



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

August 17, 2021

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

RE: License #: AS390400275  
Investigation #: 2021A1030029  
Veteran's H.O.P.E.

Dear Ms. 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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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) 284-9730.

Sincerely,

A handwritten signature in black ink that reads "Nile Khabeiry, LMSW".

Nile Khabeiry, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT  
THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS390400275
<b>Investigation #:</b>	2021A1030029
<b>Complaint Receipt Date:</b>	08/12/2021
<b>Investigation Initiation Date:</b>	08/12/2021
<b>Report Due Date:</b>	09/11/2021
<b>Licensee Name:</b>	Good Samaritan Specialized Care, LLC
<b>Licensee Address:</b>	5633 Embassy Street Kalamazoo, MI 49009
<b>Licensee Telephone #:</b>	(269) 341-3195
<b>Administrator:</b>	Maryann Lavender
<b>Licensee Designee:</b>	Maryann Lavender
<b>Name of Facility:</b>	Veteran's H.O.P.E.
<b>Facility Address:</b>	1521 Northampton Kalamazoo, MI 49006
<b>Facility Telephone #:</b>	(269) 341-3195
<b>Original Issuance Date:</b>	09/13/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/13/2020
<b>Expiration Date:</b>	03/12/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Melissa Wilson verbally mistreated Resident A causing emotional harm.	Yes

## III. METHODOLOGY

08/12/2021	Special Investigation Intake 2021A1030029
08/12/2021	Special Investigation Initiated – Telephone- Phone call to complainant
08/13/2021	Contact - Face to Face- Interview with Melissa Wilson
08/16/2021	Contact - Face to Face- Interview with Roger Williams
08/16/2021	Contact - Face to Face- Interview with Resident A, Resident B, Resident C, Resident D, and Resident E.
08/17/2021	Contact - Telephone call made- Interview with Earl Cox
08/17/2021	Exit Conference with Licensee Designee by phone

### **ALLEGATION:**

**Melissa Wilson verbally mistreated Resident A causing emotional harm.**

### **INVESTIGATION:**

On 08/12/2021, I spoke with Complainant regarding the investigation. Complainant reported an interview has been scheduled with the direct care staff member who was alleged to have mistreated Resident A tomorrow afternoon.

On 08/13/2021, I interviewed Melissa Wilson via Microsoft Teams regarding the allegations. Lisa Smith from Recipient Rights also participated in the interview. Ms. Wilson reported she resigned from Veterans Hope AFC but was willing to participate in the interview. Ms. Wilson reported she began working at Veterans Hope AFC on April 19, 2021. Ms. Wilson reported her primary duties were to pass medications, cook meals and cleaning. Ms. Wilson reported she was passing medications on 08/07/2021 and passed Resident A his medications. Ms. Wilson reported she was cooking dinner

for her children as she is allowed to bring them to work. Ms. Wilson reported Resident A stated "something smells good" and she informed Resident A that she was cooking for her children. Ms. Wilson reported she stepped away from the kitchen and when she came back, she saw Resident A moving quickly out of the kitchen and up to his bedroom. Ms. Wilson reported she checked the food she was preparing in the oven and noted the aluminum foil was moved and there was grease and spices on the oven handle. Ms. Wilson reported she then went to speak with Resident A and could tell he ate some of the food as she had it on his hands and face. Ms. Wilson reported Resident A denied it and she informed him that she cannot serve the food to her children because he touched her food. Ms. Wilson reported Resident A then became offended and made a comment his hands being clean enough to put them in a woman's private area. Ms. Wilson reported Resident A then called her a "bitch ass whore." Ms. Wilson reported she tried to deescalate Resident A however he continued to be verbally abusive to her and accused her of being a man. Ms. Wilson reported Resident A kept repeating that he wanted her to hit him. Ms. Wilson reported at least two residents heard the interaction between them and provided their names.

Ms. Wilson reported she called a co-worker named Earl Cox and asked him to in because of the situation with Resident A. Ms. Wilson reported Mr. Cox did come into the facility and spoke with Resident A which seemed to calm him down. Ms. Wilson reported she spoke with supervisor Roger Williams the next day and informed him that she did not feel safe working but did come in for her shift. Ms. Wilson reported a short time after her shift started Resident A began yelling at her again. Ms. Wilson reported she raised her voice a little bit but did not swear or threaten Resident A. Ms. Wilson denied making any sexual comments to Resident A or calling him "white trash."

On 08/16/2021, I made an unannounced on-site visit to the Veteran's Hope AFC located at 1521 N. Hampton Kalamazoo, MI. 49006. The home appeared to be neat and clean, and several residents were eating lunch. I spoke with direct care staff member Roger Williams regarding the incident that occurred with Resident A and former direct care staff member Melissa Wilson. Mr. Williams reported he knows about the situation but was not here and could not provide any first-hand information. Mr. Williams did however facilitate interviews with the clients that were present in the home.

On 08/16/2021, I interviewed Resident A regarding the allegations. Resident A reported direct care staff member Melissa Wilson who goes by Natalia accused him of taking her children's food out of the oven. Resident A reported she "chewed him out" and called him a "ho, ass bitch." Resident A reported Ms. Wilson threatened to punch him in the face. Resident A reported Ms. Wilson tried to get him to fight her, but he refused. Resident A reported he was upset that Ms. Wilson called him names and "really offended" him. Resident A reported Ms. Wilson eventually called another direct care staff member in to calm him down. Resident A reported he spoke at length with Earl Cox and felt better. Resident A reported later that night Ms. Wilson allowed a resident to be out of his room past 11:00pm and he could hear her talking bad about him and came out of his room to confront her. Resident A reported the next day he and

Ms. Wilson got into another argument although he tried to have a conversation with her to work out their problems, but she refused.

On 08/16/2021, I interviewed Resident B regarding the allegations. Resident B reported he overheard Resident A and Ms. Wilson yelling "mean things" at each other. Resident B reported Ms. Wilson called Resident A a "piece of shit, asshole for digging his hands in her children's food." Resident B called Ms. Wilson the "N word" Resident B reported he likes Ms. Wilson and never had any problems with her. Resident B reported Resident A has "caused a lot of problems" since he moved in.

On 08/16/2021, I interviewed Resident C regarding the allegations. Resident C reported he was in his bedroom when he heard Resident A and Ms. Wilson yell at each other. Resident C reported he heard Ms. Wilson yell at Resident A for taking some of her children's food and said, "now I have to order pizza." Resident C reported Resident A mumbled a lot but could hear him call her the "N word." Resident B reported Ms. Wilson said, "you a ho ass little bitch boy." Resident C reported Resident A informed her of his last sexual encounter and Ms. Wilson responded, "when did you have any, I had dick last night." Resident C reported she gets along well with Ms. Wilson.

On 08/16/2021, I interviewed Resident D regarding the allegations. Resident D reported she heard Resident A and direct care staff member Melissa Wilson yelling at each other about him "stealing chicken." Resident D reported she could not remember exactly what was said by either party except for Resident A calling her the "N word."

On 08/16/2021, I interviewed Resident E regarding the allegations. Resident E reported she heard yelling but does not know what was said because she "mines her own business."

On 08/17/2021, I interviewed direct care staff member Earl Cox regarding the allegations. Mr. Cox reported he was not working during the incident between Resident A and Melissa Wilson but does have information for the investigation. Mr. Cox reported he worked the day shift and was home for about an hour when his phone rang. Mr. Cox reported Ms. Wilson called him but was not speaking into the phone so assumed he was "butt dialed" or her children called him. Mr. Cox reported he heard Resident A and Ms. Wilson yelling at each other but could not make out what they were saying. Mr. Cox reported he then went back to the home as he lives five minutes away and as he walked into the home heard Resident A yelling racial slurs at Ms. Wilson. Mr. Cox spoke with each resident to ensure they were alright and then pull Resident A aside and calmed him down. Mr. Cox asked Resident A to go to his bedroom and sleep until he returns in the morning and Resident A agreed. Mr. Cox reported he did not hear Ms. Wilson make any derogatory comments to Resident A.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.</b>
<b>ANALYSIS:</b>	Based on my investigation which included my observation of the facility and interviews with direct care staff members Melissa Wilson, Earl Cox and Roger Williams and Resident A, Resident B, Resident C, Resident D and Resident E this violation will be established. Based on the interviews Ms. Wilson became angry with Resident A because she thought he took some of her children's food and used demeaning and derogatory language toward Resident A causing him emotional harm.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

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

*Nile Khabeiry, LMSW*

08/23/2021

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Nile Khabeiry  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:

*Dawn Timm*

08/25/2021

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Dawn N. Timm  
Area Manager

\_\_\_\_\_  
Date