



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 12, 2024

Michelle Jannenga
Thresholds
Suite 130
160 68th St. SW
Grand Rapids, MI 49548

RE: License #: AL410007103
Investigation #: 2024A0583037
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,

A handwritten signature in cursive script, appearing to read "Toya Zylstra".

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**

I. IDENTIFYING INFORMATION

License #:	AL410007103
Investigation #:	2024A0583037
Complaint Receipt Date:	06/10/2024
Investigation Initiation Date:	06/11/2024
Report Due Date:	07/10/2024
Licensee Name:	Thresholds
Licensee Address:	Suite 130, 160 68th St. SW Grand Rapids, MI 49548
Licensee Telephone #:	(616) 466-5242
Administrator:	Michelle Jannenga
Licensee Designee:	Michelle Jannenga
Name of Facility:	Gladiola Home
Facility Address:	3210 Gladiola Avenue, SW Wyoming, MI 49519-3225
Facility Telephone #:	(616) 538-3067
Original Issuance Date:	12/01/1976
License Status:	REGULAR
Effective Date:	08/12/2022
Expiration Date:	08/11/2024
Capacity:	16
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Facility staff verbally mistreat residents.	Yes

III. METHODOLOGY

06/10/2024	Special Investigation Intake 2024A0583037
06/10/2024	APS Referral
06/11/2024	Special Investigation Initiated - Telephone
06/11/2024	Inspection Completed On-site
06/12/2024	Exit Conference Licensee Michelle Jannenga

ALLEGATION: Facility staff verbally mistreat residents.

INVESTIGATION: On 06/10/2024 a complaint allegation was received from Adult Protective Services Centralized Intake. The complaint allegation was screened out for formal Adult Protective Services investigation. The complaint alleged that on 06/08/2024 a “staff member was insulting the clients while in public and was calling the adults idiots”.

On 06/11/2024 I interviewed complainant via telephone. The complainant stated that a female staff member often brings residents to the Wyoming Public Library on Saturdays. The complainant stated that she did not know the name of the staff member but was aware that the residents reside at the Gladiola Home. The complainant stated that she has observed the staff member is often impatient and “short” with residents and will direct the resident to stop bothering the staff of the library, even though the residents are not bothering library staff. The complainant stated that on 06/08/2024 library staff, Tye Papke, informed the complainant that he observed the staff telling a resident that she was an idiot after the resident forgot her library card.

On 06/11/2024 I interviewed Tye Papke via telephone. Mr. Papke stated that he is employed at the Wyoming Public Library and that on 06/08/2024 he observed an interaction between a Gladiola Home staff and a resident. Mr. Papke stated that he was working at the guest services desk when the Gladiola Home staff member and resident requested a “guest pass”. Mr. Papke stated that he heard the Gladiola Home staff say to Resident A, “you idiot, I can’t believe you forgot your library card”.

Mr. Papke stated that no one else observed the incident because the other library staff member was assisting other patrons and there is no video footage.

On 06/11/2024 I completed an unannounced onsite investigation at the facility and privately interviewed staff Dorisha Stovell, staff Shanita Davis, Resident A, Resident B, and Resident C.

Staff Dorisha Stovell stated that staff Loleitha Thomas supervised a group of residents on 06/08/2024 for an outing to the Wyoming Public Library. Ms. Stovell stated that Ms. Thomas often supervises residents independently on outings to the Wyoming Public Library and she had heard of no issues while in the community. Ms. Stovell stated that she has never observed Ms. Thomas verbally mistreat residents and has only observed residents speak favorably of Ms. Thomas.

Staff Shanita Davis stated that she has worked with staff Loleitha Thomas many times and has only observed her to treat residents with dignity and respect. Ms. Davis stated that she has never observed Ms. Thomas to mistreat residents in any manner.

Resident A stated that on 06/08/2024 she and other residents were transported to the Wyoming Public Library. Resident A stated that staff Loleitha Thomas was the sole staff member supervising the outing. Resident A stated that she forgot her library card and requested a "guest pass" from library staff at the guest services desk. Resident A stated that Ms. Thomas was upset that Resident A forgot her library card as evidenced by her tone which was "not very nice". Resident A stated that although Ms. Thomas was upset with Resident A for forgetting her library card, Ms. Thomas did not call Resident A an idiot or any other inappropriate name. Resident A stated that Ms. Thomas has never called her inappropriate names in the past but often appears short and upset with her for mistakes.

Resident B stated that she attended the 06/08/2024 Wyoming Public Library outing and did not observe staff Loleitha Thomas mistreat Resident A or any other residents. Resident B stated that Ms. Thomas is "kind", and she has never observed Ms. Thomas to mistreat residents.

Resident C stated that she attended the 06/08/2024 Wyoming Public Library outing and did not observe staff Loleitha Thomas mistreat Resident A at the guest service desk. Resident C stated that Ms. Thomas is "mean and nasty" towards Resident C and other residents. Resident C stated that she often tells Resident C to be quiet in a demeaning tone. Resident C stated that Ms. Thomas has never called Resident C an inappropriate name, but Resident C has observed Ms. Thomas call other residents "idiots" on multiple occasions.

On 06/11/2024 I interviewed staff Loleitha Thomas via telephone. Ms. Thomas stated that she independently supervised an outing to the Wyoming Public Library with multiple residents. Ms. Thomas stated that Resident A and Ms. Thomas

requested a guess pass for Resident A at the guest services desk because Resident A had forgotten her library card. Ms. Thomas stated that at no time did she refer to Resident A as an “idiot” and denied verbally mistreating her in any manner. Ms. Thomas denied verbally mistreating any residents in the past.

On 06/12/2024 I completed an Exit Conference with Licensee Designee Michelle Jannenga. Ms. Jannenga stated that she did not dispute the findings of the Special Investigation and would submit an acceptable Corrective Action Plan.

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>Wyoming Public Library staff member, Tye Papke, stated that on 06/08/2024 he observed an interaction between a Gladiola Home staff and a resident. Mr. Papke stated that he was working at the guest services desk when the Gladiola Home staff member and resident requested a guest pass. Mr. Papke stated that he heard the Gladiola Home staff say to Resident A, “you idiot, I can’t believe you forgot your library card”.</p> <p>Resident A, B and C each denied hearing Ms. Thomas refer to Resident A as an idiot while at the library. Resident C did state however that she has heard Ms. Thomas refer to residents as idiots on other occasions.</p> <p>Staff Loleitha Thomas denied calling Resident A an idiot.</p> <p>Library staff Tye Papke, and Resident C both have reported observing staff Loleitha Thomas referring to residents’ as “idiots”.</p> <p>A preponderance of evidence was discovered during the course of the Special Investigation to substantiate violation of the applicable rule: Staff Loleitha Thomas verbally mistreated Resident A.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

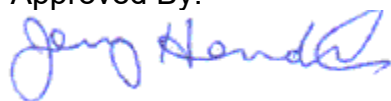


06/12/2024

Toya Zylstra
Licensing Consultant

Date

Approved By:



06/12/2024

Jerry Hendrick
Area Manager

Date