



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 13, 2025

Julie King
7212 S. Michigan Ave
Rothbury, MI 49452

RE: License #: AS640418185
Investigation #: 2025A0340031
Sunny Knoll North

Dear Ms. King:

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) 356-0100.

Sincerely,

A handwritten signature in blue ink that reads "Rebecca Piccard". The signature is fluid and cursive, with the first name "Rebecca" and last name "Piccard" clearly distinguishable.

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

License #:	AS640418185
Investigation #:	2025A0340031
Complaint Receipt Date:	04/11/2025
Investigation Initiation Date:	04/14/2025
Report Due Date:	06/10/2025
Licensee Name:	Julie King
Licensee Address:	7212 S. Michigan Ave, Rothbury, MI 49452
Licensee Telephone #:	(231) 894-0049
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Sunny Knoll North
Facility Address:	6699 A North Oceana Dr., Hart, MI 49420
Facility Telephone #:	(231) 301-2414
Original Issuance Date:	08/14/2024
License Status:	REGULAR
Effective Date:	02/14/2025
Expiration Date:	02/13/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
Staff Monica Gagnon yells at Resident A. She told Resident A that if he misses the toilet again she's going to make him clean it with a toothbrush. Resident A is afraid of her and stays in his room. Ms. Gagnon told Resident B who has difficulty chewing to hurry up or she would take her food away.	Yes

III. METHODOLOGY

04/11/2025	Special Investigation Intake 2025A0340031
04/14/2025	Special Investigation Initiated - Telephone PACE
05/02/2025	Inspection Completed On-site
05/02/2025	Contact - Face to Face Staff Monica
05/02/2025	Exit Conference Designee Julie King
05/XX/2025	APS Referral

ALLEGATION: Staff Monica Gagnon yells at Resident A. She told Resident A that if he misses the toilet again she's going to make him clean it with a toothbrush. Resident A is afraid of her and stays in his rooms. Ms. Gagnon told a Resident B who has difficulty chewing to hurry up or she would take her food away.

INVESTIGATION: On April 11, 2025, a complaint was filed with the BCHS Online Complaints. It stated that staff Monica Gagnon yells at Resident A. She told Resident A that if he misses the toilet again she's going to make him clean it with a toothbrush. He is afraid of her and stays in his room. Ms. Gagnon also reportedly told Resident B who has difficulty chewing to hurry up or she would take her food away.

On April, 14, 2025, I contacted PACE and spoke with Rebecca Davis. I asked if she had any concerns regarding the residents at Sunny Knoll. She stated she has heard from Resident A that there is a staff named Monica who has been yelling at residents and behaving inappropriately toward them. She stated Resident A told her

that Monica yells at him to stay in his room when she is working and she threatened to make Resident A clean the bathroom or toilet with a toothbrush. Ms. Davis stated Resident A also told her that Monica has threatened Resident B to take away her food.

On May 2, 2025, I conducted an unannounced home inspection. I first met with Resident A. He agreed to meet with me privately in his room. I introduced myself and the reason for my visit. He stated he was knowledgeable of the allegations. He stated that staff Monica Gagnon was not working today. He expressed relief that she was not working. He stated Ms. Gagnon yells at him when she works and so he remains in his room all day to avoid her and avoid getting yelled at.

He informed me that there was an incident in which Ms. Gagnon threatened Resident A that he would have to clean the toilet with a toothbrush if he splashes any urine outside the toilet again. He added that she also yells at Resident B and threatens to take away her plate and not allow her to eat because she is slow. Resident A stated he has spoken with his guardian and would like to move because living in this home has caused him so much stress.

Resident A stated that several people have complained about Ms. Gagnon to Designee Julie King but he feels due to Ms. Gagnon having worked for Ms. King for a long time, that Ms. King has not done anything about it.

Staff Leann Hamman was working on this day. I spoke with her privately. She stated she had only recently begun working at the Sunny Knoll home. She was aware of the concerns expressed by Resident A, but did not have firsthand knowledge of anything inappropriate. Ms. Hamman stated she has been told that some of the guys in the home will remain in their room “hiding” from Ms. Gagnon. She has heard that Ms. Gagnon will make statements that it was “her house” and not the residents’ home. She has also heard that PACE has brought concerns to Ms. King. Ms. Hamman was aware that Resident A did not want to live in the home any longer and that his sister has been involved with addressing concerns.

I then interviewed Resident B. I asked her about the care provided by Ms. Gagnon. Resident B confirmed that Ms. Gagnon threatened to take her food away if she didn’t hurry up and eat. Resident B has trouble chewing and cannot eat quickly so this is a significant concern for her. Resident B confirmed that Ms. Gagnon yells a lot and she does not like it.

On May 2, 2025, I interviewed Ms. Gagnon in person at another home where she was working. I informed her of the allegations. Ms. Gagnon first stated she believes that when she is speaking to someone hard of hearing that she will speak loudly, and that others are interpreting that as “yelling”. Ms. Gagnon denied threatening Resident B to hurry while eating when she knows that Resident B has difficulty chewing. Instead, Ms. Gagnon reported that she reminds Resident B to slow down eating. Ms. Gagnon denied making comments that it is “her house”. She said she

knows it is the residents' house. Ms. Gagnon denied ever threatening to make Resident A clean the toilet with a toothbrush. She also denied having any knowledge that anyone was "hiding" in their bedrooms while she is working.

Ms. Gagnon stated she has "no idea" why someone would make these allegations. She was aware that Ms. King had gotten reports of her "yelling" and has spoken to her about it. Ms. Gagnon stated that Ms. King is the only other person she works with since previous staff quit over a month ago.

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:	<p>The allegation was made that Staff Monica Gagnon yells at Resident A and that Resident A is afraid of her and stays in his room. It was further alleged that Ms. Gagnon told Resident A that if he misses the toilet again, she is going to make him clean it with a toothbrush. In addition, Ms. Gagnon reportedly told Resident B who has difficulty chewing to hurry up or she would take her food away.</p> <p>Resident A stated Ms. Gagnon yells at him and other residents and he stays in his room when Ms. Gagnon is working because he doesn't want to be yelled at. Resident A also stated Ms. Gagnon has threatened to make Resident A clean the bathroom with a toothbrush and threatens to take away Resident B's food because she wasn't eating fast enough.</p> <p>Resident B stated that Ms. Gagnon yells at residents and has yelled at her. Resident B also stated Ms. Gagnon has threatened to take her food away if she did not eat faster.</p> <p>Staff Monica Gagnon denied all allegations. She did add that some residents are hard of hearing and she will "raise" her voice to be heard but does not "yell".</p> <p>There is a preponderance of evidence based off statements made that Ms. Gagnon was not interacting with residents in a dignified or respectful manner. Her opinion of how she treated residents is not how they perceived her actions.</p>

CONCLUSION:	VIOLATION ESTABLISHED
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On May 2, 2025, I conducted an exit conference with Ms. King. I informed her of the allegations. Ms. King had been made aware of the concern of Ms. Gagnon yelling at residents and confirmed she had previously discussed the issue with Ms. Gagnon. I further informed Ms. King that I will be citing a licensing rule violation relating to Ms. Gagnon's interactions with the residents of the home.

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change to the current license status.



May 13, 2025

Rebecca Piccard
Licensing Consultant

Date

Approved By:



May 13, 2025

Jerry Hendrick
Area Manager

Date