. The complaint alleged that staff member Denise Collins grabbed Resident A by his shirt on 11/16/24 and told him to, “get your ass back to your room.” The complaint also alleged that Ms. Collins told Resident A that, “you’ll have my size ten up your butt.”

On 11/20/24, I spoke to Ms. Byrne via email and confirmed that I would be out to the home tomorrow to conduct my investigation.

On 11/21/24, I made an unannounced onsite investigation at the facility. Upon arrival, staff member Christina Hill answered the door and allowed entry into the home. Ms. Hill introduced me to Resident A and he agreed to discuss the case allegations in his room.

Resident A stated that he has lived at the home for approximately 1 month. On 11/16/24, Resident A stated that he was asleep when he was suddenly woken by Resident B due to her talking too loudly. This led to Resident A coming out of his

room and asking Resident B if she could keep it down. Resident A confirmed that Ms. Collins was present during this time. Resident A stated that he asked Ms. Collins if Resident B is her favorite since she reportedly allowed her to talk too loudly. Resident A stated that Ms. Collins told him that Resident B is partially deaf, which is why she speaks loudly. When asked if Ms. Collins grabbed or pushed him, Resident A stated, "not really pushed. She touched my shoulder and asked me to go back to my room." Regarding other statements reportedly made by Ms. Collins, Resident A stated that Ms. Collins said something about being a "pussy or baby face." He also stated that Ms. Collins said "something about her foot" but couldn't recall her exact statement. Resident A denied Ms. Collins stating that she would "have a size ten up his butt." Resident A was adamant that he feels safe in the home with all staff and denied having any other concerns.

Home manager, Christina Hill was interviewed in the staff office. Ms. Hill stated that this past Sunday night (11/17/24), staff member Judy Anthony called her and said Resident A informed her that Resident B woke him up due to talking too loudly. Resident A reportedly told Ms. Anthony that Resident B is Ms. Collins' favorite. Resident A then told Ms. Anthony that Ms. Collins grabbed his shoulder and guided him to his room. While guiding him to his room, Resident A told Ms. Anthony that Ms. Collins made a statement under her breath calling him a "pussy and something about putting a foot or boot size 10 up his ass." Again, it should be noted that Ms. Anthony did not witness this incident. Instead, this information was relayed to her from Resident A. Ms. Hill stated that Resident B was present during the incident. However, Resident B can be manipulative and she is close with Ms. Collins. Ms. Hill also added that Resident B's story has changed, as he initially stated that he was pushed by Ms. Collins, and then stated that she guided him.

Resident B agreed to be interviewed regarding the allegation. Due to Resident B being partially deaf, I had to speak loudly to ensure that she was able to hear me. Resident B stated that this past weekend, she was talking too loudly and woke Resident A and caused him to become upset. Resident B denied Ms. Collins making any rude/demeaning statements towards Resident A. She also denied Ms. Collins grabbing or pushing Resident A. Resident B then stated, "I don't know anything." Resident B was trying to go back asleep during this interview and was unable to add any additional information.

On 11/27/24, I spoke to staff member, Denise Collins via phone to discuss the case allegations. Ms. Collins denied grabbing Resident A by his shirt and telling him to "get his ass back to his room." Ms. Collins also denied telling Resident A that he would have a "size 10 up his butt." Ms. Collins stated that Resident A is supposed to take a monthly injection for his mood to keep him "even keeled." However, he refuses to take it. As a result of this, he becomes irate, typically towards Resident B. On the day in question, Ms. Collins stated that it was around 8pm when Resident A came out of his room screaming at Resident B and telling her to be quiet because she woke him up. Ms. Collins stated that she told Resident A that it was only 8pm and that Resident B is partially deaf, so she is unable to hear that well and talks

louder than others. Ms. Collins stated that the incident lasted a total of 2-3 minutes. Ms. Collins stated that Resident A was “pissed and he was yelling and screaming at (Resident B) and me” before he walked back to his room. While Resident A walked to his room, Ms. Collins stated that she put her hands on his shoulder to sooth him. Ms. Collins was adamant that she never pushed Resident A or made any rude or demeaning commits towards him. Instead, Ms. Collins stated, “(Resident A) just went back into his room and that was that.” Ms. Collins stated that Resident B was a witness to the incident and Resident C was in his room next door when this occurred.

On 12/4/24, I conducted an exit conference with licensee designee, Kalia Greenhoe. She was informed of the investigative findings and denied having any questions.

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:	Resident A denied being pushed or grabbed by Ms. Collins, but did state that Ms. Collins referred to him as a “pussy” or “baby.” Ms. Collins denied pushing and grabbing Resident A. She also denied calling him any rude or demeaning comments. Resident B was the only witness and she denied any knowledge of Ms. Collins doing any of the alleged behaviors. Therefore, there is not a preponderance of evidence to support this applicable rule.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDING:

INVESTIGATION: While investigating the allegations listed above, I was informed that Ms. Collins reportedly slammed the door in Resident D’s face a few weeks ago.

On 11/21/24, I spoke to the home manager, Christina Hill and she confirmed that Resident D told her this directly. Ms. Hill also confirmed that she spoke to Ms. Collins directly and she admitted to slamming the door in Resident D’s face due to Resident D telling her that Resident B deserved to be yelled at.

On 11/21/24, Resident D informed Recipient Rights that Ms. Collins slammed the door in her face.

On 11/27/24, I spoke to Ms. Collins via phone and asked about her reportedly slamming a door in Resident D's face. Ms. Collins stated that Resident D was telling her that Resident B deserved to be yelled at by Resident A due to waking him up. Ms. Collins stated that she told Resident D that no one deserves to be yelled at and it's not acceptable at the home. Ms. Collins stated that Resident D "would not leave me alone about this and kept telling me I was wrong." As a result of this, Ms. Collins stated, "I closed the office door and it slammed." Ms. Collins stated that management has spoken to her about this incident, and she apologized to Resident D within 5 minutes of the incident happening. Ms. Collins stated that this would not happen again.

On 12/4/24, I conducted an exit conference with licensee designee, Kalia Greenhoe. She was informed of the investigative findings and agreed to complete a corrective action plan within 15 days of receipt of this report.

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:	Ms. Collins admitted that she "closed the office door and it slammed" while talking to Resident D. Resident D disclosed this incident to Recipient Rights. AFC staff member, Ms. Hill shared that Resident D and Ms. Collins both confirmed this incident. Therefore, there is a preponderance of evidence to support this applicable rule.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no changes to the current license status.

Anthony Mullins

12/04/2024

Anthony Mullins
Licensing Consultant

Date

Approved By:

A handwritten signature in blue ink, appearing to read "Jerry Hendrick".

12/04/2024

Jerry Hendrick
Area Manager

Date