



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 2, 2024
James Maxson
Grand Vista Properties, LLC
13711 Lyopawa Island
Coldwater, MI 49036

RE: License #: AL120406800
Investigation #: 2024A1030047
Grand Vista Properties

Dear Mr. Maxson:

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.

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 black ink that reads "Nile Khabeiry, LMSW".

Nile Khabeiry, 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

License #:	AL120406800
Investigation #:	2024A1030047
Complaint Receipt Date:	08/13/2024
Investigation Initiation Date:	08/13/2024
Report Due Date:	10/12/2024
Licensee Name:	Grand Vista Properties, LLC
Licensee Address:	13711 Lyopawa Island Coldwater, MI 49036
Licensee Telephone #:	(517) 227-5225
Administrator:	James Maxson
Licensee Designee:	James Maxson
Name of Facility:	Grand Vista Properties
Facility Address:	99 Vista Drive Coldwater, MI 49036
Facility Telephone #:	(517) 227-5225
Original Issuance Date:	12/29/2020
License Status:	1ST PROVISIONAL
Effective Date:	11/13/2023
Expiration Date:	05/12/2024
Capacity:	20
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
Resident call buttons do not work properly.	Yes
Resident A was verbally harassed by a staff member.	No
Resident B was verbally abused by a staff member.	No
Additional Findings	No

III. METHODOLOGY

08/13/2024	Special Investigation Intake 2024A1030047
08/13/2024	Special Investigation Initiated - On Site Interview with Resident A
08/13/2024	Contact - Face to Face Interview with Resident B
08/13/2024	Contact - Face to Face Interview with Resident C
08/13/2024	Contact - Face to Face Interview with Kinsley Eagen
08/13/2024	Contact - Face to Face Interview with Leslie Goetsch
08/13/2024	Contact - Face to Face Interview with Dawn Carr
08/13/2024	Contact - Face to Face Interview with Jennifer Powers
08/27/2024	Contact - Telephone call made Interview with Amy Pearson
10/2/2024	Exit Conference Exit conference with Licensee by phone

ALLEGATION:

Resident call buttons do not work properly.

INVESTIGATION:

On 8/9/24, I received a phone call from the referral source (RS) who had concerns regarding the care provided to the residents at the facility. The RS reported the residents have call buttons to alert staff if they need assistance and they have not worked for several months.

On 8/13/24, I interviewed Resident A, Resident B and Resident C at the facility. All three residents reported the call buttons do not work consistently.

On 8/13/24, I interviewed direct care staff members (DCSM) Kinsley Eagen, Leslie Goetsch and home manager Dawn Carr at the facility. All staff members reported the call buttons do not work as they should.

On 8/13/24, I tested the call button system while interviewing Resident A by pushing the button. The interview took approximately fifteen minutes, and it was noted no DCSM checked on Resident A.

APPLICABLE RULE	
R 400.15303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	It was alleged that resident call buttons do not work properly. Based on interviews and observations, this violation will be established. All residents and staff members interviewed indicated the call buttons do not work. In addition, the system was tested during an on-site investigation and the call buttons system was not working.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Resident A was verbally harassed by a staff member.

Resident B was verbally abused by a staff member.

INVESTIGATION:

The RS reported Resident A was harassed by DCSM Jennifer Powers who works at another facility. The RS reported Resident B was verbally abused by DCSM Amy Pearson a few nights ago.

Resident A reported he just moved into the facility from another facility right down the road (both facilities are owned by the same corporation.) Resident A reported there was a couple of DCSM he did not like at the other facility. Resident A identified one of the DCSM as Jennifer Powers and was happy to be away from her. Resident A reported Ms. Powers has come down to this facility a couple of times and he would prefer not to have any contact with her. Resident A did not believe she was "harassing him" but does not want to have anything to do with her.

Resident B reported she has living at the facility for three months. Resident B denied ever being verbally abused by M. Pearson.

Ms. Eagan denied any knowledge of Resident A being harassed by Ms. Powers or Resident B being verbally abused by Ms. Pearson.

Ms. Goetsch reported she has worked here for a few months. Ms. Goetsch reported she is aware of Resident A being uncomfortable being around Ms. Powers but has not witnessed her harassing him. Ms. Goetsch denied any knowledge that Resident B was verbally abused by Ms. Pearson.

Ms. Carr reported she heard there was some issues between Resident A and Ms. Powers and that Ms. Powers has come into the facility at least once since Resident A moved in. Ms. Carr denied any knowledge that Ms. Powers harassed Resident A. Ms. Carr reported Ms. Pearson is a very competent staff member and does not believe she would verbally abuse any of the residents.

On 8/13/24, I interviewed Jennifer Powers at the facility. Ms. Powers denied ever harassing Resident A. Ms. Powers reported that Resident A accused her of mistreating him and wanted to make sure everything was going well for him since he moved into the facility. Ms. Powers denied ever mistreating Resident A.

On 8/27/24, I interviewed Amy Pearson by phone. Ms. Pearson reported working third shift at the facility. Ms. Pearson denied ever verbally abusing Resident B or any of the other residents.

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:	It was alleged Resident A was harassed by Jennifer Powers and that Resident B was verbally abused by Amy Pearson. Based on interviews these violations will not be established. When interviewed neither resident reported being mistreated by Ms. Powers or Ms. Pearson. In addition, several other staff members were interviewed and could not corroborate the allegations made against the staff members.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 10/10/24, I shared the findings of my investigation with licensee Jim Maxson. Ms. Maxson acknowledged and agreed to submit a corrective action plan.

IV. RECOMMENDATION

Contingent on the submission of an acceptable corrective action plan, I recommend no change to the current license status.

Nile Khabeiry, LMSW

10/2/24

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Russell Misiak

10/3/24

Russell B. Misiak
Area Manager

Date