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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 13, 2020

Amanda Johnson
Hope Network Behavioral Health Services
PO Box 890
3075 Orchard Vista Drive
Grand Rapids, MI 49518-0890

RE: License #: AS340089072
Investigation #: 2020A0355040
Westlake IV

Dear Ms. Johnson:

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) 356-0100.

Sincerely,

A handwritten signature in black ink that reads "Grant Sutton". The signature is written in a cursive style with a large initial "G" and a long, sweeping underline.

Grant Sutton, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 916-4437

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS340089072
Investigation #:	2020A0355040
Complaint Receipt Date:	04/27/2020
Investigation Initiation Date:	04/27/2020
Report Due Date:	06/26/2020
Licensee Name:	Hope Network Behavioral Health Services
Licensee Address:	PO Box 890, 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
Licensee Telephone #:	(616) 726-1998
Administrator:	Heather Burnell
Licensee Designee:	Amanda Johnson
Name of Facility:	Westlake IV
Facility Address:	11652 Grand River, Lowell, MI 49331
Facility Telephone #:	(616) 897-5900
Original Issuance Date:	11/09/1999
License Status:	REGULAR
Effective Date:	09/28/2019
Expiration Date:	09/27/2021
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff yelled and cussed at Resident A.	Yes

III. METHODOLOGY

04/27/2020	Special Investigation Intake 2020A0355040
04/27/2020	APS Referral Received from; denied
04/27/2020	Special Investigation Initiated - Telephone Administrator
05/12/2020	Contact - Telephone call made Interviewed staff
05/13/2020	Contact - Telephone call made Montcalm CMH, Recipient Rights staff
05/13/2020	Contact - Telephone call made Interviewed staff
05/13/2020	Exit Conference Licensee designee by telephone

ALLEGATION: Staff yelled and cussed at Resident A.

INVESTIGATION: On 04/27/2020, I received a complaint filed on behalf of Resident A alleging that on 04/24/2020 at about 10:30 p.m., staff Marilyn Gardner became frustrated with Resident A, yelled at Resident A, and told Resident A, "I'm done dealing with you, quit acting like a little bitch and go to bed." I later received a referral from the Adult Protective Services (APS) Centralized Intake Unit with the same allegation. APS declined this referral.

On 04/27/2020, I contacted by telephone the administrator, Heather Burnell. Ms. Burnell stated that Ms. Gardner is not allowed to work in the facility pending the outcome of the investigation. Ms. Burnell also provided me with staff telephone numbers so I can interview them by telephone due to COVID-19.

On 05/12/2020, I interviewed by telephone staff Paula Huffman. Ms. Huffman was working at the facility on the date and time in question. Ms. Huffman stated that

Resident A was agitated about a situation with another resident and was basically provoking Ms. Gardner with Resident A's behavior. Ms. Huffman stated that Ms. Gardner could not disengage herself from Resident A and allow Ms. Huffman to deal with Resident A when Ms. Gardner got frustrated. Ms. Huffman stated that at one point, Ms. Gardner yelled to Resident A something to the effect, "quit acting like a bitch and go to bed." Ms. Huffman stated that Ms. Gardner seems to struggle more in interactions with Resident A than other residents.

On 05/13/2020, I contacted recipient rights staff for Montcalm CMH, Angie Loiselle. Ms. Loiselle interviewed Resident A by telephone recently. Resident A told Ms. Loiselle that Ms. Gardner told Resident A to, "go to bed" and Ms. Gardner called Resident A, "a bitch". Resident A told Ms. Loiselle that in general, Ms. Gardner treats Resident A, "with attitude."

On 05/13/2020, I interviewed by telephone staff Marilyn Gardner. Ms. Gardner stated that she no longer works for the licensee and has a job at Walmart now because she just, "couldn't take the behavior of the residents anymore." Ms. Gardner denied that she ever swore at Resident A but acknowledged that she had become very frustrated with Resident A on the evening in question and probably had raised her voice when she told Resident A to go to bed.

On 05/13/2020, I conducted by telephone an exit conference with the licensee designee, Amanda Johnson. Ms. Johnson accepted the findings of my investigation.

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>Resident A told recipient rights staff that staff Marilyn Gardner called Resident A, "a bitch" and treats Resident A, "with attitude."</p> <p>Staff Paula Huffman stated that staff Marilyn Gardner yelled at Resident A and called Resident A, "a bitch."</p> <p>Former Staff Marilyn Gardner denied that she swore at Resident A but acknowledged that in her frustration she raised her voice to Resident A.</p> <p>I find a preponderance of evidence to support that a rule violation has occurred.</p>

CONCLUSION:	VIOLATION ESTABLISHED
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IV. RECOMMENDATION

Upon receipt of an appropriate corrective action plan, I recommend that the status of the license remain unchanged.



05/13/2020

Grant Sutton
Licensing Consultant

Date

Approved By:



05/13/2020

Jerry Hendrick
Area Manager

Date