



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 20, 2021

Michelle Jannenga  
Thresholds  
Post Office Box 68327  
Grand Rapids, MI 49516-8327

RE: License #: AL410007103  
Investigation #: 2021A0583011  
Gladiola Home

Dear Ms. Jannenga:

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,



Toya Zylstra, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 333-9702

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT**  
Report Contains Quoted Profanity

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL410007103
<b>Investigation #:</b>	2021A0583011
<b>Complaint Receipt Date:</b>	01/13/2021
<b>Investigation Initiation Date:</b>	01/13/2021
<b>Report Due Date:</b>	02/12/2021
<b>Licensee Name:</b>	Thresholds
<b>Licensee Address:</b>	1225 Lake Drive SE Grand Rapids, MI 49506
<b>Licensee Telephone #:</b>	(616) 466-5242
<b>Administrator:</b>	Michelle Jannenga
<b>Licensee Designee:</b>	Michelle Jannenga
<b>Name of Facility:</b>	Gladiola Home
<b>Facility Address:</b>	3210 Gladiola Avenue, SW Wyoming, MI 49519-3225
<b>Facility Telephone #:</b>	(616) 538-3067
<b>Original Issuance Date:</b>	12/01/1976
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/12/2020
<b>Expiration Date:</b>	08/11/2022
<b>Capacity:</b>	16
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Shanita Davis verbally abused Resident A.	Yes

## III. METHODOLOGY

01/13/2021	Special Investigation Intake 2021A0583011
01/13/2021	Special Investigation Initiated - Letter Recipient Rights Bob Patterson
01/14/2021	Inspection Completed On-site Resident A
01/14/2021	Contact - Document Sent Licensee Designee Michelle Jannenga
01/15/2021	Contact - Telephone call made Staff Tenia Jackson
01/19/2021	APS Referral
01/19/2021	Contact - Telephone call made Staff Cornelia Buggs
01/19/2021	Contact - Telephone call made Staff Darisha Stovall
01/19/2021	Contact - Telephone call made Staff Shanita Davis
01/20/2021	Exit Conference Licensee Designee Michelle Jannenga

### **ALLEGATION: Staff Shanita Davis verbally abused Resident A.**

**INVESTIGATION:** On 01/13/2021 I received a complaint allegation from Bob Patterson of Network 180 Recipient Rights. The complaint allegation stated staff Shanita Davis verbally abused Resident A on 01/09/2021.

On 01/13/2021 I received an email Bob Patterson of Network 180 Recipient Rights. The email contained Mr. Patterson's notes from a 01/13/2021 phone interview he

completed with Resident A. The notes state the following:

*'(Resident A) said that staff Shenita Jackson used her bathroom without permission. (Resident A) clarified that she was referring to one of the house bathroom/showers that is usually shared with another resident but that she has had to herself for some time due to a lower census. She reported Shenita did not ask permission before using it. Said that angered her and she confronted Shenita. (Resident A) said Shenita came back to her room with two other staff – Tania Jackson and Derishia and she argued with Shenita. Said it was a "heated" exchange during which she called Shenita a "bitch." (Resident A) said that the staff would not leave the area, and she needed space. Said that angered her too; that she felt disrespected. She said she was "crying and shaking." (Resident A) said she got up and began walking towards Shenita at which point Shenita threatened to "beat the fuck out of me and lose her job." She confirmed that Tania and Derishia witnessed Shenita make the threat.'*

On 01/14/2021 I completed an unannounced onsite investigation at the facility and privately interviewed Resident A. Resident A stated on the evening of 01/09/2020 she was asleep in her bedroom when she awoke to hear someone using her private bathroom. Resident A explained her private bathroom adjoins to the empty bedroom located next door. Resident A stated no one answered her repeated calls for the person using her bathroom to identify themselves. Resident A stated after a short time she identified staff Shanita Davis was using her bathroom. Resident A stated Ms. Davis was immediately angry with Resident A for questioning why Ms. Davis was using Resident A's bathroom. Resident A stated Ms. Davis told Resident A that she could use Resident A's bathroom "anytime she wanted". Resident A stated she called Ms. Davis a "bitch". Resident A stated Ms. Davis left Resident A's bedroom but returned with two additional staff members named Tenia Jackson and Darisha Stovall. Resident A stated Ms. Jackson and Ms. Stovall stood in the bedroom doorway while Ms. Davis told Resident A "I'd kick your ass, but I don't want to lose my job". Resident A stated she asked Ms. Davis many times to leave her bedroom and allow Resident A time to decompress, however Ms. Davis stood in Resident A's bedroom while stating "I'm gonna use your bathroom all I want". Resident A stated after several minutes Ms. Davis, Ms. Jackson, and Ms. Stovall left Resident A's bedroom.

On 01/19/2021 I interviewed staff Darisha Stovall via telephone. Ms. Stovall stated on 01/09/2021 staff Shanita Davis asked Ms. Stovall to accompany Ms. Stovall to Resident A's bedroom. Ms. Stovall stated she stood in Resident A's bedroom doorway and watched as Resident A and Ms. Stovall "argued". Ms. Stovall stated Resident A was angry Ms. Davis used Resident A's bathroom. Ms. Stovall stated Resident A asked Ms. Davis why Ms. Davis used Resident A's bathroom to which Ms. Davis answered by stating "you don't have to know". Ms. Stovall stated Resident A called Ms. Davis a "b" multiple times and raised her voice throughout the incident. Ms. Stovall stated she did not observe Ms. Davis threaten or verbally

mistreat Resident A. Ms. Stovall stated she observed the incident for approximately “ten minutes” before leaving the area while Ms. Davis and Resident A continued to “argue”.

On 01/19/2021 I interviewed staff Shanita Davis via telephone. Ms. Davis stated on 01/09/2021 she utilized the bathroom that adjoins Resident A’s bedroom to an empty bedroom. Ms. Davis stated another staff was utilizing the staff bathroom at the time. Ms. Davis stated she heard Resident A asking who was in her bathroom, but Ms. Davis did not identify herself because she was taking a personal call on her cell phone. Ms. Davis stated after she exited the bathroom into Resident A’s bedroom, Resident A was angry and began to call Ms. Davis a “bitch”. Ms. Davis stated she walked out of Resident A’s bedroom and requested staff Darisha Stovall and staff Tenia Jackson accompany Ms. Davis back into Resident A’s bedroom in an attempt to help de-escalate Resident A and provide witness to Resident A’s actions. Ms. Davis stated Resident A continued to call Ms. Davis a “bitch” to which Ms. Davis stated, “you’re one”. Ms. Davis stated she knows it was inappropriate to tell Resident A “you’re one”. Ms. Davis stated after a few minutes Resident A de-escalated and staff left Resident A’s bedroom. Ms. Davis stated she never threatened Resident A in any manner.

On 01/19/2021 I emailed a referral to Adult Protective Services Centralized Intake Unit.

On 01/20/2021 I completed an Exit Conference with Licensee Designee Michelle Jannenga via telephone. She agreed with the findings and stated she would submit an acceptable Corrective Action Plan.

<b>APPLICABLE RULE</b>	
<b>R 400.15305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Staff Shanita Davis stated on 1/09/2020 Resident A called Ms. Davis a “bitch”. Ms. Davis stated she verbally retaliated by stating “you’re one” to Resident A. Ms. Davis stated she knows it was inappropriate to tell Resident A “you’re one”.  There is a preponderance of evidence to substantiated violation of R 400.15305 (3).
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable Corrective Action Plan, I recommend the license remain unchanged.



01/20/2021

---

Toya Zylstra  
Licensing Consultant

Date

Approved By:



01/20/2021

---

Jerry Hendrick  
Area Manager

Date