



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 24, 2025

Maryann Lavender
Good Samaritan Specialized Care, LLC
5633 Embassy Street
Kalamazoo, MI 49009

RE: License #: AS390400275
Investigation #: 2025A0578017
Veteran's H.O.P.E.

Dear Maryann Lavender:

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 feel free to 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 (517) 284-9727.

Sincerely,

A handwritten signature in black ink, appearing to read 'Eli DeLeon', with a stylized, flowing script.

Eli DeLeon, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 251-4091

enclosure

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

THIS REPORT CONTAINS SEXUALLY EXPLICIT LANGUAGE

I. IDENTIFYING INFORMATION

License #:	AS390400275
Investigation #:	2025A0578017
Complaint Receipt Date:	02/07/2025
Investigation Initiation Date:	02/10/2025
Report Due Date:	04/08/2025
Licensee Name:	Good Samaritan Specialized Care, LLC
Licensee Address:	5633 Embassy Street Kalamazoo, MI 49009
Licensee Telephone #:	(269) 341-3195
Administrator:	Maryann Lavender
Licensee Designee:	Maryann Lavender
Name of Facility:	Veteran's H.O.P.E.
Facility Address:	1521 Northampton Kalamazoo, MI 49006
Facility Telephone #:	(269) 341-3195
Original Issuance Date:	09/13/2019
License Status:	REGULAR
Effective Date:	03/13/2024
Expiration Date:	03/12/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Direct care staff Kristoffer Lanier is inappropriate towards Resident A and touched Resident A inappropriately.	Yes

III. METHODOLOGY

02/07/2025	Special Investigation Intake 2025A0578017
02/10/2025	Special Investigation Initiated - Telephone
02/10/2025	APS Referral
02/12/2025	Contact-Document Reviewed- <i>AFC Licensing Division Incident/Accident Report</i> , dated 02/02/2025.
02/12/2025	Contact-Interview- Integrated Services of Kalamazoo recipient rights officer Kate Koyak.
02/12/2025	Special Investigation Completed On-site -With Integrated Services of Kalamazoo recipient rights officer Kate Koyak. Interviews with direct care staff Kristoffer Lanier and direct care staff Shawna Holiday. Interviews with Resident A and Resident B. Interview with licensee designee Maryann Lavender.
02/12/2025	Contact-Document Reviewed- <i>Health Care Appraisal</i> for Resident A, dated 01/30/2023.
03/20/2025	Exit Conference with licensee designee Maryann Lavender.

ALLEGATION:

Direct care staff Kristoffer Lanier is inappropriate towards Resident A and touched Resident A inappropriately.

INVESTIGATION:

On 02/07/2025, I received this complaint through LARA-BCHS-Complaints@michigan.gov. Complainant alleged direct care staff Kristoffer Lanier has been sexually harassing Resident A beginning November 2024 through January 2025. Complainant alleged Kristoffer Lanier will stare at Resident A and lick his lips,

while making comments like, “you’re fine.” Complainant alleged Kristoffer Lanier will touch Resident A’s buttocks with his fingers when they pass each other in confined areas. Complainant alleged that when a female staff showed Kristoffer Lanier a picture of herself in high school, Kristoffer Lanier commented, “I’ve got to go get me some lotion” and Resident A felt this was inappropriate. Complainant reported this behavior makes Resident A uncomfortable but clarified that Resident A has not experienced the allegations again since they were first reported.

On 02/12/2025, I reviewed *AFC Licensing Division Incident/Accident Report*, dated 02/02/2025. The *AFC Licensing Division Incident/Accident Report* documented on 02/01/2025, Resident A had informed direct care staff that she was uncomfortable with Kristoffer Lanier and that Kristoffer Lanier had made a sexual comment after viewing a picture of another staff from years ago. The *AFC Licensing Division Incident/Accident Report* documented this male staff grazes his hands against Resident A’s buttocks and legs. The *AFC Licensing Division Incident/Accident Report* documented Kristoffer Lanier was interviewed by the licensee designee, as well as all the day shift direct care staff. The *AFC Licensing Division Incident/Accident Report* documented that no other direct care staff could corroborate the allegations.

On 02/12/2025, I reviewed the details of the allegations with Integrated Services of Kalamazoo recipient rights officer Kate Koyak. Kate Koyak reported Resident A has a history of experiencing sexual harassment which was substantiated by Integrated Services of Kalamazoo at another community agency. Kate Koyak reported this may explain Resident A’s hesitation in reporting the allegations and that Resident A’s previous allegations have had validity.

On 02/12/2025, Integrated Services of Kalamazoo recipient rights officer Kate Koyak and I interviewed direct care staff Kristoffer Lanier at this facility regarding the allegations. Kristoffer Lanier reported working at this facility for over three months. Kristoffer Lanier disclosed previously being aware of the allegations, and identified the allegations as touching Resident A, staring at Resident A, licking his own lips while looking at Resident A, and asking for lotion. Kristoffer Lanier clarified the allegations of touching involved rubbing against Resident A’s buttocks. Kristoffer Lanier denied being aware of any specific date of when this allegation reportedly occurred. Kristoffer Lanier reported working at this facility primarily during the day but clarified recently working overnight at this facility on 01/24/2025 and 01/25/2025. Kristoffer Lanier reported a narrow area between the kitchen, living room and kitchen table that does not allow him to move through this area without walking past the area Resident A likes to sit or stand while in this facility. Kristoffer Lanier clarified that due to his body frame, it would not be uncommon for him to unintentionally “brush” against Resident A when walking through this area. Kristoffer Lanier reported that when he attempts to do so, he will say “excuse me” and sometimes Resident A will move out of the way and sometimes Resident A may not. Kristoffer Lanier could not recall the last time he had unintentionally brushed against Resident A while walking by. When asked what area of his body may brush against Resident A, Kristoffer

Lanier clarified it may be the back of his arm or hand but stated he was not sure. Kristoffer Lanier reported that since this allegation was made, he has made a point not to walk too closely to Resident A. Kristoffer Lanier acknowledged another corridor was present in the facility that allowed for walking between the dining room and kitchen. Kristoffer Lanier denied that Resident A had ever made a comment in response to Kristoffer Lanier brushing against her. Kristoffer Lanier reported that he would comment, "aw my bad" when unintentionally brushing against Resident A.

Kristoffer Lanier denied the allegations related to staring at Resident A. Kristoffer Lanier reported he will sit in one of the chairs in the facility so that he can see the living room, kitchen, and dining area of the home. Kristoffer Lanier reported that he never intentionally stares at any resident but watches all residents. Kristoffer Lanier reported that he does so because on one occasion he observed one resident abnormally breathing while sleeping, which has resulted in that resident receiving additional medical equipment.

Kristoffer Lanier acknowledged licking his lips and clarified that he has a medical condition that causes dry lips. Kristoffer Lanier reported his lips will start to crack and split and it is not uncommon for him to lick his lips in response. Kristoffer Lanier denied licking his lips was an attempt to be suggestive in any way.

Kristoffer Lanier acknowledged frequently using or asking for lotion in this facility for the same medical condition. Kristoffer Lanier reported he frequently washes his hand when cooking or cleaning due to the use of bleach and reported this results in his hands being very dry. Kristoffer Lanier acknowledged he was shown a picture of another female direct care staff before commenting that he needed lotion, and stated his comment was taken "out of context" as he had previously made food and washed his hands which were then dry.

Kristoffer Lanier commented he did not know why several allegations were attributed to him but suggested it may be in response to his reaction to Resident A's art. Kristoffer Lanier reported that on one occasion, Resident A showed him his artwork in her room, which consisted of used feminine products. Kristoffer Lanier reported his response was "ew, that's nasty." Kristoffer Lanier suggested this comment may have hurt Resident A's feelings.

While at the facility, Integrated Services of Kalamazoo recipient rights officer Kate Koyak and I interviewed Resident A regarding the allegations. Resident A reported living at this facility for four years. Resident A acknowledged the allegations and clarified the allegations have happened recently and a few weeks ago. Resident A reported that approximately a week ago, she was standing in the narrow area of the kitchen and was leaning against a counter. Resident A reported Kristoffer Lanier walked behind her and touched her buttocks. Resident A clarified this touch was not with the back of Kristoffer Lanier arm or hand and stated she felt Kristoffer Lanier's fingers. Resident A denied verbally responding when this incident occurred.

Resident A reported Shawna Holiday and Resident B were present when this incident occurred.

Resident A reported direct care staff Shawna Holiday was in the living room and showing Resident A pictures of herself when Shawna Holiday was an infant and in high school. Resident A reported direct care staff Kristoffer Lanier picked up one of the pictures of Shawna Holiday and commented "Oh I need some lotion for that." Resident A reported she felt this comment was inappropriate and was embarrassed for Shawna Holiday. Resident A disclosed Kristoffer Lanier's comment was inappropriate and embarrassing because she felt Kristoffer Lanier was suggesting that he needed lotion to stimulate himself sexually. Resident A denied ever hearing Kristoffer Lanier ask to borrow or use Shawna Holiday's lotion before.

Resident A acknowledged that Kristoffer Lanier aggressively stares at her, and commented that when he does so, he looks her "up and down" and licks his lips. Resident A reported she thinks this behavior is "lewd" and makes her feel uncomfortable. Resident A could not recall the last time this allegation occurred but stated Kristoffer Lanier has displayed this behavior numerous times.

Resident A expressed initially being afraid of reporting the allegations. Resident A disclosed that two other individuals at two different community agencies have lost their jobs related to sexual harassment allegations involving Resident A. Resident A reported she was no longer afraid to acknowledge the allegations as she was no longer comfortable in the facility and was tired of returning to this facility and being concerned the allegations may occur again.

Resident A commented licensee designee, Maryann Lavender, had suggested Resident A might be able to move to another facility in response to the allegations. Resident A reported she should not have to leave where she has lived for the last four years while Kristoffer Lanier remains employed by this facility. Resident A reported since Kristoffer Lanier was made aware of the allegations by Maryann Lavender, Kristoffer Lanier has stopped engaging in the behavior identified in the allegations.

On 02/12/2025, I reviewed the *Health Care Appraisal* for Resident A, dated 01/30/2023. The *Health Care Appraisal* for Resident A documented Resident A's diagnosis of hypothyroidism, anxiety, bipolar disorder, chronic constipation, and insomnia.

On 02/12/2025, Integrated Services of Kalamazoo recipient rights officer Kate Koyak and I interviewed direct care staff Shawna Holiday regarding the allegations. Shawna Holiday reported working at this facility for the last seven months. Shawna Holiday acknowledged having and sharing pictures of herself on a tablet shortly after making lunch. Shawna Holiday acknowledged that Kristoffer Lanier looked at these photographs and returned the tablet to her before commenting that he needed "some lotion" and continued with another task in the kitchen. Shawna Holiday

reported Kristoffer Lanier has asked her for lotion before. Shawna Holiday denied providing Kristoffer Lanier with lotion after he made this verbal comment. Shawna Holiday reported she did not provide Kristoffer Lanier with lotion as he did not return. Shawna Holiday denied Kristoffer Lanier's comment made her embarrassed or uncomfortable. Shawna Holiday denied ever observing Kristoffer Lanier licking his lips or staring at any resident or inappropriately touching any resident.

On 02/12/2025, Integrated Services of Kalamazoo recipient rights officer Kate Koyak and I interviewed Resident B regarding the allegations. Resident B reported living at this facility for over a year. Resident B denied ever observing any direct care staff inappropriately touching any resident, but clarified that her roommate, Resident A had informed her of the allegations. Resident B reported Resident A had informed her that Kristoffer Lanier had inappropriately rubbed Resident A's buttocks about a week ago.

Resident B denied ever observing Kristoffer Lanier licking his lips or staring at any resident suggestively. Resident B acknowledged observing Kristoffer Lanier requesting to borrow lotion at this facility before. Resident B reported that Resident A has chosen to isolate herself in her room, and Resident B suspected Resident A has done this to avoid Kristoffer Lanier

While at the facility, Integrated Services of Kalamazoo recipient rights officer Kate Koyak and I interviewed licensee designee Maryann Lavender regarding the allegations. Maryann Lavender reported the first time she had heard of the allegations was on 02/01/2025 and she had reported and completed an incident report the same day. Maryann Lavender reported when the allegations were first reported they identified the comments about lotion. Maryann Lavender reported that later came out the allegations about inappropriate touching. Maryann Lavender reported that Kristoffer Lanier is never working at this facility by himself. Maryann was informed that Kristoffer Lanier acknowledged he had unintentionally "brushed" against Resident A. Maryann Lavender acknowledged that Kristoffer Lanier could have provided verbal redirection prior to unintentionally brushing against Resident A or used a separate route to get to his destination. Maryann Lavender acknowledged being aware of Resident A's previously substantiated allegations related to sexual harassment.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(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>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>Based upon my investigation, which consisted of interviews with Resident A, Resident B, direct care staff Shawna Holiday, direct care staff Kristoffer Lanier, and licensee designee Maryann Lavender, Kristoffer Lanier disclosed that it would not be uncommon for him to unintentionally “brush” against Resident A when walking through a common area in this facility. During an interview, Kristoffer Lanier reported that when he attempts to pass by Resident A, he will say “excuse me” and sometimes Resident A will move out of the way and sometimes Resident A may not. Kristoffer Lanier acknowledged that physical contact is made with Resident A with the back of his arm or hand but was unsure of which. In an interview, Resident A disclosed previously experiencing sexual harassment and that Kristoffer Lanier’s physical contact against her buttocks made her feel uncomfortable. As such, Resident A was not treated with consideration and respect, with due recognition of her personal dignity and previous history of substantiated sexual harassment.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable written plan of correction, it is recommended that this license continues on regular status.



03/21/2025

Eli DeLeon
Licensing Consultant

Date

Approved By:



03/24/2025

Dawn N. Timm
Area Manager

Date