



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

November 9, 2023

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

RE: License #: AS340305684
Investigation #: 2024A0350006
Westlake Cottage III

Dear Stephanie Leone:

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) 356-0100.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ian Tschirhart', with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 644-9526

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS340305684
Investigation #:	2024A0350006
Complaint Receipt Date:	11/06/2023
Investigation Initiation Date:	11/06/2023
Report Due Date:	12/06/2023
Licensee Name:	Hope Network Behavioral Health Services
Licensee Address:	PO Box 890, 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
Licensee Telephone #:	(616) 430-7952
Administrator:	Stephanie Leone
Licensee Designee:	Stephanie Leone
Name of Facility:	Westlake Cottage III
Facility Address:	11652 Grand River Ave. Lowell, MI 49331
Facility Telephone #:	(616) 897-5087
Original Issuance Date:	05/25/2010
License Status:	REGULAR
Effective Date:	01/05/2022
Expiration Date:	01/04/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On about 10/23/2023, staff member Dylan Wolthuis was observed throwing an exercise ball at Resident A, hitting him in the face.	Yes

III. METHODOLOGY

11/06/2023	Special Investigation Intake 2024A0350006
11/06/2023	APS referral – Denied for investigation
11/06/2023	Special Investigation Initiated - Telephone I called Linda Wagner, Recipient Rights Officer
11/08/2023	Contact - Face to Face I met Linda Wagner, RRO, and we interviewed LaRiesa Nummer, DCW, Tammy Ladersma, DCW, and Dylan Wolthuis, DCW
11/09/2023	Exit conference – Held with Stephanie Leone, Licensee Designee

ALLEGATION: On about 10/23/2023, staff member Dylan Wolthuis was observed throwing an exercise ball at Resident A, hitting him in the face.

INVESTIGATION: On 11/06/2023, I called and spoke with Linda Wagner, Recipient Rights Officer with HealthWest. We arranged to meet at Westlake on 11/08 at 3:00 p.m.

On 11/08/2023, I met Ms. Wagner at Westlake and we spoke briefly with Heather Burnell, Program Operations Manager. I informed Ms. Burnell that Ms. Wagner and I would like to interview LaRiesa Nummer, Direct Care Worker (DCW), first, and she arranged it so we could speak with Ms. Nummer in private.

On 11/08/2023, Ms. Wagner and I interviewed Ms. Nummer. I asked Ms. Nummer what she observed on the date of this alleged incident, and she reported that Mr. Wolthuis was playing with Resident A using a yoga ball. Ms. Nummer stated that she saw Mr. Wolthuis throwing the ball at Resident A in a way that “seemed harmful.” Ms. Nummer told us that at one point Resident A put his hands up to block the ball from hitting him, and yelled, “Stop it!” She said that Mr. Wolthuis did not immediately stop throwing the ball at Resident A and ended up hitting him in the face with it. Ms. Nummer stated that Mr. Wolthuis did not whip the ball at Resident A. Instead, it

appeared more like he was teasing Resident A. She said that this went on for about 10 minutes, and during that time Resident A got progressively more upset, and began screeching, which is his way of expressing frustration. Ms. Nummer informed Ms. Wagner and me that Tammy Ladesma, DCW, was also in the room when this happened and observed this incident. Ms. Nummer said that she reported this incident to Michael O'Neil, Program Manager, and that Mr. Wolthuis was transferred to a different cottage.

On 11/08/2023, Ms. Wagner and I interviewed Ms. Ladesma in private. Ms. Ladesma stated that she observed Ms. Wolthuis and Resident A playing with the yoga ball and observed that Resident A appeared "frustrated" during this incident. She reported that at one point Resident A began "grunting," which is his way of expressing feeling agitated. Ms. Ladesma told us that she observed Mr. Wolthuis hitting Resident A in the face with the ball, and she told him that Resident A did not like that, and then Mr. Wolthuis stopped. Ms. Ladesma said that Resident A was upset most of the rest of the day. She stated that she spoke with Ms. Nummer about this and they decided to tell Mr. O'Neil.

On 11/08/2023, Ms. Wagner and I interviewed Mr. Wolthuis, who stated that he was assigned to be the one-on-one staff member with Resident A on the day of this incident. Mr. Wolthuis told Ms. Wagner and me that Resident A liked to play catch with him using the yoga ball, and that they also do other activities together, such as doing puzzles, drawing, and rolling a ball back and forth to each other. I asked Mr. Wolthuis if he had accidentally or otherwise hit Resident A with the yoga ball the last time they played with it, and he said that he did not recall doing so. He also reported that there were no signs that Resident A was upset while playing with him with the yoga ball. Ms. Wolthuis also stated that she did not recall Ms. Ladesma telling him that Resident A did not like how he was playing with him that day. He said that it hurt him that someone would think he mistreated Resident A and added that he had a good track record as an employee there, where he has worked for over a year, and that Ms. Burnell has complimented him on his work. Mr. Wolthuis further said that he has worked at the same cottage for about a year-and-a-half and that he loves his job.

On 11/08/2023, I asked Ms. for copies of Resident A's Health Care Appraisal and she provided it.

On 11/09/2023, I reviewed Resident A's Health Appraisal and Assessment Plan. I observed that his Health Care Appraisal showed that he was diagnosed with Autism disorder, Moderate intellectual disabilities, and Unspecified mood disorder.

On 11/09/2023, I called and held an exit conference with Stephanie Leone, Licensee Designee. I informed Ms. Leone that I was citing violation of this rule. Ms. Leone thanked me for informing her of this and had no further comment.

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>During interactions between Dylan Wolthuis, DCW, and Resident A on 10/23/2023, two other DCWs, LaRiesa Nummer and Tammy Ladersma, witnessed Mr. Wolthuis throwing a ball at Resident A, hitting him in the face. Both Ms. Nummer and Ms. Ladersma reported that the way Mr. Wolthuis was throwing the ball at Resident A seemed more teasing than playful. Both stated that they observed Resident A grunting and screeching during this incident, which is his way of communicating that he is frustrated or upset.</p> <p>Mr. Wolthuis reported that he did not recall hitting Resident A in the face with the yoga ball or that Ms. Ladersma told him that Resident A did not like how he was playing with him.</p> <p>Mr. Wolthuis threw a ball at Resident A, hitting him the face, and did not stop when it appeared Resident A became upset.</p> <p>My findings support that this rule had been violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the status of this facility's license remain unchanged, and that this special investigation be closed.



November 9, 2023

Ian Tschirhart, Licensing Consultant Date

Approved By:



November 9, 2023

Jerry Hendrick, Area Manager Date

