



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

October 24, 2024

Amanda Brenner  
CSM Serenity, LLC  
61 Sheldon Ave., SE  
Grand Rapids, MI 49503

RE: License #: AL030393312  
Investigation #: 2024A0464057  
Macatawa West

Dear Ms. Brenner:

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 blue ink that reads "Megan Aukerman, MSW". The signature is written in a cursive style.

Megan Aukerman, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 438-3036

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL030393312
<b>Investigation #:</b>	2024A0464057
<b>Complaint Receipt Date:</b>	09/11/2024
<b>Investigation Initiation Date:</b>	09/11/2024
<b>Report Due Date:</b>	11/10/2024
<b>Licensee Name:</b>	CSM Serenity, LLC
<b>Licensee Address:</b>	61 Sheldon Ave., SE Grand Rapids, MI 49503
<b>Licensee Telephone #:</b>	(616) 745-4675
<b>Administrator:</b>	Amanda Brenner
<b>Licensee Designee:</b>	Amanda Brenner
<b>Name of Facility:</b>	Macatawa West
<b>Facility Address:</b>	1714 West 32nd St Holland, MI 49423
<b>Facility Telephone #:</b>	(616) 699-2015
<b>Original Issuance Date:</b>	05/10/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/07/2022
<b>Expiration Date:</b>	11/06/2024
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL/AGED

## II. ALLEGATION(S)

	Violation Established?
Facility staff are restricting Resident A's cigarette smoking privileges.	Yes

## III. METHODOLOGY

09/11/2024	Special Investigation Intake 2024A0464057
09/11/2024	Special Investigation Initiated - Telephone Brianna Fowler, ORR
09/11/2024	APS Referral
09/18/2024	Inspection Completed-Onsite Amanda VanHuis, Staff
09/24/2024	Contact-Telephone call received Ammanda Brenner, Licensee Designee
09/24/2024	Contact-Document received Facility Records
10/22/2024	Contact-Telephone call received Karen Wilson, Resident A's Guardian
10/23/2024	Exit Conference Amanda Brenner, Licensee Designee

**ALLEGATION:** Facility staff are restricting Resident A's cigarette smoking privileges.

**INVESTIGATION:** On 09/11/2024, I received an online BCAL complaint from Ottawa County Office of Recipient Rights (ORR) alleging the facility staff are only allowing Resident A to smoke three cigarettes per day, during scheduled times.

On 09/11/2024, I spoke with Ottawa County ORR worker, Brianna Fowler. Ms. Fowler stated facility staff are only allowing Resident A to smoke cigarettes three times per day. Ms. Fowler stated Resident A should be allowed to have reasonable access to cigarette breaks and Resident A would like to more than three times per day. Ms. Fowler indicted the restricted cigarette breaks are not documented in

Resident A's Individual Plan of Service (IPOS) or approved by Resident A's guardian.

On 09/11/2024, I contacted the Department of Health and Human Services (DHHS), Centralized Intake to complete an Adult Protective Services (APS), referral per policy.

On 09/18/2024, I completed an unannounced, onsite inspection at the facility. I interviewed staff, Amanada VanHuis. She stated Resident A had left the facility for an appointment. Ms. VanHuis stated she did not have any information regarding Resident A being restricted from cigarette breaks. Ms. VanHuis stated the residents have designated cigarette breaks, three time per day and have to smoke cigarettes in the designated area outside. Ms. VanHuis stated there have been issues when residents were not smoking in the designated areas and were throwing cigarette butts in the bushes, which posed a fire hazard.

On 09/24/2024, I spoke to licensee designee, Amanda Brenner by telephone. Ms. Brenner confirmed Resident A is restricted to three cigarette breaks per day, with guardian approval. The restriction came about due to Resident A not smoking in the designated area and throwing the cigarette butts on the ground. There was one incident when Resident A threw a lit cigarette butt in the bush, and it caught the bush on fire. Resident A has also been caught smoking inside the facility. Ms. Brenner stated she has signed documentation from Resident A's guardian, authorizing the restriction.

On 09/24/2024, I received and reviewed Resident A's facility documents, specifically Resident A's Assessment Plan completed and signed on 05/09/2024 by guardian Karen Wilson. Under the Social/Behavioral section of the plan it states Resident A requires supervision when smoking. The Assessment Plan does not indicate the number of cigarettes breaks Resident A is restricted to.

I then reviewed the facility's policy on smoking, which was signed by Resident A and her guardian. The policy states that if a resident cannot follow guidelines and smoke in the designated area, smoking will become a supervised activity. There was no documentation reflecting Resident A was limited to smoking three times per day.

On 10/22/2024, I spoke to Karen Wilson, Resident A's guardian. Ms. Wilson stated she is trying to work with the facility on finding a solution for Resident A's cigarette smoking habits, without restricting the amount Resident A is allowed to smoke. Ms. Wilson stated she does not support restricting Resident A to three cigarette breaks per day.

On 10/23/2024, I completed an exit conference with Ms. Brenner. She was informed of the investigation findings and recommendations. Ms. Brenner stated Resident A was issued a thirty-day discharge notice, due to her continuing to place the facility at risk for a fire. Ms. Brenner explained just last weekend, Resident A put lit

cigarette butts in the trash, on some brush, which could have set the facility on fire if staff were not aware. Ms. Brenner explained she is at a loss regarding what to do to prevent Resident A from causing a potential fire, if she cannot restrict Resident A's smoking privileges.

<b>APPLICABLE RULE</b>	
<b>R 400.15304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</b></p> <p><b>(j) The right of reasonable access to and use of his or her personal clothing and belongings.</b></p> <p><b>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</b></p>
<b>ANALYSIS:</b>	<p>On 09/11/2024, a complaint was received alleging facility staff are restricting Resident A to smoking cigarettes three times per day.</p> <p>On 09/18/2024, an unannounced, onsite inspection was completed at the facility. Resident A was not present. Staff, Amanda VanHuis and Amanda Brenner both stated Resident A is limited to three cigarette breaks per day, for not following safe smoking policy and procedures.</p> <p>Resident A's Assessment Plan reflected Resident A smokes cigarettes; however, the plan did not reflect Resident A is limited to three cigarette breaks per day.</p> <p>Ottawa County Office of Recipient Rights (ORR) worker, Brianna Fowler reported Resident A is not restricted to three cigarette breaks in her individual plan of service.</p> <p>Based on the investigation findings, there is sufficient evidence to support a rule violation that staff are restricting Resident A's cigarette breaks.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the licensing status remain unchanged.



10/23/2024

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Megan Aukerman  
Licensing Consultant

Date

Approved By:



10/24/2024

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Jerry Hendrick  
Area Manager

Date