



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 10, 2024

Kalia Greenhoe
Brightside Living LLC
PO Box 220
Douglas, MI 49406

RE: License #: AS410400152
Investigation #: 2025A0467002
Brightside Living - Comstock Park

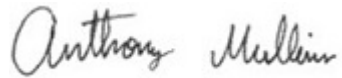
Dear Ms. Greenhoe:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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

License #:	AS410400152
Investigation #:	2025A0467002
Complaint Receipt Date:	10/08/2024
Investigation Initiation Date:	10/09/2024
Report Due Date:	12/07/2024
Licensee Name:	Brightside Living LLC
Licensee Address:	690 Dunegrass Circle Dr Saugatuck, MI 49453
Licensee Telephone #:	(614) 329-8428
Administrator:	Kalia Greenhoe
Licensee Designee:	Kalia Greenhoe
Name of Facility:	Brightside Living - Comstock Park
Facility Address:	4312 Division Ave N Comstock Park, MI 49321
Facility Telephone #:	(616) 551-1034
Original Issuance Date:	08/01/2019
License Status:	REGULAR
Effective Date:	02/01/2024
Expiration Date:	01/31/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Staff did not provide Resident A with lunch on 10/07/24	Yes

III. METHODOLOGY

10/08/2024	Special Investigation Intake 2025A0467002
10/09/2024	Special Investigation Initiated - On Site
10/09/2024	Contact – Face to Face made with Resident A at Hope Network's Day Program
10/09/2024	Contact – telephone call made to licensee designee
10/09/2024	Exit conference
10/10/2024	APS Referral

ALLEGATION: Staff did not provide Resident A with lunch on 10/07/24.

INVESTIGATION: On 10/8/24, I received a BCAL online complaint stating that Resident A was sent to Day Program without lunch and the 3rd shift staff member stated that he was unable to make lunch due to not having food in the house.

On 10/9/24, I made an unannounced onsite investigation at the facility. Upon arrival, staff member Katie Estlund answered the door and allowed entry into the home. Also present in the home was staff member Sarah Burgess. Ms. Burgess and Ms. Estlund both denied any knowledge of the reported incident. Ms. Burgess stated that nightshift staff are supposed to make lunch for Resident A the night prior to attending Day Program so it can be ready for Resident A in the morning.

Ms. Burgess stated that staff member David Saine worked this past Sunday night into Monday morning, and he should have prepared a lunch for Resident A. Ms. Burgess stated that there was plenty of food in the house for Mr. Saine to make a lunch for Resident A. Ms. Burgess stated that she orders groceries every Monday. Ms. Burgess stated that even when the refrigerator needs to be restocked, there is always lunch meat, bread, and peanut butter & jelly in the home to make a lunch for Resident A. Ms. Estlund was also adamant that there is always enough food in the home daily for residents. Ms. Burgess opened the refrigerator and pantry in the home, where I observed all necessary items, including bread and lunch meat.

On 10/9/24, I made an unannounced visit to Hope Network's Day Program. Upon arrival, I spoke to staff and they introduced me to Resident A. Resident A agreed to

discuss the case allegation in the conference room. Resident A confirmed that he lives at the Brightside Living home and things are going well for him. Resident A confirmed that this past Monday (10/7) he was sent to Day Program without lunch. Resident A had no knowledge as to why staff did not send him with a lunch, but he stated that staff at Day Program fed him a healthy meal. Resident A stated that this past Monday was the only time that an incident like this has occurred. Aside from this incident, Resident A denied any concerns with his home.

On 10/9/24, I spoke to the complainant in person and confirmed that the issue is being addressed. The complainant did not have any additional information to add.

On 10/9/24, I spoke to licensee designee, Kalia Greenhoe via phone regarding the allegation. Ms. Greenhoe confirmed that she is aware of the incident with Resident A being sent to Day Program this past Monday without lunch. Ms. Greenhoe stated AFC staff member, David Saine is “newer” and he admitted to sending Resident A to Day Program without lunch. Ms. Greenhoe stated that Mr. Saine told her that he couldn’t find the lunch meat in the house. Ms. Greenhoe told Mr. Saine that there was also peanut butter and jelly in the home, which could have been used to make a lunch. Ms. Greenhoe stated that Mr. Saine worked past his scheduled shift and he typically does not have to do this. However, she shared that Mr. Saine not preparing a lunch for Resident A “is not acceptable.” Ms. Greenhoe stated that the home had plenty of food to make a lunch for Resident A prior to going to Day Program. She also said there was lunch meat in the freezer downstairs that could have been used.

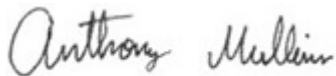
On 10/9/24, I conducted an exit conference with licensee designee, Ms. Greenhoe. Ms. Greenhoe was informed of the investigative findings and aware that a corrective action plan is due within 15 days of receipt of this report. Ms. Greenhoe stated that she will provide “re-education” to Mr. Saine to prevent a similar incident from occurring in the future.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	<p>Resident A confirmed that he was sent to Day Program without lunch and staff at his Day Program assisted him by providing a healthy meal.</p> <p>Mr. Saine confirmed to licensee designee, Ms. Greenhoe that he sent Resident A to Day Program without lunch. Therefore,</p>

	there is a preponderance of evidence to support this applicable rule violation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



10/10/2024

Anthony Mullins
Licensing Consultant

Date

Approved By:



10/10/2024

Jerry Hendrick
Area Manager

Date