



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

July 24, 2024

Delissa Payne  
Spectrum Community Services  
Suite 700  
185 E. Main St  
Benton Harbor, MI 49022

RE: License #: AS410356636  
Investigation #: 2024A0467039  
Terrace Park Home

Dear Mrs. Payne:


Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS410356636
<b>Investigation #:</b>	2024A0467039
<b>Complaint Receipt Date:</b>	05/30/2024
<b>Investigation Initiation Date:</b>	05/30/2024
<b>Report Due Date:</b>	07/29/2024
<b>Licensee Name:</b>	Spectrum Community Services
<b>Licensee Address:</b>	Suite 700 185 E. Main St Benton Harbor, MI 49022
<b>Licensee Telephone #:</b>	(231) 887-4130
<b>Administrator:</b>	Delissa Payne
<b>Licensee Designee:</b>	Delissa Payne
<b>Name of Facility:</b>	Terrace Park Home
<b>Facility Address:</b>	5901 Terrace Park Dr. NE Rockford, MI 49341
<b>Facility Telephone #:</b>	(616) 884-5788
<b>Original Issuance Date:</b>	03/12/2014
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/24/2023
<b>Expiration Date:</b>	10/23/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff member Zach Clelland caused a bruise observed on Resident A's chin.	No
Additional findings.	Yes

## III. METHODOLOGY

05/30/2024	Special Investigation Intake 2024A0467039
05/30/2024	Special Investigation Initiated - Letter Spoke to Melissa Gekeler, Recipient Rights Officer via email
06/04/2024	Inspection Completed On-site
06/06/2024	Contact – telephone call made to Brianna Hartman
06/06/2024	Contact – telephone call made to Kayla Bucholtz
06/06/2024	Contact – telephone call made to Chelsey Stewart
07/22/2024	Contact – telephone call made to Zach Clelland
07/22/2024	Contact – telephone call made to Heather Reamon
07/22/2024	Exit conference with licensee designee, Delissa Payne.
07/23/2024	Contact – telephone call made to Resident A's guardian
07/24/2024	APS referral

**ALLEGATION: Staff member Zach Clelland caused a bruise observed on Resident A's chin.**

**INVESTIGATION:** On 5/30/24, I received a complaint from Kent County Recipient Rights Officer, Melissa Gekeler. The complaint alleged that AFC staff member, Zachary Clelland is often present when Resident A has bruises on her body. Most recently, Resident A was observed with a bruised chin from an incident that reportedly occurred on 5/23/24.

On 5/30/24, Ms. Gekeler and I agreed to meet at the home on Tuesday, 6/4/24 at 11:00 am to complete a joint investigation.

On 6/4/24, I made an unannounced onsite investigation at the facility with Ms. Gekeler. Upon arrival, staff allowed entry into the home. The home manager,

Khasandra Hodges agreed to discuss case allegations. Ms. Hodges stated that the injury to Resident A's chin occurred on 5/23/24. Ms. Hodges stated that AFC staff member, Zachary Clelland sent a text message stating, "did anyone recognize this?" referring to an injury to Resident A's chin. Ms. Hodges texted me a picture of Resident A's chin, which was purple and red. Ms. Hodges stated that the day prior, staff member, Chelsey Stewart bathed Resident A and denied seeing any bumps or bruises on her.

Ms. Hodges was initially concerned that an incident report was not completed. Ms. Hodges later found out that an incident report was completed, only after she asked Mr. Clelland's mother, Heather Reamon (manager) about it. This incident report was supposedly sent to staff above her, which is unusual. Despite not seeing the incident report completed by Mr. Clelland, Ms. Hodges stated that she wrote her own incident report when she observed the bruise to Resident A's chin.

Regarding the various injuries that Resident A has sustained within the last year (broken toe, femur, and ankle), Mr. Clelland was working on each of those shifts. Although Ms. Hodges has not observed Mr. Clelland assault Resident A, it is suspected by all several staff members that he is the cause of the injuries. Due to the concerns for Resident A's safety around Mr. Clelland, he has been suspended pending the outcome of this investigation. Ms. Hodges stated that other staff feel as if they have been "shut down" and unable to talk about concerns related to Mr. Clelland due to his mother, Heather Reamon, being in management and reportedly covering for him. Ms. Hodges shared that Resident A is non-verbal and unable to communicate. Therefore, she was not interviewed during this investigation. Resident A was observed sitting on the couch in the living room, with a bruise to her chin as the allegations state.

After speaking to Ms. Hodges, Ms. Gekeler and I interviewed staff member, Jaden Cunningham. Mr. Cunningham stated that he is unsure what happened to Resident A's chin. He also denied any knowledge regarding what happened to her toe, femur and ankle in the past. However, Mr. Cunningham was adamant that Mr. Clelland was working during each of the stated incidents above, which is why he thinks Mr. Clelland caused the bruise to Resident A's chin. Despite his concern, Mr. Cunningham stated he did not observe or have any direct knowledge of Mr. Clelland engaging in any behaviors on 5/23 that would have caused the bruise to Resident A's chin.

On 6/6/24, I spoke to staff member, Brianna Hartman via phone and she agreed to discuss case allegations. Ms. Hartman stated that she was not working on 5/23, the day that Resident A reportedly sustained a bruise to her chin. On the day in question, Ms. Hartman stated that Mr. Clelland sent a text message in the work group chat asking if anyone had seen or noticed the bruise on Resident A's chin. Ms. Hartman stated that the bruise to Resident A's chin was black/blue and it was not there the morning of 5/23 as the 3<sup>rd</sup> shift staff member (Chelsey Stewart) fed her prior to ending her shift. Per Ms. Hartman, none of the staff in the group chat had

any knowledge as to how Resident A sustained the bruise to her chin. Ms. Hartman stated that Mr. Clelland was the only one taking care of Resident A when this injury appeared on her chin.

Per Ms. Hartman, there have been many occasions when Resident A has had injuries after Mr. Clelland worked with her. Specifically, Resident A has sustained a broken foot and a black eye in the past. The injuries were observed the following day and Mr. Clelland had no knowledge as to how the injuries occurred. Ms. Hartman shared that an APS report was filed last year against Mr. Clelland, and nothing came from it as his mother, Heather Reamon was the manager and spoke directly to the APS worker. Despite having concern regarding Resident A's safety around Mr. Clelland, Ms. Hartman was not working on 5/23, and therefore, she did not observe Mr. Clelland engage in any negative behaviors that would have caused the bruise to Resident A's chin.

On 6/6/24, I spoke to AFC staff member, Kayla Bucholtz via phone and she agreed to discuss the case allegation. Ms. Bucholtz was asked to share her knowledge of the bruise that Resident A sustained on her chin. Ms. Bucholtz stated that she worked first shift on 5/22/24 and 5/24/24. Ms. Bucholtz stated that she and Ms. Hartman worked until 6:00 pm on 5/22/24 and Chelsey Stewart worked 3<sup>rd</sup> shift on 5/22/24, leading into the morning of 5/23/24. Ms. Bucholtz stated that she did not observe any bruises on Resident A on 5/22/24. On the morning of 5/23/24, Mr. Clelland was working at the home. On this same day at around 12:00 pm noon, Mr. Clelland reportedly texted the group chat, asking if anyone had noticed a bruise on Resident A's chin, which she was unaware of until Mr. Clelland informed her and others.

Ms. Bucholtz stated that she has worked at the home for approximately two years. In her time working at the home, other incidents like this have occurred while Mr. Clelland was working with Resident A. Ms. Bucholtz stated that "there isn't any solid proof" that Mr. Clelland has physically assaulted Resident A, "but it's too consistent. There's been a lot of injuries in her feet to where she would be limping or have bruises on her feet" after Mr. Clelland worked with her. Ms. Bucholtz stated that Resident A has had a broken foot and black eye after Mr. Clelland worked with her. Ms. Bucholtz stated that there have also been questionable incidents between Mr. Clelland and Resident B, but not to the extent of Resident A. Despite Ms. Bucholtz concern regarding Resident A's safety around Mr. Clelland, she was not working on the morning of 5/23, and therefore, she did not observe Mr. Clelland engage in any negative behaviors that would have caused the bruise to Resident A's chin.

It should be noted that a voicemail was left for staff member, Chelsey Stewart on 6/4/24 and 6/6/24. As of the completion of this report, Ms. Stewart has not returned my call.

On 7/22/24, I attempted to interview Zachary Clelland via phone regarding the allegation. Mr. Clelland was asked to share what occurred on 5/23/24 regarding

Resident A's bruised chin. Mr. Clelland stated that he was the staff that observed Resident A's bruised chin. He also shared that he was the staff to report the injury. Mr. Clelland stated that AFC staff member, Jaden Cunningham worked with him during this shift. At this point, Mr. Clelland attempted to express concerns regarding incidents unrelated to the allegation. He was informed to file a complaint online and was attempted to be redirected to the current allegation. Due to Mr. Clelland being unable to be redirected, I directly asked him if he caused the bruise to Resident A's chin. Mr. Clelland yelled "no" and accused me of not asking him direct questions and cutting him off. Mr. Clelland also stated that he has left Recipient Rights several voicemails over the last 50+ days and has not received a return call. I informed Mr. Clelland that I do not work for Recipient Rights and he would have to take his concerns up with the appropriate party. Mr. Clelland continued to yell and scream, making it clear that this would not be a productive phone call. Therefore, I informed Mr. Clelland that I would be ending the call.

On 7/22/24, I spoke to staff member Heather Reamon via phone. It should be noted that Ms. Reamon is the mother of Mr. Clelland. Ms. Reamon stated that she was not working in the home on 5/23 when the reported incident occurred. Instead, Ms. Reamon was attending a director's meeting all day and informed staff not to call her unless it was an emergency. Ms. Reamon stated that she called Mr. Clelland when she had a break from her meeting due to him calling her several times. At this point, Mr. Clelland informed Ms. Reamon that Resident A had a bruise to her chin. Ms. Reamon stated that she looked at the text message that Mr. Clelland sent to the group, asking others if they were aware of the injury to Resident A's chin. Third shift staff member, Chelsey Stewart responded by stating that the bruise was not there when she gave Resident A a shower on the morning of 5/23. Mr. Clelland reportedly told Ms. Reamon that Resident A was not showered. Mr. Clelland showed Ms. Reamon how Resident A looked via phone and Ms. Reamon stated that it was clear to her that Resident A was not showered based on her presentation.

Ms. Reamon ended the call with Mr. Clelland and showed the picture to Jordan Walch (associate director) and Delissa Payne (executive director). Ms. Reamon stated that Ms. Walch informed her that an incident reported needed to be completed. Ms. Reamon stated that Ms. Walch also inquired as to why Mr. Clelland was contacting her instead of his direct upline, Khasandra Hodges. Ms. Reamon stated that Mr. Clelland attempted to contact Ms. Hodges but she was not responding. Ms. Reamon stated that Ms. Walch informed her to have Mr. Clelland complete an IR and send it to her to process, which she did. Ms. Reamon stated that Resident A has osteoporosis, which is a condition that causes bones to become weak and brittle, making it easier to bruise/break. Ms. Reamon denied any knowledge of her son causing the bruise to Resident A's chin on 5/23. She also shared that staff member Jaden Cunningham was working on the day in question. Ms. Reamon denied that bruises only occurred to Resident A when Mr. Clelland was working. Ms. Reamon stated she has observed bruises on Resident A while she has been the only one working in the home. Ms. Reamon denied ever "covering up" or lying for her son. Ms. Reamon was thanked for her time.

On 7/22/24, I conducted an exit conference with licensee designee, Delissa Payne. She was informed of the investigative findings and denied having any questions.

On 7/23/24, associate director Jordan Walch confirmed via email that Resident A does not have osteoporosis.

On 7/23/24, I spoke to Resident A's mother/guardian via phone at her request. Resident A's mother/guardian informed me that Resident A has been at the home for over ten years and has a history of causing her own injuries. Resident A's mother/guardian stated that she has broken her foot on her own and smacked her head on the table causing injury. Resident A's mother/guardian stated that she is not in the home often at the request of her daughter. However, she does not believe that Mr. Clelland or anyone else in the home has been physically abusive or assaultive to her daughter. Resident A's mother stated that her daughter does not have osteoporosis.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	<p>Ms. Hodges, Mr. Cuningham, Ms. Hartman, and Ms. Bucholtz all stated that Mr. Clelland was working with Resident A when the injury occurred. Staff also stated that Mr. Clelland was working when Resident A sustained other injuries in the past. However, each staff member denied witnessing Resident A bruise her chin on 5/23. Staff also reported that they did not witness Mr. Clelland do anything to cause the bruise to Resident A's chin.</p> <p>Mr. Clelland denied physically abusing Resident A or causing the injury to her chin. In addition, Resident A's mother/guardian shared that Resident A has a known history of abusing herself and causing injuries.</p> <p>Based on the information provided by staff and Resident A's mother/guardian, there is no definitive proof that Mr. Clelland caused the bruise to her chin. Therefore, there is not a preponderance of evidence to support the allegation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>



## **ADDITIONAL FINDING:**

**INVESTIGATION:** While investigating the allegation listed above, AFC home manager, Khasandra Hodges stated that AFC staff member, Zach Clelland is “rough” with residents while completing care. Ms. Hodges stated that Mr. Clelland reportedly becomes forceful when changing resident’s briefs if they refuse. Ms. Hodges specifically stated that “if (Resident B) gets handsy, he (Mr. Clelland) gets handsy back.”

Staff member Jaden Cunningham stated, “it’s not a good relationship” between Mr. Clelland and Resident A. Mr. Cunningham stated that Resident A seems to fear Mr. Clelland and when Mr. Clelland works, Resident A reportedly stays in her room from 7:00 am to 3:00 pm. Mr. Cunningham stated that he has observed Mr. Clelland telling Resident A to go back to her room. He has also observed Mr. Clelland “drag her (Resident A) up by her arm and push her back into her room.”

In addition to the concerns listed above, Mr. Cunningham has also observed Mr. Clelland telling other residents to “shut up.” Mr. Cunningham stated that if residents don’t do exactly what Mr. Clelland is telling them to do, “he will make them.” This includes physically forcing residents to get off the toilet when they tell him no. Mr. Cunningham stated that he has worked at the home for approximately two years, and staff are finally speaking up about concerns related to Mr. Clelland. Mr. Cunningham stated that Mr. Clelland’s mother, Heather Reamon lets her son do whatever he wants.

On 6/6/24, I spoke to staff member, Brianna Hartman via phone. When asked if she has observed Mr. Clelland being verbally or physically abusive to residents, Ms. Hartman stated “yes.” Ms. Hartman has observed Mr. Clelland telling residents to “shut up.” She has also heard him swearing at residents. Ms. Hartman stated that Mr. Clelland has an aggressive demeanor towards the residents and is “pushy” with them. Ms. Hartman referred to Mr. Clelland as a “drill sergeant” towards the residents.

Ms. Hartman was asked about Resident A reportedly being forced to stay in her room while Mr. Clelland works at the home. Ms. Hartman confirmed this. Ms. Hartman stated that when she worked with Mr. Clelland, she would have to constantly get Resident A out of her room, especially after returning from outings with other residents. Each time this occurred, Mr. Clelland was working at the home. Ms. Hartman stated that she has expressed her concerns regarding Mr. Clelland’s behavior towards residents to the previous manager, Melissa Stewart. However, Ms. Hartman did not feel comfortable expressing her concerns to Ms. Reamon due to being Mr. Clelland’s mother. Ms. Hartman has also expressed her concerns about Mr. Clelland to the current manager, Ms. Hodges. Ms. Hartman spoke highly of Ms. Hodges and stated that she has been supportive of her and other staff discussing any issues or concerns.

On 6/6/24, I spoke to staff member, Kayla Bucholtz via phone. Ms. Bucholtz was asked if she has ever witnessed Mr. Clelland being verbally or physically abusive to any of the residents in the home. Ms. Bucholtz confirmed that she has witnessed Mr. Clelland being verbally abusive towards residents. Ms. Bucholtz stated that Mr. Clelland is “very aggressive to Resident A and has quite a hands-on approach” with residents. Ms. Bucholtz stated that APS was contacted last year about these concerns, and nothing came from it. Ms. Bucholtz stated that she has witnessed Mr. Clelland yell at residents, call them stupid, dumb, or telling them to shut up. Ms. Bucholtz stated that Mr. Clelland has told Resident A to “cover her ugly face.” Ms. Bucholtz stated that she has observed Mr. Clelland push residents back to their room.

On 7/22/24, I briefly interviewed staff member Zach Clelland via phone. Mr. Clelland yelled “no” when asked about abusing or mistreating Resident A. The interview with Mr. Clelland was brief as he was unable to be redirected from discussing unrelated matters and screaming during the conversation.

On 7/22/24, I interviewed AFC staff member Heather Reamon via phone. Ms. Reamon denied any knowledge of her son, Mr. Clelland yelling, screaming, or being abusive towards Resident A or any of the residents in the home. Ms. Reamon also denied allowing her son to do “whatever he wants” as AFC staff member, Mr. Cunningham stated.

On 07/22/24, an exit conference was completed with licensee designee, Delissa Payne. She was informed of the investigative findings and agreed to complete a corrective action plan within 15 days of receipt of this report.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Ms. Hodges, Mr. Cunningham, Ms. Hartman and Ms. Bucholtz all stated that Mr. Clelland has been verbally abusive towards residents in the home, including calling them stupid, dumb, and ugly. Staff also observed Mr. Clelland “drag and push” residents to their rooms and physically force them off the toilet. Therefore, there is a preponderance of evidence to support this allegation.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Anthony Mullins*

07/24/2024

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Anthony Mullins  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

07/24/2024

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Jerry Hendrick  
Area Manager

Date