



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 #: AM410079586  
Investigation #: 2025A0340032  
Pine Rest Cameron Home

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**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM410079586
<b>Investigation #:</b>	2025A0340032
<b>Complaint Receipt Date:</b>	04/17/2025
<b>Investigation Initiation Date:</b>	04/17/2025
<b>Report Due Date:</b>	06/16/2025
<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>	Jessica Kross
<b>Licensee Designee:</b>	Jessica Kross
<b>Name of Facility:</b>	Pine Rest Cameron Home
<b>Facility Address:</b>	6680 Adrian Avenue SE Grand Rapids, MI 49548-6936
<b>Facility Telephone #:</b>	(616) 281-6392
<b>Original Issuance Date:</b>	02/26/1998
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/13/2024
<b>Expiration Date:</b>	08/12/2026
<b>Capacity:</b>	8
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED AGED

## II. ALLEGATION(S)

	Violation Established?
Staff Olivia Hill told staff River Cronk when Resident A was naked that she wanted to smack his bottom.	Yes

## III. METHODOLOGY

04/17/2025	Special Investigation Intake 2025A0340032
04/17/2025	APS Referral received from APS
04/17/2025	Special Investigation Initiated - Telephone Jessica Kross
04/28/2025	Inspection Completed On-site
05/09/2025	Contact - Telephone call made Staff River Cronk
05/09/2025	Contact - Telephone call made Manager Mariah Priest
05/09/2025	Contact - Telephone call made staff Olivia Hill
05/09/2025	Exit Conference Designee Jessica Kross

**ALLEGATION:** Staff Olivia Hill told staff River Cronk when Resident A was naked that she wanted to smack his bottom.

**INVESTIGATION:** On April 17, 2025, a complaint was filed with the BCHS Online Complaints from Adult Protective Services (APS). It stated that Resident A had come out of his room without clothes on and went to the office. Staff Olivia Hill said to staff River Cronk "Is it wrong of me to want to smack his butt?"

On April 17, 2025, I spoke with Designee Jessica Kross. I informed her of the allegation of which she had not yet been made aware. Ms. Kross provided me with staff contact information. She stated that Resident A is non-verbal.

On April 28, 2025, I conducted an unannounced home inspection. Resident A came up to me, grabbed my hand, and pulled me down the hallway. He did not respond when I asked him questions but rather continued to pull my arm. Staff Raye Garrett came down the hall to where we were. I identified myself and she then recognized me. I asked to speak with her privately and she redirected Resident A to let go of my hand and allow me to walk to another room.

Also present with Ms. Garrett was Assistant Home Manager Peter Bontekoe. I advised both of them of the complaint. Mr. Bontekoe had no knowledge of the incident. Ms. Garrett was aware. She did not have firsthand information, but had heard about Ms. Hill's comment about Resident A. She believed that the Office of Recipient Rights (ORR) has substantiated their complaint against Ms. Hill. There have been other issues with Ms. Hill and Ms. Garrett stated she was not surprised by the allegation.

On April 28, 2025, I interviewed Administrator, Candy McKenney. She stated Ms. Hill is currently on reprimand due to the allegations as well as some other concerns she has been made aware of. Part of her Performance Plan is figuring out if this is the best position for her or if there is another more suitable. Ms. McKenney was aware that Ms. Hill may not think before she speaks and therefore problems have arisen.

On May 9, 2025, I interviewed Home Manager Mariah Priest. She informed me that ORR did substantiate, and Ms. Hill was terminated. Ms. Priest stated she had heard from staff Brooke Elliott about the statement by Ms. Hill and it was Ms. Elliott that filed the complaints. Ms. Priest stated that Ms. Cronk was a new staff so she did not have her file the complaint. I consulted with Ms. Priest and advised that a better option would have been teaching Ms. Cronk reporting requirements at that time instead of having someone else do it.

On May 9, 2025, I interviewed staff River Cronk. I asked her to recall the incident involving Resident A mentioned in this complaint. She stated that she was in the office with Ms. Hill. Resident A came out of his room and walked to the office without wearing any clothes. Ms. Cronk told him he needed to put clothes on and he ran back to his room. It was then that Ms. Hill made the comment, "is it wrong that I was to smack his butt". Ms. Cronk stated she was "speechless" in this moment, in disbelief that she heard Ms. Hill say this. Ms. Hill did not make contact with Resident A. Ms. Hill did not say anything more about him. Ms. Cronk stated she called Ms. Priest and reported the concerns.

On May 9, 2025, I interviewed staff Olivia Hill. I identified myself and the reason for my call. Ms. Hill right away informed me that ORR had already substantiated the complaint and she has since been terminated from her job at Pine Rest. Ms. Hill admitted that she made the comment, but added that Resident A was not in the room, did not hear her, and therefore she felt it "wasn't a big deal". She further stated, "it was a joke". Ms. Hill stated she did not remember who was working with

her that day. She stated she feels it was “blown out of hand” and that it “wasn’t sexual”. She also stated she “did not sexually harass anyone”. Ms. Hill stated she is going to “fight the ORR substantiation”.

<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>The allegation was made that Staff Olivia Hill told staff River Cronk, when Resident A was naked that she wanted to smack his bottom.</p> <p>Staff Olivia Hill admitted to making the statement, therefore creating a preponderance of evidence to support a rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On May 9, 2025, I conducted an exit conference with Designee Jessica Kross. She understood the finding of a rule violation and agreed to send a Corrective Action Plan (CAP). She had no further questions.

#### **IV. RECOMMENDATION**

An approved Corrective Action Plan was received. I recommend no change to the current license status.

 May 13, 2025

\_\_\_\_\_  
Rebecca Piccard Date  
Licensing Consultant

Approved By:  
 May 13, 2025

\_\_\_\_\_  
Jerry Hendrick Date  
Area Manager