



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 26, 2025

Andrea Zylema
1767 Deepwood Dr. SW
Wyoming, MI 49519

RE: License #: AS410418350
Investigation #: 2025A0583029
Andrea Zylema #2

Dear Mrs. Zylema:

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 #:	AS410418350
Investigation #:	2025A0583029
Complaint Receipt Date:	03/18/2025
Investigation Initiation Date:	03/19/2025
Report Due Date:	04/17/2025
Licensee Name:	Andrea Zylema
Licensee Address:	1767 Deepwood Dr. SW Wyoming, MI 49519
Licensee Telephone #:	(616) 634-6586
Administrator:	Andrea Zylema
Licensee Designee:	N/A
Name of Facility:	Andrea Zylema #2
Facility Address:	4627 Deepwood Ct SW Wyoming, MI 49519
Facility Telephone #:	(616) 634-6586
Original Issuance Date:	04/30/2024
License Status:	REGULAR
Effective Date:	10/31/2024
Expiration Date:	10/30/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED, ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Licensee Andrea Zylema verbally mistreats residents.	Yes

III. METHODOLOGY

03/18/2025	Special Investigation Intake 2025A0583029
03/18/2025	Contact - Telephone call received Recipient Rights, Ashton Byrne
03/19/2025	Special Investigation Initiated - On Site Resident A, Resident B
03/19/2025	Contact - Face to Face Licensee Designee Andrea Zylema
03/21/2025	APS Referral
03/26/2025	Exit Conference Licensee Andrea Zylema

ALLEGATION: Licensee Andrea Zylema verbally mistreats residents.

INVESTIGATION: On 03/18/2025 I received a telephone call from Network 180 Recipient Rights staff Ashton Byrne. Ms. Byrne stated that she received a recipient rights complaint which alleged that licensee Andrea Zylema verbally mistreats residents.

On 03/18/2025 I received an email from Recipient Rights staff, Ashton Byrne. The email contained a recipient rights complaint form, dated 03/14/2025 that alleged the following: *'I have had several complaints from individuals, their families and friends regarding outbursts/screaming/tone from AFC homeowner/manager Andrea Zylema. On 3/13/25 in particular my individual was doing her laundry and walked into the living room to ask a question and had apparently interrupted a conversation. Andrea yelled at her and told her to go to her room. This is when I received a phone call and an email from a friend of my individual with concerns.'*

On 03/19/2025 I interviewed licensee Andrea Zylema in person at the Waterbury Adult Foster Care Home. Recipient Rights staff Ashton Byrne was present during the interview. Ms. Zylema denied that she verbally mistreats residents. Ms. Zylema

denied raising her voice or calling residents inappropriate names. Ms. Zylema stated that on 03/12/2025 she was participating in a meeting when Resident A walked through the dining room. Ms. Zylema stated that Resident A attempted to ask Ms. Zylema a question and Ms. Zylema stated that she told Resident A that she was in a meeting at that moment. Ms. Zylema stated that Resident A then continued walking through the dining room area into her bedroom without incident. Ms. Zylema denied raising her voice and denied that she told Resident A she had to go to her bedroom.

On 03/19/2025 I completed an onsite investigation at the facility with Recipient Rights staff Ashton Byrne. While onsite I privately interviewed Resident A and Resident B

Resident A stated that she attempts to avoid any interaction with licensee Andrea Zylema because Ms. Zylema raises her voice at Resident A and other residents. Resident A stated that when Ms. Zylema visits the home, Resident A stays in her bedroom out of avoidance. Resident A stated that Ms. Zylema “yells” at her as evidenced by a loud tone. Resident A stated that last week, Ms. Zylema was in the dining room with Resident B. Resident A stated that she walked from the laundry room into the dining room and Ms. Zylema yelled, “I’m in a meeting, go to your room”. Resident A stated that the incident caused her to cry because Ms. Zylema “yelled” at Resident A.

Resident B stated that she often participates in meetings with Ms. Zylema, but Resident B stated that she could not recall the 03/12/2025 incident. Resident B stated that she was afraid to discuss her relationship with Ms. Zylema for fear of upsetting Ms. Zylema. Resident B stated that Ms. Zylema can be “wonderful” but can also be “verbally aggressive”. Resident B stated that she is afraid to make a mistake in front of Ms. Zylema because Ms. Zylema gets upset as evidenced by raising her voice level and cursing. Resident A stated that Ms. Zylema was recently ill and Resident A suggested that Ms. Zylema drink tea. Resident A stated that Ms. Zylema responded to her suggestion by stating, “I don’t fucking like tea”. Resident A stated that Ms. Zylema often “barges into” her bedroom and will yell, “open the damn door”.

On 03/21/2025 I emailed complaint allegations to Adult Protective Services Centralized Intake.

On 03/26/2025 I completed an exit conference via telephone with licensee Andrea Zylema. Ms. Zylema denied that she has verbally mistreat facility residents, but she agreed to submit an acceptable Corrective Action Plan.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.

	<p>(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.</p>
<p>ANALYSIS:</p>	<p>Resident A stated that she attempts to avoid any interaction with licensee Andrea Zylema because Ms. Zylema raises her voice at Resident A and other residents. Resident a stated that when Ms. Zylema visits the home, Resident A stays in her bedroom out of avoidance. Resident A stated that Ms. Zylema “yells” at her as evidenced by a loud tone. Resident A stated that last week, Ms. Zylema was in the dining room with Resident B. Resident A stated that she walked into the dining room and Ms. Zylema yelled “I’m in a meeting, go to your room”. Resident A stated that the incident caused her to cry because Ms. Zylema “yelled” at Resident A.</p> <p>Resident B stated that Ms. Zylema can be “wonderful” but can also be “verbally aggressive”. Resident B stated that she is afraid to make a mistake in front of Ms. Zylema because Ms. Zylema gets upset as evidenced by raising her voice level and cursing. Resident B stated that Ms. Zylema was recently ill and Resident A suggested that Ms. Zylema drink tea. Resident A stated that Ms. Zylema responded to her suggestion by stating, “I don’t fucking like tea”. Resident B stated that Ms. Zylema often “barges into” her bedroom and will yell, “open the damn door”.</p> <p>A preponderance of evidence was discovered during the special investigation to substantiate violation of the applicable rule. Licensee Andrea Zylema verbally mistreats residents as evidenced by raising the volume of her voice and cursing in front of residents.</p>
<p>CONCLUSION:</p>	<p>VIOLATION ESTABLISHED</p>

IV. RECOMMENDATION

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

Toya Zylstra

03/26/2025

Toya Zylstra
Licensing Consultant

Date

Approved By:

Jerry Hendrick

03/26/2025

Jerry Hendrick
Area Manager

Date