



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 13, 2025

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

RE: License #: AM410008685
Investigation #: 2025A0340034
Sequoia

Dear Mrs. 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 was required. On May 9, 2025, you submitted an acceptable written corrective action plan. It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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) 356-0100.

Sincerely,

A handwritten signature in blue ink that reads "Rebecca Piccard".

Rebecca Piccard, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 446-5764

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 BUREAU OF COMMUNITY AND HEALTH SYSTEMS
 SPECIAL INVESTIGATION REPORT**
 Report contains quoted profanity

I. IDENTIFYING INFORMATION

License #:	AM410008685
Investigation #:	2025A0340034
Complaint Receipt Date:	04/28/2025
Investigation Initiation Date:	04/28/2025
Report Due Date:	06/27/2025
Licensee Name:	Pine Rest Christian Mental Health Services
Licensee Address:	300 68th Street SE Grand Rapids, MI 49548
Licensee Telephone #:	(616) 455-5000
Administrator:	Jessica Kross
Licensee Designee:	Jessica Kross
Name of Facility:	Sequoia
Facility Address:	7051 Madison Avenue, SE Grand Rapids, MI 49548-7707
Facility Telephone #:	(616) 455-5000
Original Issuance Date:	05/26/1982
License Status:	REGULAR
Effective Date:	03/17/2024
Expiration Date:	03/16/2026
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
Staff Ariel Bolden yelled and swore at Resident A.	Yes

III. METHODOLOGY

04/28/2025	Special Investigation Intake 2025A0340034
04/28/2025	APS Referral
04/28/2025	Special Investigation Initiated - Telephone
04/28/2025	Inspection Completed On-site
05/09/2025	Contact - Telephone call made Staff Ariane Lewis
05/09/2025	Exit Conference Designee Jessica Kross

ALLEGATION: Staff Ariel Bolden yelled and swore at Resident A.

INVESTIGATION: On April 28, 2025, a complaint was filed with the BCHS Online complaints by Adult Protective Services (APS) which states staff Ariel Bolden yelled and swore at Resident A.

On April 28, 2025, I contacted Administrator Cancy McKenney. I informed her of the allegation which she was aware of as the Office of Recipient Rights (ORR) had investigated prior to this complaint.

On April 28, 2025, I conducted an unannounced home inspection and met with Resident A privately in her room. Resident A remembered me from a previous visit and agreed to speak with me. Resident A was aware that a complaint was filed as she had previously spoke to someone from ORR. I asked Resident A to tell me what happened the day of the incident.

She stated that she had gone to visit her aunt and had called the home and spoke to staff Ariel Bolden to pick her up and bring her home. Ms. Bolden responded to her saying, "you've gotta be fucked up if you think I'm gonna come get you". Resident A stated that another staff person Ariane Lewis picked her up and brought her home, however, Resident A did not know how that had come about. Resident A filed a complaint when she returned home. Resident A stated she had never been spoken to that way before.

On May 9, 2025, I contacted staff Ariane Lewis. I informed her of the complaint and asked how she had become involved. She stated that the day of the incident she had been working across the street at Westwood AFC Home at Pine Rest. She heard Ms. Bolden screaming all the way from Sequoia. There was enough staff at Westwood so Ms. Lewis went outside to see what was happening. There were two residents arguing and Ms. Bolden was “screaming and yelling at them.” Someone had called security so Ms. Lewis remained and attempted to assist when the phone rang. Ms. Lewis answered the phone and it was Resident A asking to be picked up from her aunt’s house. Ms. Bolden grabbed the phone out of Ms. Lewis’s hand and yelled into the phone at Resident A, “You’ve gotta be fucked up if you think I’m gonna come get you”. Ms. Lewis confirmed she heard Ms. Bolden say this to Resident A. Ms. Bolden then slammed the phone down on Resident A, hanging up on her.

Ms. Lewis then contacted scheduling to make sure each home remained in ratio, then advised she would take the van to get Resident A. She took some residents with her and they also stopped at McDonald’s along the way. When she returned to Sequoia, Ms. Bolden was not there. Ms. Lewis has not heard or seen Ms. Bolden since this incident. She heard that Ms. Bolden was fired.

On May 9, 2025, I interviewed Ms. Bolden. I identified myself and the reason for my call. Ms. Bolden first stated she doesn’t remember an incident involving Resident A. I stated the allegations again, questioning why it was reported that she had yelled at and swore at Resident A. Ms. Bolden then stated that if family gets a resident for a visit then the family should be the one to bring them back home. She then stated she “didn’t cuss at (Resident A)”. Ms. Bolden added that “I don’t work there anymore” and that “these are mental patients making allegations for no reason”. She added “I have all my marbles”. Ms. Bolden continued to then ask many questions about staff rights and the repercussions of being fired and substantiated by ORR. I informed her of the difference between AFC Licensing and ORR.

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:	The allegation was made that Ms. Bolden yelled and swore at Resident A. Resident A and Ms. Lewis witnessed and confirmed this to be true.

	Ms. Bolden denied cursing at Resident A, but made several other inappropriate statements while being interviewed. Due to her behavior and the statements of Resident A and Ms. Lewis there is a preponderance of evidence to support a rule violation.
CONCLUSION:	VIOLATION ESTABLISHED

On May 9, 2025, I conducted an exit conference with Designee Jessica Kross. I informed her that while Ms. Bolden denied “cussing” at Resident A, I found her to be very inappropriate while speaking with me and along with the witness statement from Resident A and Ms. Lewis, there is a rule violation. Ms. Kross understood and agreed that it was not appropriate of Ms. Bolden, which led to her termination. Ms. Kross agreed to send a Corrective Action Plan (CAP).

IV. RECOMMENDATION

I have received an appropriate CAP. I recommend no change to the current license status.

Rebecca Piccard

May 13, 2025

Rebecca Piccard
Licensing Consultant

Date

Approved By:

Jerry Hendrick

May 13, 2025

Jerry Hendrick
Area Manager

Date