



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 11, 2025

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

RE: License #: AS410403035
Investigation #: 2025A0467013
Brightside Living - Whispering Oaks

Dear Ms. Greenhoe:

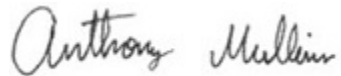
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 #:	AS410403035
Investigation #:	2025A0467013
Complaint Receipt Date:	12/19/2024
Investigation Initiation Date:	12/19/2024
Report Due Date:	02/17/2025
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 - Whispering Oaks
Facility Address:	6601 Crystal Downes Dr SE Caledonia, MI 49316
Facility Telephone #:	(616) 803-5338
Original Issuance Date:	04/22/2020
License Status:	REGULAR
Effective Date:	10/22/2024
Expiration Date:	10/21/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED

II. ALLEGATION(S)

	Violation Established?
On 12/16/24, staff member Cheyenna Ryerson made Resident A purchase alcohol for her.	Yes

III. METHODOLOGY

12/19/2024	Special Investigation Intake 2025A0467013
12/19/2024	Special Investigation Initiated - Telephone
12/19/2024	Inspection completed – Onsite
12/19/2024	Contact – telephone call made to AFC staff member, Cheyenna Ryerson
01/23/2025	Exit conference with licensee designee, Kalia Greenhoe
01/30/2025	APS Referral

ALLEGATION: On 12/16/24, staff member Cheyenna Ryerson made Resident A purchase alcohol for her.

INVESTIGATION: On 12/19/24, I received a complaint via phone from licensee designee, Kalia Greenhoe, and office manager, Angela Allen. The complaint alleged that staff member, Cheyenna Ryerson had Resident A purchase alcohol for her on 12/16/24. Ms. Greenhoe and Ms. Allen confirmed that they have a screen shot of the communication between Ms. Ryerson and Resident A. Ms. Allen also shared that Resident A informed her case worker of this incident as well. Ms. Allen and Ms. Greenhoe both denied any proof that Ms. Ryerson drank any alcohol inside the home after Resident A brought the alcohol for her.

On 12/19/24, I made an announced onsite investigation at the home. Upon arrival, licensee designee, Kalia Greenhoe answered the door and allowed entry into the home. Introductions were made with Resident A, and she agreed to be interviewed regarding the allegation. Resident A stated that this past Monday (12/16/24), staff member, Cheyenna Ryerson was working at the home and asked her to buy her a bottle a vodka since she was planning to head to Meijer to buy herself some Gatorade. Resident A stated that Ms. Ryerson provided her with \$8 in cash and told her to purchase the cheapest vodka in Meijer. Resident A stated that the alcohol she purchased for Ms. Ryerson was “premium vodka in a red and white bottle.” After purchasing the vodka, Resident A stated that she came home and gave the vodka to

Ms. Ryerson and immediately watched her place it in her vehicle. Resident A denied witnessing Ms. Ryerson drink alcohol during the shift. She also denied smelling any alcohol on Ms. Ryerson's person. Resident A confirmed that this was the first and only time that Ms. Ryerson asked her to purchase alcohol for her. Resident A stated that Ms. Ryerson told her that she needed the alcohol due to the ongoing stress from her ex-husband. Resident A stated that Ms. Ryerson "basically manipulated me." Resident A shared that she does not want to get in trouble and lose community access or placement at the home. Resident A stated, "I have it good here".

After speaking to Resident A, I spoke to office manager Angela Allen and licensee designee, Kalia Greenhoe. Ms. Allen stated that she spoke to Ms. Ryerson and she confirmed that she did in fact give Resident A money to purchase her alcohol. Ms. Allen stated that Ms. Ryerson shared that her mother is dying of cancer and she is dealing with an abusive relationship with her ex-husband, leading to her making some bad decisions. Ms. Allen stated that Ms. Ryerson denied drinking while working in the home. Instead, she put the vodka in her car until she left at the end of her shift. Ms. Allen also texted me a screenshot of the Facebook messages between Resident A and Ms. Ryerson, where Ms. Ryerson sent her a picture of vodka and asked her to get the cheapest vodka she could find.

On 12/19/24, I called Cheyenna Ryerson twice. However, I was unable to leave a voicemail due to the mailbox being full.

On 1/23/25, I informed Ms. Greenhoe via phone that Ms. Ryerson has yet to return my call regarding this matter. Ms. Greenhoe stated that she had a conversation with Ms. Ryerson and informed her that in order for her to remain employed through Brightside Living, she would be placed on a 90-day probation and have to attend Alcoholics Anonymous. However, Ms. Ryerson did not follow-through. Therefore, Ms. Greenhoe has terminated Ms. Ryerson and placed her on the no-hire list.

While on the phone with Ms. Greenhoe, I conducted an exit conference and informed her that due to the disclosure from Resident A and Ms. Ryerson, the facility will be cited for resident protection. Ms. Greenhoe was understanding of this and aware that a corrective action plan is due within 15 days of receipt of this report.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.
ANALYSIS:	Staff member Cheyenna Ryerson admitted to the office manager and licensee that she gave Resident A money to purchase her alcohol. Resident A also confirmed this. Due to this, there is a preponderance of evidence to support this applicable rule.

CONCLUSION:	VIOLATION ESTABLISHED
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IV. RECOMMENDATION

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

Anthony Mullins

02/10/2025

Anthony Mullins
Licensing Consultant

Date

Approved By:

Jerry Hendrick

02/11/2025

Jerry Hendrick
Area Manager

Date