



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

October 2, 2025

Steven Gerdeman  
Serenity Homes - North, L.L.C.  
747 Tamarack Ave NW  
Grand Rapids, MI 49504

RE: License #: AL700382076  
Investigation #: 2025A0357051  
Serenity Homes - North

Dear Mr. Gerdeman:

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 cursive script that reads "Arlene B. Smith".

Arlene B. Smith, MSW, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 916-4213

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL700382076
<b>Investigation #:</b>	2025A0357051
<b>Complaint Receipt Date:</b>	08/13/2025
<b>Investigation Initiation Date:</b>	08/13/2025
<b>Report Due Date:</b>	10/12/2025
<b>Licensee Name:</b>	Serenity Homes - North, L.L.C.
<b>Licensee Address:</b>	747 Tamarack Ave NW Grand Rapids, MI 49504
<b>Licensee Telephone #:</b>	(419) 494-4008
<b>Administrator:</b>	Steven Gerdeman
<b>Licensee Designee:</b>	Steven Gerdeman
<b>Name of Facility:</b>	Serenity Homes - North
<b>Facility Address:</b>	830 Hayes Street Marne, MI 49435
<b>Facility Telephone #:</b>	(616) 677-6015
<b>Original Issuance Date:</b>	06/02/2016
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/26/2024
<b>Expiration Date:</b>	09/25/2026
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED

## II. ALLEGATION(S)

	Violation Established?
While Resident A was taken to the Emergency Department for suicidal ideations. Once there she reported that she had no suicidal ideations, but stated she was being bullied by AFC home staff and other residents. She also reported that people were sticking things up her while she was asleep.	No

## III. METHODOLOGY

08/13/2025	Special Investigation Intake 2025A0357051
08/13/2025	Special Investigation Initiated - Telephone
08/13/2025	Contact - Telephone call made Telephoned Ottawa County Adult Services Specialist Emily Fewless.
09/30/2025	Inspection Completed On-site
09/30/2025	Contact - Face to Face With Assistant Manager, Charlena Pickett, Resident A, Manager Kayla Baliey, Resident B, C and D.
09/30/2025	Contact - Document Received Received and reviewed, Resident A's Admission Form, IPOS from network180, Assessment Plan for AFC Residents, Health Care Appraisal and AFC-Resident Care Agreement.
10/02/2025	Telephone exit conference with the Licensee Designee.

**ALLEGATION:** While Resident A was taken to the Emergency Department for suicidal ideations. Once there she reported that she had no suicidal ideations, but stated she was being bullied by AFC home staff and other residents. She also reported that people were sticking things up her while she was asleep.

**INVESTIGATION:** This complaint also stated, "When (Resident A) becomes stressed this often results in allegations due to increased depressive symptoms."

On 09/30/2025, I made an unannounced inspection of the facility. I interviewed Assistant Manager, Charlena Pickett, who reported that she has not worked in the facility for only a short time. She stated that Resident A would come to the kitchen

and say: 'The voices talk to me and they told me to come to the kitchen.' She stated that Resident A told her one resident (not named) comes into her room at night and hits her.

On 09/30/2025, I conducted a face-to-face interview with Resident A. I asked her if she felt safe in the home and she reported "Yes. I like it here." I asked her if anyone of the residents bullied her or bothered her and she said: "No." I asked how the staff treat her, and she said, "Nice, and I love the staff here. They are very helpful to me." I asked if any of the staff had bullied her and she said: "No, that doesn't happen." I asked her if she had recently been to the hospital for some thoughts of suicide and she said: "No." She stated that she never had any thoughts of suicide. I asked if anyone came into her room and put something up her when she is sleeping and she stated "No." She said: "I try to keep to myself." I asked her if she felt safe in the home and she said: "Yes."

On 09/30/2025, I conducted an interview with Resident B, who is Resident A's roommate. I asked her if she gets along with Resident A and she said: "Yes, she is nice." She said: "She goes to the hospital a lot because of dizziness and epilepsy." She expressed concern that several of the male residents take Resident A's pop, and they also ask her for her pop, and she gives it to them. I asked if she was bullied and she did not think so. She said Resident A can make up her own mind. She reported her concern to the new Manager, Kayla Bailey, about the guys asking for her pop and told her she should stop them. I asked her if anyone had come into their bedroom at night and she said she thought she heard one male resident (no name provided) come in one time but was not certain. She stated that there were staff working during the night. I asked her if she felt safe in the facility and she said: "Not all the time." She reported that there are only three female residents, and the rest are men, but she reported two new ladies are coming to the home. She denied being bullied by other residents or staff members.

On 09/30/2025, I conducted an interview with Resident C, a female. I asked her if she had been bullied by the staff or the residents and she said "No" and reported she had lived there for two years. She stated that she has been treated "wonderfully". She said she has never seen any resident or staff bully Resident A and denied being bullied herself by other residents or staff. She stated that Resident A is "not right in her mind" and "imagines things". I asked if she felt safe in the home and she said "Yes."

On 09/30/2025, I conducted an interview with a male resident. I asked him if he had been bullied by staff or other residents and he said: "No but he had been yelled at before." He did not want to tell me the name of the individual who yelled at him, and he would not say if it was a staff member or a resident. He could not stay focused on my questions. He just wanted to tell me that other residents cheat in Bingo and steal other's cigarettes.

On 09/30/2025, I conducted an interview with Kayla Bailey the House Manager. I asked her if residents bullied other residents and she said: "No." I asked her if staff bullied residents and she said: "No." She said no one had reported bullying to her and no family member, guardian, case manager or any visitor's has reported any bullying to her by residents or staff. I asked her about Resident A, and she said when she starts to act differently it probably means she has a UTI, and she immediately gets her tested. I asked how often staff check on the residents and she said at night every hour. She said: "No third shifters have said anything about a male resident going into Resident A and B's room at nighttime. As soon as the residents receive their nighttime medications around 8:00 PM they go to bed, and it is very quiet here." She said she and the Assistant Manager, Ms. Pickett, have worked 3<sup>rd</sup> shift several times because they are short one full time 3<sup>rd</sup> staff for 3<sup>rd</sup> shift. She said she has never seen anyone go into Resident A & B's bedroom at night. She reported that Resident A has epilepsy and seizures, and her anxiety is raised and when this happens, she wants to go to the hospital. She reported that she or other staff will sit with Resident A and hold her hand and talk with her. She stated that she had gone to the hospital many times.

On 10/02/2025, I conducted a telephone exit conference with the Licensee Designee and he agreed with my findings.

<b>APPLICABLE RULE</b>	
<b>R 400.15305</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>Resident A was recently at Emergency Department for suicidal ideations and reported being bullied by AFC staff and other residents. She also reported that people were sticking things up her while she was asleep.</p> <p>Resident A denied all of the allegations. She reported feeling safe in the home.</p> <p>Resident B denied that Resident A was bullied by staff or other residents. She also denied being bullied by staff or residents.</p> <p>Resident C denied being bullied by staff or other residents.</p> <p>During this investigation I did find any evidence that Resident A was bullied by staff or other residents or that someone came into her room during the night and touched her. Therefore, there is not a violation of the rule.</p>

<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED
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#### IV. RECOMMENDATION

I recommend the complaint be closed and the license remains the same.

*Arlene B. Smith*

10/02/2025

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Arlene Smith  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

10/02/2025

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Jerry Hendrick  
Area Manager

Date