



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 25, 2025

Shawna and Jose Maciel
1051 Collage Avenue
Holland, MI 49423

RE: License #: AS030411649
Investigation #: 2025A0340020
Helping Hands #2

Dear Shawna and Jose Maciel:

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,

A handwritten signature in blue ink that reads "Rebecca Piccard". The signature is written in a cursive, flowing style.

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 #:	AS030411649
Investigation #:	2025A0340020
Complaint Receipt Date:	02/06/2025
Investigation Initiation Date:	02/07/2025
Report Due Date:	04/07/2025
Licensee Name:	Shawna and Jose Maciel
Licensee Address:	1051 Collage Avenue, Holland, MI 49423
Licensee Telephone #:	(616) 795-3298
Administrator:	Shawna Maciel
Licensee Designee:	Shawna Maciel
Name of Facility:	Helping Hands #2
Facility Address:	1044 College Ave., Holland, MI 49423
Facility Telephone #:	(616) 795-3598
Original Issuance Date:	03/14/2022
License Status:	REGULAR
Effective Date:	09/13/2024
Expiration Date:	09/12/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, ALZHEIMERS, AGED, TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Resident A is unable to make phone calls.	No
Resident A is not served nutritious food.	No
Additional Findings	Yes

III. METHODOLOGY

02/06/2025	Special Investigation Intake 2025A0340020
02/07/2025	APS Referral received from APS
02/07/2025	Special Investigation Initiated - Telephone Megan Aukerman
03/03/2025	Inspection Completed On-site
03/19/2025	Contact – Document Received Assessment Plan for Resident A
03/25/2025	Exit Conference Designee Shawna Maciel

ALLEGATION: Resident A is unable to make phone calls.

INVESTIGATION: On February 2, 2025, a complaint was filed with the BCHS Online complaints by Adult Protective Services (APS). It stated that Resident A does not have access to telephone.

On March 3, 2025, I conducted an unannounced home inspection. I first spoke with Designee Shawna Maciel. I introduced myself and explained the reason for my visit. Ms. Maciel stated she had given Resident A a 30 day discharge notice due to non-payment and her mental health becoming more than they are able to handle. Resident A was recently at Forest View, but she doesn't believe she needs medication. This became enough of an issue that her medication is now court ordered. I reviewed court documents, signed by Judge Rose on 5/23/24. Ms. Maciel stated Resident A is set to move on Thursday 3/5/25 per her guardian.

I interviewed Resident A privately in her room. Resident A presented with observable signs of paranoia. She was preoccupied with her guardian and how unhappy she is with her and desire to move to another home.

I asked Resident A about using the telephone. She stated that her guardian, Tammy Dykstra, will not call her back. I asked Resident A if there are stipulations that she can only call Ms. Dykstra on certain days or times. Resident A stated she did not know. Resident A then expressed her idea of a conspiracy that she is unable to talk to her guardian. I asked Resident A if she is able to use the phone the home provides when she makes her attempts to contact her guardian. She said that she is able to use that phone and she also has her own phone to use.

I again spoke with Designee Shawna Maciel. I informed her of the allegations. Ms. Maciel informed me that Resident A's guardian, Ms. Dykstra, does not always call Resident A back because Resident A calls her numerous times and Ms. Dykstra is going through the process to change guardianship to another public guardian. Ms. Maciel is not sure Resident A understands this, but it is the reason. Ms. Maciel denied that there is ever a time when Resident A is prevented from using the phone. She added that Resident A also has a cell phone of her own at her disposal to use whenever she wants.

On March 19, 2025, I contacted Ms. Maciel, and she confirmed that Resident A had moved out of the home by her guardian on March 5, 2025.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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:</p> <p>(e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>The allegation was made that Resident A did not have access to a phone.</p> <p>Resident A clarified that she is able to use the phone and she also has her own cell phone but she is unable to get a call back from her guardian.</p>

	Ms. Maciel stated there is a home phone for Resident A to use and she also has her own cell phone to use. Resident A no longer resides in the home.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Resident A is not served nutritious food.

INVESTIGATION: On February 2, 2025, a complaint was filed with the BCHS Online complaints by Adult Protective Services (APS). It stated that Resident A does not like the food that is served at the home. She prefers healthier options than what is provided.

On March 3, 2025, I conducted an unannounced home inspection. I interviewed Resident A privately in her room. I asked her how she likes the food. Resident A stated she does not like the food. She shared with me that she likes to work out and eat healthy and the food she is served at the home is not as nutritious as she would like. I asked what types of food the home serves and she stated chicken nuggets and sandwiches with processed lunch meat. For breakfast they are served cereal. She stated she would like more fresh food and healthier choices.

I then spoke with Ms. Maciel about the food. She stated the food that is served is a variety. She stated that sometimes they do have quick food on "busy days", but they serve fresh food as well. I inspected the refrigerator, freezer, and cupboards and did see a variety of food options present in the home which would meet the needs of the residents as required.

I asked to see the menu to compare the food in the home to what has been planned. Ms. Maciel was unable to locate a menu. It was not posted anywhere, and she was unable to find one anywhere else in the home. Ms. Maciel stated she did not know why it was not there, but that she will get one put up as soon as possible.

I reviewed Resident A's Assessment Plan which was dated 8/13/2024 and signed by Ms. Maciel and Ms. Dykstra. It did not indicate anything of significance regarding eating or feeding for Resident A.

On March 19, 2025, I contacted Ms. Maciel, and she informed me that Resident A had moved out of the home by her guardian on March 5, 2025.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(2) Meals shall meet the nutritional allowances recommended pursuant to the provisions of "Appendix I: Recommended Dietary Allowances, Revised 1980"

	contained in the publication entitled "Basic Nutrition Facts: A Nutrition Reference," Michigan Department of Public Health publication no. H-808, 1/89. This publication may be obtained at cost from The Division of Research and Development, Michigan Department of Public Health, P.O. Box 30195, Lansing, Michigan 48909.
ANALYSIS:	<p>The allegation was made that Resident A is not served nutritious food.</p> <p>Resident A stated the food that is served at the home is not healthy, like chicken nuggets and lunch meat, and not fresh which is what she prefers.</p> <p>Ms. Maciel denied the food was all quick foods. I observed a variety of food in the home.</p> <p>Resident A is no longer residing in the home.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: While conducting the above allegations it was determined that the home did not have a menu posted, nor was one found elsewhere in the home to be reviewed as requested.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(5) Records of menus, including special diets, as served shall be provided upon request by the department.
ANALYSIS:	<p>I was unable to find a menu in the home to show what the meals were that are served to compare to what food was present in the home.</p> <p>Resident A is no longer residing in the home, but there is a preponderance of evidence to support a rule violation that there is no menu as required.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On March 25, 2025, I conducted an exit interview with Ms. Maciel. I informed her of the rule violation regarding the menu. I requested a Corrective Action Plan which she agreed to send. She had no further questions.

IV. RECOMMENDATION

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



March 25, 2025

Rebecca Piccard
Licensing Consultant

Date

Approved By:



March 25, 2025

Jerry Hendrick
Area Manager

Date