



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 5, 2024

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

RE: License #: AL410095346
Investigation #: 2024A0340023
Alpine Grove

Dear Mr. Guernsey:

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,



Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL410095346
Investigation #:	2024A0340023
Complaint Receipt Date:	02/20/2024
Investigation Initiation Date:	02/20/2024
Report Due Date:	04/20/2024
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:	Don Guernsey
Licensee Designee:	Don Guernsey
Name of Facility:	Alpine Grove
Facility Address:	719 N. Center Drive, NW Walker, MI 49544
Facility Telephone #:	(616) 647-2595
Original Issuance Date:	05/09/2001
License Status:	REGULAR
Effective Date:	11/27/2023
Expiration Date:	11/26/2025
Capacity:	15
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A's bathroom is not clean.	Yes
Resident A was assaulted by Resident B.	No
Additional Findings	Yes

III. METHODOLOGY

02/20/2024	Special Investigation Intake 2024A0340023
02/20/2024	APS Referral referral by APS
02/20/2024	Special Investigation Initiated - Telephone Don Guernsey
03/01/2024	Inspection Completed On-site
03/01/2024	Exit Conference Don Guernsey

ALLEGATION: Resident A's bathroom is not clean.

INVESTIGATION: On February 18, 2024, I received a complaint from the BCAL Online Complaints. It stated that the facility bathrooms are not clean therefore Resident A will not use them.

On February 18, 2024, I contacted Designee Don Guernsey. I am familiar with Resident A and his mental health cycles. I asked Mr. Guernsey how Resident A has been doing. Mr. Guernsey reported that Resident A has been recalling things from the past and believing they are happening in the present.

On March 1, 2024, I conducted an unannounced home inspection. I have built a rapport with Resident A so he is comfortable speaking with me. He agreed to show me his room where we could speak privately. Resident A's bedroom has an attached bath. I informed Resident A the reason for my visit. He told me that no one cleans his bathroom. I asked Resident A to show me, which he did. Resident A's bathroom was heavily soiled with visible urine on the wall and floor. Resident A reported feces to also be on the wall and floor but I did not see feces. I asked Resident A who is supposed to clean his bathroom and he told me that sometimes "Ruth" cleans it.

As I looked around Resident A's room I could tell that it has not been cleaned recently. There was trash and food scattered about. Resident A was very nervous when asked about someone coming into his room and cleaning. I asked for him to open a window since there was a strong odor in his room, but Resident A refused stating it would be too cold for him. There was a dresser in his room that was missing drawers and had been spilled on numerous times so food or some type of substance had dried to it. Resident A wanted to get rid of the dresser because he was concerned about what was dried to it.

I then spoke to staff Ruth Sprague. Ms. Sprague confirmed that she has attempted to clean Resident A's room, but he is very reluctant to allow anyone in his room. Once in a while he will let her mop a walkway from the door. I informed Ms. Sprague what I saw in the bathroom. She stated it has been a while since Resident A has let her clean the bathroom and she had not seen it lately. Ms. Sprague requested I go to Resident A's room with her to talk about this with Resident A since he was agreeable to cleaning with me.

I spoke to Home Manager Sarah McDiarmid. I explained the reason for my visit and shared what I had seen in Resident A's room. I shared my discussion with him and with Ms. Sprague. Ms. McDiarmid agreed that if I was with them while they discussed a plan with Resident A that it may go over better, and he may get less agitated.

Ms. McDiarmid and I located Resident A outside. I asked Resident A if it would be okay to go back to his room so that I could show Ms. Diarmid what we had talked about so she can help me address the concerns he had. Resident A was agreeable.

We went to Resident A's room and Ms. Sprague joined us as well. I showed them the bathroom as well as the dresser. He agreed to let staff move the dresser out of the room while we were there. Resident A did not want anyone to touch the things he had on top of the dresser, but he did move them and the dresser was removed. The dresser was empty and he has another dresser in his room so there is no need to replace the dresser for him. Ms. Sprague and Ms. McDiarmid spoke with Resident A about allowing people into his room so that the bathroom can be cleaned. He agreed to it.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	The allegation was made that the bathroom is not clean.

	<p>Resident A showed me his bathroom and it was found to be dirty, unsanitary, and not cleaned for an extended period of time.</p> <p>Staff Sprague stated Resident A does not allow her to clean his bathroom.</p> <p>Staff Sprague and Home Manager McDiarmid was shown the bathroom and Resident A agreed to let them clean it.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Resident A was assaulted by Resident B.

INVESTIGATION: On February 18, 2024, I received a complaint from BCAL Online Complaints. It stated that three days ago Resident A was pushed by Resident B while in line for medications. Resident A was pushed in the chest and it caused him to be knocked of balance but he did not fall.

On February 18, 2024, I contacted Designee Don Guernsey. I am familiar with Resident A and his mental health cycles. Mr. Guernsey did not know of any recent issues involving Resident A and another resident.

On March 1, 2024, I conducted an unannounced home inspection. Resident A and I have a rapport that has been built over time and he is comfortable speaking with me. He has a history of not getting along with other residents which I have spoken with him about in the past. I asked Resident A how things are going with the other residents. Resident A stated he is mad at Resident B. He said that he was standing by the med room last week and Resident B came out of his room and Resident A motioned him to walk past. Instead of walking past, Resident B pushed Resident A causing him to stumble a few steps. Resident A stated he did not fall down. I asked Resident A if he had done anything else to provoke Resident B. Resident A denied doing anything other than motioning him.

I attempted to interview Resident B. However, due to Resident B's cognitive and mental impairment I was unable to obtain credible information from Resident B. During our interview Resident B behaved in a paranoid manner, checking the window for people listening in and afraid of what was being said about him. He failed to answer any of my questions.

I then spoke with staff Ruth Sprague. She is the med tech for the home. I asked Ms. Sprague if she has witnessed any altercations between Resident A and B. She stated there was an incident recently when Resident B was leaning against the med room wall and Resident A walked past and shoved Resident B causing him to fall down. I asked Ms. Sprague if there was a recent incident when Resident B shoved

or hit Resident A. She stated to her knowledge there was nothing recent like that. Ms. Sprague added that Resident A and Resident B do not get along and that they antagonize each other. No one has been hurt but it is a mutual irritation between them.

APPLICABLE RULE	
R 400.15305	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>The allegation was made that Resident A was assaulted by Resident B.</p> <p>Mr. Guernsey had no knowledge of any recent altercations between Resident A and B.</p> <p>Resident A reports being pushed by Resident B as Resident B walked past Resident A. Resident A said he fell back two steps and did not fall.</p> <p>Resident B is unable to participate in an interview.</p> <p>There is not a preponderance of evidence to support the allegation of assault toward Resident A.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: During my investigation I observed in Resident A's bedroom that there is a hole in the drywall. I asked Resident A what happened and he said when he got mad at Resident B he punched a hole in the wall. The size of the hole would match a fist being put through it.

I met with Home Manager Sarah McDiarmid and informed her of the hole in Resident A's wall. Ms. McDiarmid was not aware of the hole in the wall since Resident A is very reluctant to allow anyone in his room. I informed her of Resident A's confession to have made the hole by punching it.

Ms. McDiarmid and I asked permission from Resident A so that I could show her the hole in the wall which we were granted. Ms. McDiarmid said she would get that repaired right away.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(5) Floors, walls, and ceilings shall be finished so as to be easily cleanable and shall be kept clean and in good repair.
ANALYSIS:	The wall above Resident A's bed in his room was observed to have a hole in it. Resident A stated he made the hole with his fist. Home Manager Sarah McDiarmid did not know about the hole but stated she will have it repaired.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION: During this unannounced inspection I witnessed countless cigarette butts scattered outside around the area near the front door of the home as well as in the yard and surrounding areas. I communicated this observation to Mr. Guernsey.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(13) A yard area shall be kept reasonably free from all hazards, nuisances, refuse, and litter.
ANALYSIS:	I witnessed countless cigarette butts scattered around the area near the front door of the home as well as in the yard and surrounding areas.
CONCLUSION:	VIOLATION ESTABLISHED

On March 1, 2024, I conducted an exit conference with Don Guernsey. I informed him of the allegations and that I did find rule violation to the maintenance of premise. He agreed to send a Corrective Action Plan. He had no further questions.

IV. RECOMMENDATION

Upon receipt of an approved Corrective Action Plan, I recommend no change to the current license status.

 March 5, 2024

Rebecca Piccard Date
Licensing Consultant

Approved By:

 March 5, 2024

Jerry Hendrick Date
Area Manager