



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

June 22, 2023

Mike Dykstra  
Golden Life AFC, LLC  
4386 14 Mile Rd, NE  
Rockford, MI 49341

RE: License #: AL590398548  
Investigation #: 2023A1029040  
Golden Life AFC #3

Dear Mr. Dykstra:

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 (231) 922-5309.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Browning". The script is cursive and fluid, with the first letter of each word being capitalized and prominent.

Jennifer Browning, Licensing Consultant  
Bureau of Community and Health Systems  
Browningj1@michigan.gov - (989) 444-9614

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>	AL590398548
<b>Investigation #:</b>	2023A1029040
<b>Complaint Receipt Date:</b>	05/03/2023
<b>Investigation Initiation Date:</b>	05/03/2023
<b>Report Due Date:</b>	07/02/2023
<b>Licensee Name:</b>	Golden Life AFC, LLC
<b>Licensee Address:</b>	4386 14 Mile Rd, NE, Rockford, MI 49341
<b>Licensee Telephone #:</b>	(616) 307-7719
<b>Administrator:</b>	Joanne Broidrick
<b>Licensee Designee:</b>	Mike Dykstra
<b>Name of Facility:</b>	Golden Life AFC #3
<b>Facility Address:</b>	8675 S. Grow Road, Greenville, MI 48838
<b>Facility Telephone #:</b>	(616) 225-2649
<b>Original Issuance Date:</b>	07/22/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/22/2022
<b>Expiration Date:</b>	01/21/2024
<b>Capacity:</b>	20
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Staff 1 and Resident A were in a relationship and Resident A kissed DCSM 1 on the porch at Golden Life AFC # 3.	Yes

**III. METHODOLOGY**

05/03/2023	Special Investigation Intake 2023A1029040
05/03/2023	Special Investigation Initiated – Letter to Angela Loiselle ORR
05/03/2023	Contact - Telephone call received from Joanne, Golden Life
05/10/2023	Contact - Telephone call made to Office of Recipient Rights (ORR) advisor, CeCe McIntyre.
05/12/2023	APS Referral to Centralized Intake
05/12/2023	Inspection Completed On-site – face to face with Resident A, Resident B, direct care staff members Megan Lilly and Anika Jenks
05/12/2023	Contact - Face to Face with direct care staff member DCSM 1 with Office of Recipient Rights (ORR) advisors, CeCe McIntyre and Angela Loiselle at Montcalm Care Network
05/12/2023	Contact - Telephone call made to CeCe McIntyre and Angela Loiselle, ORR MCN
05/17/2023	Contact - Telephone call made to licensee designee Mike Dykstra
06/14/2023	Exit Conference with licensee designee Mike Dykstra.

## **ALLEGATION:**

**Staff 1 and Resident A were in a relationship and Resident A kissed direct care staff member (DCSM 1) on the porch at Golden Life AFC # 3.**

## **INVESTIGATION:**

On May 3, 2023, a complaint was received via the online Bureau of Community and Health Systems complaint system with concerns DCSM 1 kissed Resident A at Golden Life 3. According to the complaint concerns, Resident A admitted to Linda Dimet at Montcalm Care Network Clubhouse that he was in “a relationship with her (DCSM 1) and they were falling in love.”

I reviewed the May 2, 2023 *AFC Incident / Accident Report* received from direct care staff member whose current role is home manager, Megan Lilly. According to the *AFC Incident / Accident Report*:

*“What happened: Angie Loiselle from Montcalm Care Network (MCN) Rights Officer called and stated there were allegations against [DCSM 1] regarding [Resident A] and manager needed to bring [Resident A] in for questioning.*

*Action taken by staff: Manager called Licensee designee and took [Resident A] into MCN for questioning.*

*Corrective measures: Manager and Golden Life will put [DCSM 1] on leave until investigation is completed and continue to educate staff through Recipient Rights.”*

On May 10, 2023, I interviewed Office of Recipient Rights (ORR) advisor, CeCe McIntyre. Ms. McIntyre stated she interviewed Resident A and Resident B because Resident A told Resident B about the relationship and the kiss that occurred between DCSM 1 and Resident A. Ms. McIntyre stated Resident A reported to her that DCSM 1 could quit her job so they could be together. Ms. McIntyre stated she would like to interview DCSM 1 again however DCSM 1 did admit Resident A kissed her on the lips while she was working. Ms. McIntyre stated after interviewing DCSM 1 she thought there was more to it emotionally. Ms. McIntyre stated DCSM 1 informed her she told her friend and direct care staff member, Ms. Saladin about the incident while crying but she “didn’t know how to tell her manager.” Ms. McIntyre stated after the incident, Ms. Saladin quit her job because she claimed it was all too stressful to deal with. Ms. McIntyre stated she was going to substantiate both direct care staff member Ms. Saladin and DCSM 1 because Ms. Saladin did not report it either. Ms. McIntyre also stated DCSM 1 was friends with Resident A on Facebook and on one occasion Resident A was in her personal vehicle to go buy chocolate milk and talked in her car.

On May 12, 2023, I interviewed DCSM 1 with Office of Recipient Rights (ORR) advisor CeCe McIntyre at Montcalm Care Network. DCSM 1 stated Resident A “follows her

around all the time” stating she became friends with him and added Resident A to Facebook then deleted him a couple days later. DCSM 1 stated the incident occurred because they were out on the porch smoking and he grabbed her by the arm, swung her by the arm, and then kissed her on the lips. DCSM 1 stated she told Resident A it was not appropriate because she was his caretaker and she did not tell anyone except for her coworker, DCSM Ms. Saladin. DCSM 1 stated she did not inform her manager of the incident. DCSM 1 stated she realizes it is “frowned upon to be Facebook friends” with the residents so that is why she unfriended him after a couple of days. DCSM 1 stated she does not believe they have a policy regarding physical contact but she is assuming it’s “frowned upon.” DCSM 1 stated she was familiar with *AFC Incident / Accident Reports* and when to do them however, since she had never dealt with this situation before and she did not want to get Resident A in trouble so she did not say anything or think to do an *AFC Incident / Accident Report*. DCSM 1 stated after Resident A kissed her, she went back into the home and Ms. Saladin got in between them if he tried to come close to her. DCSM 1 stated all the residents know about the situation because Resident A and Resident B have both talked about it with the other residents. DCSM 1 stated she did not tell Resident A anything about her having to quit her job so they could be together but stated she did tell Resident A this was “inappropriate and that if he continued, it may make her lose her job.” DCSM 1 stated she also told Resident A if he continued to follow her around the house every time she worked, then “people were going to start talking.” DCSM 1 stated she documented the incidents in the progress notes at Golden Life AFC #3. Ms. McIntyre asked DCSM 1 why she was in the car alone and sending flirtatious messages to Resident A and her response was that she did not know what to do, was confused, and scared of the situation. DCSM 1 then started to get visibly upset during the interview and wanted to know “where are her rights because she was the one sexually assaulted?” Ms. McIntyre informed DCSM 1 her right was to tell someone and report the incident because she knew what she was supposed to do since she completed Recipient Rights training.

Ms. McIntyre informed me there were messages on Facebook she observed where Resident A stated, “I just woke up I looked like shit” and then DCSM 1 responded, “you could never look bad.” Resident A sent her a message telling DCSM 1 she looked beautiful.

On May 12, 2023, I interviewed Megan Lilly at Golden Life 3. Ms. Lilly stated when Resident A first moved in on March 27, 23 he kept making comments toward DCSM 1 stating “he has a thing for her” and he smirked when she said that was staff and it was not allowed. Ms. Lilly stated all of the residents like DCSM 1 because she brings them snacks all the time and “she’s a pushover.” Ms. Lilly described DCSM 1 as the “mothering type” to the residents. Ms. Lilly stated when she was first contacted by Ms. Loiselle from ORR, she denied something like this could happen with DCSM 1 and was surprised when she found out about the kiss. Ms. Lilly stated DCSM 1 completed the Recipient Rights refresher training on April 5, 2023 and boundaries were discussed in this class. Ms. Lilly stated they talk about boundaries all the time because there is another resident who will try to rub their shoulders and direct care staff members have

to talk to him about giving them personal space. Ms. Lilly stated she has not talked to Resident A about it since it happened. Ms. Lilly stated she also found out he was driven in DCSM 1's personal car and stated there is not a policy against this but they do not recommend it. Ms. Lilly stated she also told all residents and direct care staff members not to add each other on Facebook. Ms. Lilly stated she should not have given her personal phone number out to Resident A. Ms. Lilly stated DCSM 1 did tell her coworker about the incident but she also did not say anything to Ms. Lilly until after she was interviewed by Recipient Rights. Ms. Lilly pulled up the *Progress Notes / Communication Log* the staff keeps and there were no notes written by DCSM 1 regarding this incident.

On May 12, 2023, I interviewed direct care staff member, Anika Jenks. Ms. Jenks stated Resident A has a history of trying to flirt with the female direct care staff members because last week he met with his case worker outside and stated to Ms. Jenks "he liked her butt and how it jiggles when she walks." Ms. Jenks stated she told Ms. Lilly about this and charted it in their progress notes.

Ms. Jenks stated he has made comments regarding DCSM 1 in the past because he has stated "she was hot and he likes older women." Ms. Jenks has never observed DCSM 1 and Resident A touching but there are always two direct care staff members on during third shift so she would have someone working with her. Ms. Jenks stated she has never heard of him trying to grab or kiss a direct care staff member but he will try to take her personal items and use them and she has to remind Resident A they are not allowed to share their personal items.

Ms. Jenks stated Resident A broke down and told her about the concerns because he was upset that DCSM 1 was no longer working at Golden Life AFC #3. Ms. Jenks stated Resident A told her he kissed DCSM 1 on the porch and feels bad for "ruining her life." Ms. Jenks stated she looked at the communication log after this was disclosed and there was nothing documented that he kissed her which she thought was odd. Personally, Ms. Jenks stated if something like this were to happen to her, she would have instantly called Ms. Lilly and completed an *AFC Incident / Accident Report*. Ms. Jenks stated she was surprised about it and she charted the disclosure and called Ms. Lilly after her shift. Ms. Lilly told her there was an investigation and she could not discuss it.

Ms. Jenks stated Resident A did not make comments about what led to them kissing however Resident A knew personal details about DCSM 1's life regarding her children and partner. Ms. Jenks stated this was inappropriate because they have had staff meetings where they discussed boundaries several times.

On May 12, 2023, I interviewed Resident A at Golden Life 3. Resident A was agitated upon starting the interview and stated, "There is not a relationship with her anymore. This shit gets old. These people talk so much shit. I don't give a fuck." I asked Resident A what he meant about there not being a relationship anymore and he stated, "we really never had a relationship." Resident A stated he went on the porch and kissed

DCSM 1 and one time they went to the gas station in her personal car and talked while in her car before coming back to the home. Resident A stated DCSM 1 told him to add her as a friend on Facebook. Resident A stated he did not have her personal cell phone number but they would send messages on Facebook messenger. Resident A stated he had romantic feelings for DCSM 1 and the feelings were mutual for her as well. Resident A stated the feelings started right after he moved in but there was no other physical contact other than the one kiss on the porch. Resident A stated "I liked older women" but he knew they could not be together because she worked there as a direct care staff member. I asked Resident A why he thought to kiss DCSM 1 if he knew they could not be together and he stated, "there was a text message that led to that." Resident A agreed to let me look at his messages. I observed several messages on Resident A's personal cell phone between DCSM 1 and Resident A starting on April 19, 2023 with comments about "Miss me yet?" at least three times and DCSM 1 asking how Resident A was doing. I observed based on the number and frequency of the text messages that DCSM 1 and Resident A were talking on a regular basis and the messages were flirtatious. I observed one message about her back hurting and Resident A made a comment alluding to wanting to give DCSM 1 a backrub. Resident A let me take a picture of one of the screens which led to the kiss on April 22, 2023 at 1:30 a.m.

*"[Resident A]: "Hey I mean Im [sic] down for whatever you, to, I'm jk [sic] because I want you to be able to comfort her."*

*DCSM 1: "I really want to kiss those lips..."*

*Resident A: "After she leaves or whatever maybe we could go somewhere and make that happen."*

*DCSM 1: "Night boo"*

*[Resident A]: "wym lmaooo[sic], you going to bed?"*

On May 17, 2023, I interviewed licensee designee, Mike Dykstra. Mr. Dykstra stated he was surprised this occurred between DCSM 1 and Resident A. I explained to Mr. Dykstra about the text messages and he stated he was curious if someone else grabbed her phone and messaged back and forth with Resident A. Mr. Dykstra stated DCSM 1 is no longer working at Golden Life AFC #3.

<b>APPLICABLE RULE</b>	
<b>R 400.15305</b>	<b>Resident protection.</b>
	<b>(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.</b>



<b>ANALYSIS:</b>	Resident A was not protected from exploitation because DCSM 1 formed a relationship with Resident A who is a vulnerable adult which included flirtatious texting and a kiss between them while DCSM 1 was working at Golden Life AFC #3. DCSM 1 messaged Resident A stating "I really wanna kiss those lips" which is what Resident A stated led to the kiss. There were several flirtatious messages between DCSM 1 and Resident A using Facebook messenger and it was apparent there was a romantic relationship forming between DCSM 1 and Resident A, despite DCSM 1 being a direct care staff member at the facility.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Jennifer Browning*

Jennifer Browning  
Licensing Consultant

06/20/2023

Date

Approved By:

*Dawn Timm*

06/22/2023

Dawn N. Timm  
Area Manager

Date