



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 26, 2025

Corey Husted
Brightside Living LLC
PO Box 220
Douglas, MI 49406

RE: License #: AS410403032
Investigation #: 2025A0340053
Brightside Living - Rosemary

Dear Mr. Husted:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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

License #:	AS410403032
Investigation #:	2025A0340053
Complaint Receipt Date:	08/14/2025
Investigation Initiation Date:	08/15/2025
Report Due Date:	10/13/2025
Licensee Name:	Brightside Living LLC
Licensee Address:	690 Dunegrass Circle Dr Saugatuck, MI 49453
Licensee Telephone #:	(614) 329-8428
Administrator:	Kalia Greenhoe
Licensee Designee:	Corey Husted
Name of Facility:	Brightside Living - Rosemary
Facility Address:	445 Rosemary St SE Grand Rapids, MI 49507
Facility Telephone #:	(616) 551-3051
Original Issuance Date:	04/24/2020
License Status:	REGULAR
Effective Date:	10/24/2024
Expiration Date:	10/23/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
Staff are not assisting Resident A with toileting as required.	No

III. METHODOLOGY

08/14/2025	Special Investigation Intake 2025A0340053
08/14/2025	APS Referral Complaint received from APS
08/15/2025	Special Investigation Initiated - Telephone Anthony Mullins
08/18/2025	Inspection Completed On-site
08/18/2025	Contact - Telephone call made staff Kalia Greenhoe
08/19/2025	Contact - Telephone call made staff Kalia Greenhoe
08/19/2025	Exit Conference Designee Corey Husted

ALLEGATION: Staff are not assisting Resident A with toileting as required.

INVESTIGATION: On August 14, 2025, a complaint was filed with Adult Protective Services which stated Resident A was lying in his bed and he urinated on himself. Resident A needs to be reminded and helped to the bathroom. If this is not done, he will urinate on himself.

On August 15, 2025, this Consultant was assigned the complaint and reviewed documents in SharePoint. I observed a similar complaint was investigated by Licensing Consultant Anthony Mullins regarding toileting concerns with Resident A in which a violation was not found. I contacted Mr. Mullins on this date. He confirmed that the allegations were very similar and that according to his memory, Resident A was able to ambulate to the bathroom on his own but he chooses not to. Mr. Mullins did not recall requirements mandating staff to assist Resident A.

On August 18, 2025, I conducted an unannounced home inspection. Resident A was present and observed in the common area watching TV. I informed staff

Carmen Mitchell who I was and the reason for my visit. I asked Resident A to meet with me privately, which he agreed to do. I then observed Resident A get up from the chair in which he was sitting, and transferred himself to his wheelchair with the supervision of Ms. Mitchell but she did not perform a transfer for him.

I spoke with Resident A outside the home, privately at the picnic table in the yard. I again introduced myself and the reason for my visit. He stated he knew a complaint was filed. He stated his sister is his guardian. Resident A stated staff do not help him with toileting. He stated staff are supposed to “remind me times a day” and no one does that. I clarified and asked Resident A if Ms. Mitchell reminds him and he said that she does. I asked Resident A if staff Kalia Greenhoe, whom I knew from previous visits, reminds him and he stated that she also reminds him, but no one else does. Resident A also stated he is being “evicted” from the home. I asked if his sister was helping him find a new home and he said yes. He said his sister was not happy he had to leave Rosemary.

I then spoke to Ms. Mitchell and asked her about Resident A’s toileting needs. She stated that he is able to get himself to the bathroom and to change his own brief. She believes that when he is watching TV he becomes preoccupied and doesn’t get up to use the toilet and urinates in his brief. If he chooses not to wear a brief, then he wets himself. Ms. Mitchell stated she is not able to make him wear a brief and she cannot force him to use the bathroom. She states that it is frustrating because he makes these choices and then his sister, who is his guardian, becomes angry at staff. Ms. Mitchell was aware of the 30-day discharge notice that was given to Resident A recently. She was also aware that Resident A’s sister had become very angry due to the 30-day discharge notice.

While at the home I reviewed Resident A’s Assessment Plan, signed by Administrator Kalia Greenhoe on 9/30/24. Under “Toileting” it states: “may need assistance” it also states on the Assessment Plan that Resident A wears briefs. The Assessment Plan does not indicate a need for reminders or transfers. It does not state he needs help changing his brief.

On August 19, 2025, I spoke with Administrator Kalia Greenhoe. I informed her of the allegations. She stated Resident A’s issues are of his own choice. He will sit and watch TV until staff pause it and remind him to use the bathroom. Sometimes Resident A chooses not to wear a brief and will urinate on himself and consequently the furniture and floor as well. Due to this ongoing issue and Resident A's repeated refusal to wear briefs or use the bathroom a 30-day discharge notice was given recently. Ms. Greenhoe stated after the 30-day discharge notice was given to Resident A and his sister who is his guardian, his guardian became very angry and Ms. Greenhoe believes the complaint was filed out of retaliation to the notice.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.

	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	<p>The allegation was made that staff do not assist Resident A with his toileting.</p> <p>Resident A stated staff do not remind him but then contradicted himself and stated they do. Resident A was ambulating on his own.</p> <p>Resident A's Assessment Plan does not require staff to remind or assist Resident A in the bathroom.</p> <p>Staff Mitchell and Greenhoe stated Resident A chooses not to wear briefs or use the toilet. They remind him but cannot force him. A 30-day discharge notice was given to Resident A.</p> <p>There is no evidence to support a rule violation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

On August 19, 2025, I conducted an exit conference with Licensee Corey Husted. I informed him of the allegations and findings. He reiterated what Ms. Greenhoe had stated. I informed him I did not find a rule violation which he agreed and had no further questions.

IV. RECOMMENDATION

I recommend no change to the current license status.

 August 26, 2025

Rebecca Piccard _____ Date
Licensing Consultant

Approved By:

 August 26, 2025

Jerry Hendrick _____ Date
Area Manager