



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 11, 2025

Laurie Labie
Enriched Living, LLC
242 Highlander Dr. N.E.
Rockford, MI 49341

RE: License #:	AS410391964
Investigation #:	2025A0356023
	Enriched Living - Maplerow

Dear Ms. Labie:

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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Elliott". The signature is written in black ink and is positioned below the word "Sincerely,".

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
Grand Rapids, MI 49503
(616) 901-0585

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410391964
Investigation #:	2025A0356023
Complaint Receipt Date:	02/12/2025
Investigation Initiation Date:	12/13/2025
Report Due Date:	04/13/2025
Licensee Name:	Enriched Living, LLC
Licensee Address:	242 Highlander Dr. N.E. Rockford, MI 49341
Licensee Telephone #:	(586) 295-1674
Administrator:	Laurie Labie
Licensee Designee:	Laurie Labie
Name of Facility:	Enriched Living - Maplerow
Facility Address:	929 Maplerow Ave. NW Walker, MI 49534
Facility Telephone #:	(586) 295-1674
Original Issuance Date:	04/20/2018
License Status:	REGULAR
Effective Date:	10/20/2024
Expiration Date:	10/19/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, ALZHEIMERS, AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Resident A was kicked by staff and received a bump on her left eye. On a different occasion, Resident A was shoved and forced into her room.	Yes

III. METHODOLOGY

02/12/2025	Special Investigation Intake 2025A0356023
02/13/2025	Special Investigation Initiated Annie Paganelli, program manager.
02/18/2025	Contact-Telephone call received. Annie Paganelli, Laurie Labie, Licensee Designee, Joe Wilcox, rights liaison.
02/18/2025	Contact - Telephone call received Heather Autsema, Kent County DHHS, APS.
02/24/2025	Contact - Face to Face Anna Huisman, Walker City PD detective, Monica Lopez, CAC Advocate, Augestena Baar, CAC interviewer, Relative #1, Resident A.
02/27/2025	Inspection Completed On-site
02/27/2025	Contact - Face to Face Annie Paganelli, manager.
02/27/2025	Contact - Telephone call made Roxanne Kritcher, DCW.
02/27/2025	Contact - Face to Face Residents A, B, C, D & E.
02/27/2025	Contact - Document Received Facility documents, Resident A documents, IR.
02/28/2025	Contact-Telephone call received. Jeannie Haff, Network 180 Office of Recipient Rights.
03/04/2025	Contact - Face to Face

	DCW Juanita Ashley, Det. Anna Huisman and Heather Autsema, Kent Co. DHHS, APS worker at the Walker Police Department.
03/05/2025	Contact - Telephone call made DCW Christian Johnston. Donica Wilson, DCW.
04/10/2025	Exit conference, Laurie Labie, Licensee Designee.

ALLEGATION: Resident A was kicked by staff and received a bump on her left eye. On a different occasion, Resident A was shoved and forced into her room.

INVESTIGATION: On 02/12/2025, I received a LARA-BCHS (Licensing and Regulatory Affairs, Bureau of Community and Health Systems) online complaint. The complainant reported Resident A sustained a bump on her left eye, and it is alleged that a direct care worker at the facility kicked Resident A. On a separate unspecified date, an unnamed staff member shoved Resident A forcibly into her room at bedtime. Kent County, Department of Health and Human Services (DHHS), Adult Protective Services (APS) worker, Heather Autsema is assigned to investigate.

On 02/18/2025, I interviewed Laurie Labie, Licensee Designee, Joe Wilcox, Rights Liaison for Enriched Living Maple Row and Annie Paganelli, program manager via telephone. Mr. Wilcox, Ms. Paganelli and Ms. Labie reported on Sunday, 02/09/2025, their on-call supervisor, Katie Van Eck received a call from DCW (Direct Care Worker) Donica Wilson, 1st shift worker, on 02/09/2025 (8:00a.m.) reporting that Resident A had a bruise above her eye, but she does not know how it happened. Mr. Wilcox, Ms. Labie and Ms. Paganelli stated Ms. Wilson reported that she questioned Resident A more and Resident A stated a direct care worker caused the bruising on her eye. Ms. Wilson reported that Resident A is difficult to understand, and she can mix up stories, but she (Resident A) indicated that DCW Juanita Ashley pulled her arm and caused the injury above her eye. Mr. Wilcox reported an IR (Incident Report) was written, all parties notified, and the IR was sent to Network 180 and Ms. Ashley has been suspended pending investigations.

On 02/18/2025, I interviewed Heather Autsema, APS worker with DHHS. Ms. Autsema and I reviewed the allegations. Ms. Autsema notified me that a meeting and interview with Resident A, Relative #1 and Detective Anna Huisman, Walker Police Department was set for 02/24/2025.

On 02/24/2025, I attended the forensic interview of Resident A at the Children's Advocacy Center and met with Monica Lopez, CAC Advocate, Det. Anna Huisman, Augustena Baar, CAC interviewer, Relative #1 and Resident A.

Relative #1 stated Mr. Wilcox contacted her by telephone on 02/11/2025 to inform her that he had gotten a text from staff on 02/08/2025 that Resident A had what they thought to be an allergic reaction above her eye. Mr. Wilcox went to the facility and

observed Resident A, Mr. Wilcox reported that Resident A was in a good mood, and he thought possibly Resident A had fallen out of her bed. Relative #1 stated she thought that was odd because Resident A does not have a history of falling out of bed. Relative #1 stated Mr. Wilcox reported that he notified Office of Recipient Rights at Network 180 of Resident A's apparent injury. Relative #1 stated on 02/09/2025, she observed Resident A with a black eye on her right eye, not an allergic reaction and asked Resident A what happened. She replied she did not know. Relative #1 stated then Resident A told her that her teeth hurt so on 02/12/2025, Relative #1 took Resident A to the dentist for an examination and everything checked out fine with her mouth and teeth.

Det. Huisman and I watched from a conference room while Ms. Baar interviewed Resident A in a separate room. Resident A stated she did not know how she got the black eye by stating, "I don't know yet." Ms. Baar asked Resident A if anyone ever hurt her and Resident A responded "no." Resident A was asked if she feels safe and Resident A stated, "yes." Ms. Baar asked Resident A about DCW's Christian Johnston, Resident A stated he is "good," Ms. Baar asked about Ms. Paganelli and Resident A responded, "chocolate bunny" which is a nickname Resident A calls Ms. Paganelli. Ms. Baar then asked Resident A about Juanita Ashley and Resident A responded, "I don't know yet." Ms. Baar stated that was the sum of the information she could get from Resident A.

On 02/24/2025, I viewed a picture of Resident A's right eye and observed it was purple in color and appeared to be a healing bruise on the upper lid of her eye.

On 02/27/2025, I conducted an onsite inspection at the facility and interviewed Ms. Paganelli. Ms. Paganelli stated she was on vacation from 02/08/2025-02/17/2025 and when she returned to work, she learned about the concerns noted in this allegation. Ms. Paganelli and I reviewed the following staff schedules:

- 02/07/2025, Christian Johnston worked 1st shift (8:00a.m.-4:00p.m.)
- 02/07/2025, Roxanne Kritcher, 2nd shift (4:00p.m.-10p.m.)
- 02/07/2025, Donnica Wilson, 3rd shift (10:00p.m.-8:00a.m.)
- 02/08/2025, Donnica Wilson worked 1st shift
- 02/08/2025, Juanita Ashley worked a double shift on 2nd and 3rd shifts
- 02/09/2025, Ms. Wilson worked 1st and 2nd shifts
- 02/09/2025, Jason Bolt worked 3rd shift

Ms. Paganelli stated Ms. Wilson worked on 02/08/2025 and reported Resident A did not have a black eye but then when she worked again on the morning of 02/09/2025 after Ms. Ashley's double shift, Resident A had a black eye and that is when she reported this to their on-call supervisor, Ms. Van Eck and wrote an IR.

On 02/27/2025, I interviewed Resident B at the facility. Resident B stated she never saw a black eye on Resident A and all the DCW's at the facility are good including Ms. Ashley.

On 02/27/2025, I interviewed Resident C at the facility. Resident C stated Resident A calls Ms. Ashley, "that lady" and Ms. Ashley "has no patience with us" and Ms. Ashley is not patient with Resident A. Resident C stated she has seen Ms. Ashley pull Resident A's arms, tell her to go to bed, and moves Resident A's things which upsets Resident A. Resident C stated Mr. Bolt reads Resident A bedtime stories and if Ms. Ashley wanted Resident A to go to bed so badly all she needs to do is offer to read her a story. Resident C stated she did not initially notice Resident A's black eye until Ms. Wilson asked Resident A how she got the black eye. Resident C stated she does not know what Resident A told Ms. Wilson. Resident C stated she questioned Resident A about how she got the black eye and Resident A stated, "that girl kicked me and pushed me" and Resident C stated she heard Resident A and all Resident A wanted was water. Resident C stated "that girl" is what Resident A calls Ms. Ashley. Resident C stated when Ms. Ashley comes to work, Resident A says her head hurts, she requests a Tylenol, and she never does that with any of the other staff.

On 02/27/2025, I interviewed Resident D at the facility. Resident D stated she was out of the facility during the day/evening of 02/08/2025 and does not know how Resident A sustained a black eye. However, Resident D stated she has seen Ms. Ashley "pull at her (Resident A's) arm and say let's go" and "push on her back to make her walk." Resident D stated she has seen Ms. Ashley pull Resident A's chair out from the table with Resident A still sitting in it to make her get up and go to her room but did not witness this on 02/08/2025. Resident D stated Ms. Ashley denies Resident A water. Resident D stated Ms. Ashley is mean and swears saying the "F" word and says things like, "take your shit to your room" and "I can never sit the fuck down." Resident D stated Resident A likes to bring all her stuff out in the morning to the living room and Ms. Ashley tells her to "put your shit back in your room." Resident D stated Resident A is afraid of Ms. Ashley and calls her "that lady." Resident D stated Resident A and Ms. Ashley yell back and forth to each other, and she does not like Ms. Ashley. She is "mean and she swears." Resident D added that Ms. Ashley ripped Resident A's Minnie Mouse toy when Ms. Ashley was trying to get the toy away from Resident A one day in the living room.

On 02/27/2025, I interviewed Resident E at the facility. Resident E stated Resident C and D were not in the facility, but she was on 02/08/2025. Resident E stated she was in her room, but she could hear that Resident A wanted some water. Ms. Ashley told her "No, you can't have water, you need to go to bed." Resident E stated it sounded as though Ms. Ashley was blocking Resident A from getting water. Resident A kept saying she was thirsty for water and then it sounded like Ms. Ashley moved Resident A down the hall to her room and closed the door. Resident E stated Resident A continued to say she was thirsty for water. Resident E stated Resident A said that Ms. Ashley "pushed her on the floor" but Resident E stated Resident A says that about Ms. Ashley when they have disagreements. Resident E stated Ms. Ashley is "irritated all the time," and when she (Resident E) asks for things, she seems irritated and says things like, "anything else?" Resident E stated someone already came and interviewed Resident A. When they left, Resident E asked

Resident A what happened to her eye and Resident A reported that Ms. Ashley “pushed her and her eye got hurt” and that she did not tell the interviewer because she was scared.

On 02/27/2025, During the inspection Resident A was sitting at the kitchen table coloring. When I initially entered the facility, Resident A became upset at my presence. I assured Resident A I would not ask her questions. After interviewing other residents and before I left, I asked Resident A if she wanted to talk to me and she said, “at the table.” I sat next to Resident A, and she wanted Resident D & E to sit next to her so, they sat next to her. Resident A stated, “that lady, she is mean,” and Resident A told Resident D she was afraid to talk to me if “she would come back.” Resident D & E encouraged Resident A to talk to me and Resident A stated, “that lady pulled my arm in the kitchen, I fell down and she kicked me.” Resident A showed me where she fell which was on the wall side of the kitchen table, where Resident A always sits, near the medication cart and the small garbage can near the med cart. I noticed a lump on Resident A’s right arm near the wrist, Resident A did not know what that was from.

On 02/27/2025, I reviewed the IR, that documented person(s)/witnesses involved as Donica Wilson, Kaie VanEck, Joe Wilcox and Juanita Ashley. The IR documented the following information: *‘I was informed today, 02/10/2025, that the staff, Donica at Maplerow contacted our on-call supervisor, Katie yesterday evening about (Resident A) having a bruise under her eye. Staff does not know how it happened but (Resident A) stated that a previous staff had pushed her down. DSP staff called our on-call supervisor and supervisor reported the incident to management (myself), Joe Wilcox, Director.’ The IR documented Relative #1 was contacted and notified on 02/10/2025 at 5:20p.m. and Network 180 ORR was notified on 02/10/2025 at 4:50p.m.’*

On 02/27/2025, I interviewed DCW Roxanne Kritcher via telephone. Ms. Kritcher stated on 02/13/2025, she saw a bump on Resident A’s arm and saw that she had a bruise on her eye. Ms. Kritcher stated Resident A told her the “mean lady pushed her off a chair, she fell in the kitchen” and that it was the staff who works at night. Ms. Kritcher stated Resident A was pointing at the chair and said the mean lady pushed her, the mean lady was “pulling at the chair” and she fell. Ms. Kritcher stated Resident A said she kept pulling the chair for her to go to bed. Ms. Kritcher stated when she worked on 02/07/2025, she did not see any marks or bruises on Resident A. When she worked again on 02/13/2025 she saw a bump on Resident A’s wrist and a slight black right eye. Ms. Kritcher stated Mr. Wilcox attempted to talk to Resident A about her eye, but Resident A kept telling him she did not know what had happened, but, Ms. Kritcher stated, “she told me.” Ms. Kritcher stated then when she worked on 02/15/2025, Resident A was limping and when she asked her what was wrong, Resident A stated, “that lady, ow, my ankle, I fell.” Ms. Kritcher stated she asked Resident A how she fell and Resident A pulled out the chair from the kitchen table and said she fell off the chair.

On 02/27/2025, I spoke to Ms. Paganelli via telephone about the lump I noticed on Resident A's wrist. Ms. Paganelli stated Resident A is prone to fatty deposits under her skin and the lump on her wrist is likely that, but they will follow-up with Resident A's primary care doctor to be sure.

On 02/28/2025, I spoke to Jeannie Haff, Net work 180, Office of Recipient Rights. Ms. Haff stated she had been to the facility and interviewed Resident A but Resident A did not want to talk to her. Ms. Haff stated Resident D gave her the most information that coincided with the information Resident D provided to me during our interview on 02/27/2025. Ms. Haff stated she received an IR (Incident Report) on 02/11/2025 regarding the bruise that she reported becoming aware of on 02/10/2025. Ms. Haff stated Ms. Wilson contacted Ms. VanEck on 02/09/2025 about the bruise when she noticed it.

On 03/03/2025, Ms. Paganelli contacted me via email and informed me that they took Resident A in to see the doctor to evaluate the lump on her wrist. Ms. Paganelli reported Dr. A. Weirich; MD stated the lump on Resident A's arm is a fatty deposit. Ms. Paganelli stated Relative #1 informed us that would most likely be what the lump was.

On 03/05/2025, I interviewed DCW Christian Johnston via telephone. Mr. Johnston stated he went into work on 02/10/2025 and noticed Resident A's black eye. Mr. Johnston stated Resident A did not have the black eye when he worked on Friday, 02/07/2025. Mr. Johnston stated he usually works alone on 1st shift and sees Ms. Ashley in passing because she usually works 3rd shift. Mr. Johnston stated Resident A told him she did not know how she sustained the black eye. He took a picture of her eye and sent it to Ashley Borgeld, director of operations. Mr. Johnston stated Resident A has told him she is afraid of Ms. Ashley and does not want her around. Mr. Johnston stated Ms. Borgeld told him Ms. Wilson had contacted Ms. Van Eck over the weekend to report that Resident A had reported to her (Ms. Wilson) that Ms. Ashley pulled her arm, pushed her to the ground and kicked her. Mr. Johnston stated the other residents told him that Ms. Ashley has denied Resident A water, she has pushed her into her room, she is rude and acts as if she does not want to be there.

On 03/04/2025, Det. Huisman, Ms. Autsema and I interviewed Ms. Ashley at the Walker Police Department. Ms. Ashley stated her normal shift is from 10:00p.m.- 8:00a.m. but she does work other shifts as well. Ms. Ashley stated she works alone during her shifts. Ms. Ashley stated Jeff Labie, one of the facility owners, called on Wednesday, 02/12/2025 and asked if she knew anything about Resident A's eye being bruised. Ms. Ashley stated when Resident A went to bed, she was fine, there were no bruises on her eye. Det. Huisman asked Ms. Ashley what she knew about a bruise on Resident A's eye and why would we get information that Ms. Ashley kicked Resident A. Ms. Ashley's initial reaction was, "you have got to be shittin me! I did not kick her (Resident A) in the face. When she went to bed, there was nothing wrong with her." Ms. Ashley stated she worked a double shift on 02/08/2025 and everything

went as it normally did. Resident A was at the kitchen table coloring, Resident C was in her room, and other residents were watching TV. Ms. Ashley stated all the residents were in the facility, none were out with their family at this time. Ms. Ashley stated Resident D had been out shopping but came home about 8:00p.m.-9:00p.m. Ms. Ashley described a normal evening, dinner, medications, watching TV, 8:00p.m. medications, snacks and then some residents stayed up, while others went to their rooms and eventually all residents were in their rooms by 10:00p.m. except for Resident A. Ms. Ashley stated Resident A did not want to go to bed. She was not ready. Ms. Ashley stated when she was ready, she stood up from the kitchen table, she (Ms. Ashley) pulled her chair back and took the chair from the kitchen table and then Resident A “sat on the floor.” Ms. Ashley stated Resident A already had water in her cup, she did not deny Resident A water. Resident A walked on her own to her room and then said she wanted a hug, so, Ms. Ashley stated she gave Resident A a hug She had a bear stuffed animal, went to her room to bed and there were no marks on Resident A’s eye. Ms. Ashley stated she had no problems with Resident A’s behavior. She put herself on the floor next to the medication cart near the small med cart garbage can and she “got up on her own,” and added that she (Ms. Ashley) helped pull Resident A up when she was sitting on the floor.

Ms. Ashley reiterated that she and Resident A went to the hallway, Resident A walked on her own, that she gave Resident A a hug and Resident A went to her room, she did not close the door, and Resident A did not come back out after she went into her room. Ms. Ashley stated Resident C is Resident A’s roommate and she was in the room also watching her tablet.

Ms. Ashley clarified that she has “wiggled” Resident A’s kitchen chair to get Resident A to stand up, but it was “not a hard wiggle.” Ms. Ashley acknowledged that she has slid Resident A’s kitchen chair back, but that Resident A has never fallen off the chair but has lowered herself onto the ground when she wiggled the chair backwards. Ms. Ashley stated when she left her shift on the morning of 02/09/2025, there was not a mark or bruise on Resident A. Ms. Ashley stated regarding the Minnie Mouse toy, she had it in her hands trying to “entice” Resident A to go to bed and Resident A “snatched” the toy and the neck ripped. Ms. Ashley stated Resident A sits on the floor in her room and folds her clothes in the dark but has no history of falling out of bed. Ms. Ashley emphatically stated she would “never hurt that baby.”

On 03/05/2025, I interviewed DCW Donica Wilson via telephone. Ms. Wilson stated she reported Resident A’s black eye when she saw it on 02/09/2025 to Ms. VanEck, the on-call staff and reported the incident to APS as a mandatory reporter. Ms. Wilson stated Resident A did not have that black eye on her last shift on the morning of 02/08/2025. Ms. Wilson stated the only staff that worked in between Ms. Wilson’s last shift from 8:00a.m.-4:00p.m. on 04/08/2025 was Ms. Ashley. Ms. Wilson stated Ms. Ashley worked a double shift from 4:00p.m. on 04/08/2025 to 8:00a.m. on 04/09/2025 when Ms. Wilson came back in at 8:00a.m. the mark on Resident A’s eye appeared at the beginning of her shift to be a small mark but then as the day progressed, the eye became more bruised and that is when she called Ms. Van Eck

after questioning Resident A as to what had happened to her eye. Ms. Wilson stated Resident A stated, “the girl (meaning Ms. Ashley) pushed me,” and Resident A took her (Ms. Wilson) by the hand and said she was trying to get water, then she was on the floor, near the table in the kitchen where she usually sits. Ms. Wilson stated Resident A told her she was sitting on the floor crying and “she kicked me.” Ms. Wilson stated she found Resident A’s purple water container behind the microwave, hidden so Resident A could not find it or see it. Ms. Wilson stated she has heard Ms. Ashley speak to the residents in a “mean tone and negative manner”.

Ms. Wilson stated Resident A had a Minnie Mouse stuffed animal that she had gotten for Christmas. Ms. Ashley wanted her to take it back to her room and Resident A would not take it back to her room. Ms. Wilson stated Ms. Ashley grabbed the stuffed Minnie Mouse and the head got ripped off because Ms. Ashley was pulling on it. Ms. Wilson stated another staff took the stuffed animal home and repaired it for Resident A. Ms. Wilson added that Resident A gets up at 7:00a.m. and brings a bag of toys to the living room and Ms. Ashley tries take them from her and make her take them back to her room. Ms. Wilson stated she has told Ms. Ashley to let Resident A have her toys in the living room as it is her home, and they are not hurting anything. Ms. Wilson stated Ms. Ashley wants the residents to be in bed when she gets to work, she does not like them to be awake.

04/11/2025, I conducted an exit conference with Laurie Labie, Licensee Designee. Ms. Labie stated Ms. Ashley was suspended immediately upon investigation, staff will go through refresher training regarding the care of the residents and reporting all incidents immediately through all the proper channels. Ms. Labie stated she will submit an acceptable corrective action plan.

APPLICABLE RULE	
R 400.14305	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 determined through this investigation, there is a preponderance of evidence to show that at some time between 1 st shift on 02/08/2025 and 1 st shift on 02/09/2025, Resident A sustained an injury to her right eye that created a black and blue bruise on the top of her eye lid. There is a preponderance of evidence to show that on those dates, Resident A's protection and safety were not attended to by staff at the facility and therefore, a violation of this applicable rule is established.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



04/11/2025

Elizabeth Elliott
Licensing Consultant

Date

Approved By:



04/11/2025

Jerry Hendrick
Area Manager

Date