



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

April 7, 2025

Jessica Kross  
Pine Rest Christian Mental Health Services  
300 68th Street SE  
Grand Rapids, MI 49548

RE: License #: AM410008657  
Investigation #: 2025A0579028  
Pine Rest Westwood

Dear Jessica Kross:

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 black ink that reads "Cassandra Duursma". The script is cursive and fluid.

Cassandra Duursma, Licensing Consultant  
Bureau of Community and Health Systems  
350 Ottawa, N.W., Unit 13  
Grand Rapids, MI 49503  
(269) 615-5050

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM410008657
<b>Investigation #:</b>	2025A0579028
<b>Complaint Receipt Date:</b>	04/02/2025
<b>Investigation Initiation Date:</b>	04/04/2025
<b>Report Due Date:</b>	06/01/2025
<b>Licensee Name:</b>	Pine Rest Christian Mental Health Services
<b>Licensee Address:</b>	300 68th Street SE Grand Rapids, MI 49548
<b>Licensee Telephone #:</b>	(616) 455-5000
<b>Administrator:</b>	Candy McKenney
<b>Licensee Designee:</b>	Jessica Kross
<b>Name of Facility:</b>	Pine Rest Westwood
<b>Facility Address:</b>	7047 Madison Avenue SE Grand Rapids, MI 49508-7707
<b>Facility Telephone #:</b>	(616) 455-5000
<b>Original Issuance Date:</b>	06/23/1975
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/07/2024
<b>Expiration Date:</b>	03/06/2026
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A was found lying on a plastic mattress cover, in only a brief, and saturated in urine.	Yes

**III. METHODOLOGY**

04/02/2025	Special Investigation Intake 2025A0579028
04/02/2025	APS Referral Denied
04/04/2025	Special Investigation Initiated - Face to Face Resident A Michelle Edwards, Direct Care Worker Patrice Chester, Direct Care Worker
04/04/2025	Contact - Telephone call made Nadia Mahaffey, Direct Care Worker
04/04/2025	Contact- Document sent Jessica Kross, Licensee Designee Harmony Gould, Administration Candy McKenney, Administrator
04/04/2025	Contact- Telephone call Miguel Diaz, Direct Care Worker
04/04/2025	Exit Conference Jessica Kross, Licensee Designee Candy McKenney, Administrator

**ALLEGATION:** Resident A was found lying on a plastic mattress cover, in only a brief, and saturated in urine.

**INVESTIGATION:** On 4/2/25, I received this referral which alleged on 4/1/25, Resident A was found in the morning lying on only a plastic mattress cover on his mattress. He was wearing an adult brief which was soaked in urine, there was a pool of urine on the mattress cover. There was urine soiled clothes and blankets on top of his previously clean stuffed animals and hat. Direct care worker (DCW) Miguel Diaz worked overnight and reported Resident A refused to get up.

On 4/4/25, I complete an unannounced on-site investigation at the home. Interviews were completed Michelle Edwards (DCW/Home Manager) and Patrice Chester (DCW), Resident A smiled when spoken to and nodded occasionally but could not engage in interviewing. He appeared neat, clean, and appropriately dressed. He had a blanket on his lap but did not appear wet and there was no odor of urine on him.

Ms. Edwards stated she did not witness the allegations, but they were reported to her by DCW Nadia Mahaffey on the day they occurred. She stated Mr. Diaz does not regularly work in this home, so she has not had a chance to address the allegations with him. She stated Resident A can be resistant to toileting at times. She stated allegations of this nature have never been reported to her. This is an isolated incident, and she does not have concern that Resident A is regularly being left in urine saturated bedding or on a wet mattress cover. She stated Resident A does urinate excessively when he urinates and often has to be bathed because he saturates his brief, clothing, and bedding which is why he was given a room with a shower in it.

I observed Resident A's room. It appeared neat and his bed was made and appeared clean. There was a faint odor of urine present when standing next to Resident A's bed.

Ms. Chester stated she was working when Ms. Mahaffey confronted Mr. Diaz about Resident A lying on his bed on a plastic mattress cover with an incontinence pad underneath his brief area, all of which were saturated with urine. She stated Ms. Mahaffey asked Mr. Diaz what happened, and Mr. Diaz reported Resident A would not get up. She stated Ms. Mahaffey asked Mr. Diaz for more details, such as when this occurred overnight and when Resident A was last toileted, and Mr. Diaz responded "uh" and did not have an answer. She stated they were concerned because they felt Mr. Diaz should be able to remember when this occurred and when Resident A was last toileted, had he been caring for Resident A appropriately overnight.

Ms. Chester stated Resident A is resistant to toileting if DCWs prompt him to go to the restroom. She stated he looks away and ignores DCWs if they ask him. She stated he will also resist care from DCWs he does not like. She stated Resident A, strongly dislikes being soiled with urine. She stated he becomes uncomfortable when he is wet, and he does not ever refuse to be cleaned up because he prefers to be clean and dry. She stated she does not believe Resident A would not cooperate to be appropriately dressed and to have dry bedding placed on his bed. She stated Resident A's urine-soaked bedding and clothing was also placed on top of his cleaned stuffed animals and clean clothes, soiling them in urine, and all of that was left in his room overnight. She stated she does not believe Resident A had a pillow and had to lay flat on a plastic mattress cover which was saturated with urine.

Ms. Chester stated it is not uncommon for Resident A to urinate excessively when he urinates and need to be cleaned up. She stated it is possible Resident A was

toileted appropriately and urinated excessively on the plastic mattress cover, although she thinks Mr. Diaz would have known when this occurred if he was caring for Resident A appropriately. She stated her concern is that Resident A should have been appropriately cleaned and redressed, with his bedding appropriately cleaned and replaced instead of left on the bare plastic mattress cover, and she does not believe Resident A would not have cooperated with that care.

On 4/4/25, I completed a telephone interview with Ms. Mahaffey. She stated she arrived in the morning and found Resident A laying on his bed on top of a plastic mattress cover, wearing only a urine saturated brief, with a urine saturated incontinence pad beneath his brief area. There was a puddle of urine on the mattress cover and urine-soaked bedding that had been removed from the bed on top his stuffed animals soiling them. She stated she confronted the overnight staff, Mr. Diaz, about this. She stated he said Resident A would not get up to allow him to clean the mattress, replace bedding, and clean and redress Resident A.

Ms. Mahaffey stated Resident A does urinate excessively, so it is possible, due to not having blankets to absorb the urine, he had only urinated once since Mr. Diaz toileted him, but Mr. Diaz did not appear to know when Resident A was last toileted. She stated she was most concerned that Resident A appeared extremely uncomfortable when she walked into his room at 7:00 a.m. and that urine saturated clothing and bedding was placed on his stuffed animals, soiling them in urine, and left overnight.

Ms. Mahaffey stated Resident A "hates to be wet." She stated he is always willing to be changed and cleaned up because he gets very uncomfortable when he is wet. She stated she does not believe that Resident A refused to get up because he prefers to be clean and dry, and she feels Mr. Diaz intentionally did not attend to Resident A's needs to assure he was comfortable and he and his bedding were properly cleaned, leaving him in just a brief, with a pillow and incontinence pad, on a plastic mattress cover all of which became saturated in urine.

On 4/4/25, I contacted Jessica Kross (Licensee Designee) to obtain contact information for DCWs. She and Candy McKenney (Administrator) replied providing the requested information.

On 4/4/25, I attempted a telephone interview with Mr. Diaz. He reported Resident A requires two hour checks overnight. He stated when he checks on Resident A, he goes into his room, turns the light on and asks Resident A if he wants to use the restroom. He stated the first check he did, Resident A shook his head no. He stated when came in for a check later in the night, Resident A shook his head yes. He stated he assisted Resident A by handing him his urine collection urinal, leaving the room to give Resident A privacy, and returning to empty the urinal. He stated when Resident A got back into bed, he realized Resident A had saturated his bedding with urine. He stated he convinced Resident A to allow him to remove the soiled bedding and his clothing, but Resident A wanted to go back to bed and would not allow him

to place clean bedding or clothing on him. He stated he was not sure how he was supposed to replace the bedding if Resident A would not cooperate. He denied leaving urine-soaked bedding in Resident A's room and soiling clean items. He stated he may not have laundered the bedding, but he removed it from the room and placed it in the laundry room. He stated he does not recall as he was very busy that night due to working by himself.

<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. Chester and Ms. Mahaffey reported they were present when Resident A was found lying on a urine saturated plastic mattress protector with a urine saturated incontinence pad beneath his brief which was also saturated with urine. They expressed concern Resident A's urine soiled bedding was left in his room overnight and placed on his stuffed animals and clean clothing leaving them saturated in urine. Ms. Edwards reported Ms. Mahaffey reported the allegations to her but denied directly witnessing what occurred.</p> <p>Mr. Diaz denied the allegations. He reported Resident A refused to allow him to replace the bedding after Resident A went to the bathroom and he noticed the bedding was soiled and removed it.</p> <p>Based on the interviews completed, there is sufficient evidence Resident A was not treated with dignity and his personal needs were not attended to at all times when his bedding and clothing became soiled with urine, and he was placed on a plastic mattress protector in only a brief instead of appropriately redressed and his bedding replaced.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 4/4/25, I completed an exit conference with Ms. Kross and Ms. McKenney. Ms. Kross was out of office. Ms. McKenney did not dispute my findings or recommendations at the time of report disposition.

#### **IV. RECOMMENDATION**

Contingent upon receipt of an acceptable plan of corrective action, I recommend the status of the license remain the same.

*Cassandra Duursma*

04/07/2025

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Cassandra Duursma  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

04/07/2025

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Jerry Hendrick  
Area Manager

Date