



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 3, 2026

Jordan Walch  
Spectrum Community Services  
1111 40th St SE  
Grand Rapids, MI 49508

RE: License #: AS410310397  
Investigation #: 2026A0579014  
Shiawassee Home

Dear Jordan Walch:

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 black ink that reads "Cassandra Duursma". The script is cursive and fluid.

Cassandra Duursma, Licensing Consultant  
Bureau of Community and Health Systems  
350 Ottawa, N.W., Unit 13  
Grand Rapids, MI 49503  
(269) 615-5050

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
 BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
 SPECIAL INVESTIGATION REPORT  
 THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS410310397
<b>Investigation #:</b>	2026A0579014
<b>Complaint Receipt Date:</b>	12/12/2025
<b>Investigation Initiation Date:</b>	12/15/2025
<b>Report Due Date:</b>	02/10/2026
<b>Licensee Name:</b>	Spectrum Community Services
<b>Licensee Address:</b>	1111 40th St SE, Grand Rapids, MI 49508
<b>Licensee Telephone #:</b>	(734) 458-8729
<b>Administrator:</b>	Jordan Walch
<b>Licensee Designee:</b>	Jordan Walch
<b>Name of Facility:</b>	Shiawassee Home
<b>Facility Address:</b>	2141 East Shiawassee, Grand Rapids, MI 49506
<b>Facility Telephone #:</b>	(616) 475-4337
<b>Original Issuance Date:</b>	12/08/2010
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/28/2025
<b>Expiration Date:</b>	07/27/2027
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A is not treated with dignity and respect.	Yes

**III. METHODOLOGY**

12/12/2025	Special Investigation Intake 2026A0579014
12/15/2025	Special Investigation Initiated - Letter Complainant
12/15/2025	APS Referral
12/16/2025	Contact- Face to Face Resident A Denise Reinardy, Direct Care Worker
12/17/2025	Contact- Document Received Leondra Fair, APS
12/18/2025	Contact- Document Received Leondra Fair, APS
12/18/2025	Contact- Telephone Call Made Clara "Adrian" Bates, Direct Care Worker
12/18/2025	Contact- Document Sent Office of Recipient Rights network180
12/18/2025	Contact- Document Sent Melissa Gekeler, Office of Recipient Rights
12/18/2025	Contact- Document Sent Jordan Walch, Licensee Designee
12/19/2025	Contact- Document Received Jordan Walch, Licensee Designee
12/22/2025	Contact- Document Received Jordan Walch, Licensee Designee
12/22/2025	Contact- Telephone Call Made Heather Reamon, Direct Care Worker

01/20/2026	Contact- Document Sent Melissa Gekeler, Office of Recipient Rights
02/03/2026	Exit Conference Jordan Walch, Licensee Designee

**ALLEGATION: Resident A is not treated with dignity and respect.**

**INVESTIGATION:** On 12/15/25, I received this referral which alleged direct care worker (DCW) Clara “Adrian” Bates has been verbally and mentally abusing Resident A and it is negatively impacting Resident A’s wellbeing. Resident A has been more nervous, shaking, keeping her head down, and will not speak to relatives when they visit. Ms. Bates has been yelling at Resident A and making Resident A lie in her own feces. Ms. Bates makes Resident A clean up her own feces as well. Resident A fell in the shower, defecated on herself, and Ms. Bates told Resident A she is “disgusting to make a big ass mess.” Ms. Bates then walked away leaving Resident A on the floor. Emergency Medical Services was called and first responders came to lift Resident A off the floor.

On 12/15/25, I exchanged emails with the complainant who confirmed Adult Protective Services (APS) involvement.

On 12/15/25, I exchanged emails with APS worker Leondra Fair. She reported she had been to the home and does not have any immediate concerns.

On 12/16/25, I completed an unannounced on-site investigation at the home. Interviews were completed with Resident A and DCW Denise Reinardy. I spoke with Resident A privately in her room after she woke up from a nap.

Resident A stated she wants to move from this home. She could not provide reasons why she wanted to move from the home. She became distracted by showing me her stuffed animals. I inquired if there were any DCWs she does not like and she reported “not anymore.” She stated she disliked the previous manager of the home, who she reported was Ms. Bates, because they did not “see eye to eye.” Resident A could not provide examples of how they disagreed when I asked for clarification. She denied disliking any other DCWs and reported everyone else is “peaches and cream” and reported Ms. Reinardy is “cool beans.”

Resident A then presented as upset and stated she is very sad her niece passed away and that she wishes “things were different here.” I inquired what she wishes were different and she could not clarify. I inquired if there was any DCW who would not assist her with toileting or if she were to fall. She stated she does not need assistance with toileting, does not require any DCW to clean up her feces, and is not made to clean up her own feces. She stated she does fall at times and Ms. Bates will not assist her with getting up. She stated one time she fell in the shower and Ms.

Bates would not assist her with getting up. She stated she does not recall who assisted her with getting up. She denied anyone swearing or yelling at her.

Toward the end of the interview, Resident A again became distracted, discussing how she can transfer herself and she needs to practice to prove that she can do it. She sat up on the edge of her bed and attempted to transfer herself, however she began to bend her arms seemingly starting to intentionally slide down to the floor to get me to intervene. I advised I was going to get Ms. Reinardy to assist her. She requested that I not do that. I advised her to ensure her safety; I was going to have Ms. Reinardy come to the room to observe her. I left to get Ms. Reinardy and by the time we returned, Resident A had successfully transferred herself.

Outside of the room, Ms. Reinardy reported Resident A is fully able to transfer herself without staff assistance, she just prefers DCWs be present and often demands attention from DCWs. Ms. Reinardy stated she has concern for how Ms. Bates treats Resident A and does not feel Ms. Bates' interactions with Resident A are appropriate. She stated Ms. Bates targets Resident A and berates her. She stated Resident A targets Ms. Bates and other DCWs at times, including Ms. Reinardy. She stated on one occasion; she came to the home to prepare Resident A for a visiting physician appointment and Resident A had loose stool that had gotten all over the bathroom. She stated there were feces over the bathroom, the bathroom floor was completely wet, Resident A was in the bathroom by herself, and Ms. Bates' was wrapped in a towel claiming she had slipped in the feces, it had soiled her clothing so she had to remove it, and she injured herself. She stated she had to collect Ms. Bates' pants that were left in the closet of the home and she did not observe any feces on them and they were dry. She stated she does not believe Ms. Bates slipped and injured herself. She stated she has observed Ms. Bates yell at Resident A and scold her by saying, "I can't believe you shit on the floor." She stated Ms. Bates also told Resident A she was going to make her clean up the feces in the bathroom the day Ms. Reinardy arrived at the home. She denied concerns regarding other residents or staff in the home. She stated she has attempted to address her concerns regarding Ms. Bates and Resident A with management, who she identified as Heather Reamon and Sam Johnson, but nothing has been done.

On 12/17/25 and 12/18/25, I exchanged emails with Ms. Fair. She provided her notes regarding her interactions with Resident A, Ms. Reinardy, DCW Heather Reamon, Guardian A, and Ms. Bates. Ms. Fair noted Resident A requested Ms. Reamon be present during her interview and stated Ms. Reamon is her favorite DCW. In summary, Resident A reported to Ms. Fair that Ms. Bates yells at her and "bosses her around." She denied being left in her own waste and reported being able to toilet herself. She reported one time she fell in the bathroom and defecated and Ms. Bates yelled at her but she did not recall what Ms. Bates said. She stated she attempted to clean the shower and Ms. Bates came in, fell, and hurt herself. She stated she apologized to Ms. Bates but Ms. Bates said Resident A was not sorry. She stated Ms. Bates would not allow her into her room to utilize her coping skills.

In summary, Ms. Reamon stated “yes and no” about having concerns regarding Ms. Bates care toward Resident A. She stated it is true Ms. Bates would not allow Resident A into her room to utilize her coping skills but Ms. Bates made that decision for her safety. She stated Ms. Reinardy reported that Resident A defecated on the toilet and Ms. Bates made her clean it up. She stated Ms. Reinardy reported she sees that Resident A intentionally slides on the floor and Resident A will tell DCWs to leave when they try to assist her. She reported there is a Hoyer lift in the home for Resident A, however it does not reach the floor so first responders have to be contacted to assist Resident A up from the floor. She reported Resident A has not been having behaviors since Ms. Bates has been absent from the home.

In summary, Ms. Reinardy stated Ms. Bates “picks on” Resident A. She stated Ms. Bates thinks she can fix Resident A’s incontinence by telling her she isn’t incontinent and she can toilet herself, and Ms. Bates yells at Resident A for being incontinent. Ms. Bates threatens not to take Resident A on outings and documents it as Resident A refusing the outing. She stated Ms. Bates does not allow Resident A in her room to use her coping skills. She stated Ms. Bates yells at but does not call Resident A names, she will say things like, “I can’t believe you shit on the floor” and yells as she cleans feces up. She stated Resident A slides herself to the floor, likely seeking attention, and it takes three people to lift her, although she can get up herself. She stated on one occasion she witnessed Ms. Bates telling Resident A DCWs would not assist her up from the floor, which DCWs cannot do.

In summary, Guardian A reported Resident A is unhappy at this placement and reports that Ms. Bates yells at her. Guardian A stated that Ms. Bates confronted her, shouting at her during a phone call with Resident A about her not visiting Resident A, which was untrue. Ms. Bates also advised Guardian A she cannot walk into the home on her own. She stated Guardian A stated she did that on one occasion because DCWs were not immediately present. She reported Resident A is afraid of Ms. Bates and Ms. Bates does not de-escalate her when she is upset. Resident A has reported at times DCWs will not assist her.

In summary, Ms. Bates denied verbal or mental abuse to Resident A. She reported Resident A is very emotional and requests a lot of attention. She stated she and Resident A have an “on and off relationship” where Resident A will be happy and then upset with her. Ms. Bates reported that if Resident A becomes upset with her, she will leave and have another DCW assist Resident A. She stated she prompts Resident A to use her coping skills but Resident A refuses. She denied that Resident A falls and reported she slides down onto the floor on purpose. Ms. Bates reported she was not present when Resident A slid from her bed to the floor one time but she arrived at the home to assist later and Resident A was still on the floor. She stated that due to Resident A not having a gait belt or lift, it takes multiple DCWs to lift Resident A from the floor. She stated DCWs are not supposed to lift Resident A without proper equipment but they cannot leave Resident A on the floor. She denied speaking inappropriately to Resident A or swearing at her. She stated when Resident A slid down in the shower, she had uncontrollable loose stool. She stated

Resident A was upset and tried to clean the area up, she advised she would clean the area, left the area to get equipment, and returned to Resident A spraying the bathroom floor attempting to clean the area. She slipped on the wet floor and injured herself. She stated she did speak to Guardian A and confronted her that she had not seen Guardian A in the home and she thought she was supposed to visit Resident A as often as possible. They also had a disagreement about Guardian A walking into the home without invitation or signing in which is against resident rights and violates safety measures and she advised Guardian A that she needs to be let in by DCWs.

Ms. Fair reported there is a history of unsubstantiated complaints of a similar nature involving Resident A and other DCWs so she does not intend to substantiate any APS allegations at this time.

On 12/18/25, I completed a telephone interview with Ms. Bates. She stated she feels she is being targeted because she requested to speak to Human Resources regarding how Ms. Reamon manages the home after she was injured at work on 12/5/25. She stated it is Ms. Reamon who tells DCWs not to assist Resident A off the floor and she has text messages to prove it. She stated prior to Resident A having a Hoyer lift and gait belt, it was unsafe for DCWs to lift Resident A off the floor, especially if she slid to the floor in the shower room and was wet. She stated she told other DCWs and Ms. Reamon that lifting Resident A without assistive devices is not safe. She stated they would not leave Resident A on the floor, even though lifting her was unsafe. They would assist each other or call the fire department if needed.

Ms. Bates stated on one occasion she was informed at 8:00 a.m. that Resident A slid to the floor and had urinated on her bed, herself, and the floor and was left sitting in it because Ms. Reinardy could not lift her. She stated she arrived at the home at approximately 10:30 a.m. and found Resident A naked, still sitting on the floor in urine, and she had not eaten all morning. She stated she and another DCW then lifted Resident A onto her bed and Ms. Bates cleaned the area. She stated she completed an incident report which would confirm this.

Ms. Bates stated Resident A is very emotional. She stated DCWs will encourage her to go on outings, Resident A agrees, they prepare for the outings and Resident A then refuses to go. She denied withholding outings from Resident A and reported that Ms. Reamon has threatened to withhold outings from Resident A if she was not "good." She stated Resident A gets overwhelmed by instruction and Resident A cannot be forced to do anything. She stated recently, Resident A has started weight loss injections and she feels that has negatively impacted Resident A's wellbeing. She stated Resident A reports feeling sore and weak, she appears sad, she is not eating much and due to that and her coffee consumption, often has loose stool. She stated Resident A has also reported being sad in the home because she has limited people to engage with because the other residents are primarily nonverbal. In addition to that, Resident A would like her relatives to be her guardian as she dislikes her current guardian.

Ms. Bates stated she did have a confrontation with Guardian A. She stated she, Resident A, and Ms. Reamon were involved with a phone call Resident A was having with Guardian A. She stated Resident A reported wanting a different guardian and Ms. Bates assisted her with advocating this to her current guardian because she also does not feel Guardian A is meeting Resident A's needs. She stated she works during the day and has never met Guardian A, only two DCWs working together reported meeting Guardian A once, and Guardian A is not accessible via telephone. She stated Guardian A does not get Resident A needed items like cream for her knees or new clothing now that she has lost weight. She stated she and Ms. Reamon spend their personal money to purchase items for Resident A instead. She stated Guardian A was telling Resident A that she has visited her multiple times and ensures she is taken care of. She denied being inappropriate and reported Ms. Reamon observed the interaction and did not reprimand her for her behavior even though Guardian A reported she was being aggressive during the conversation.

Ms. Bates stated while working at the home, she has reported concerns regarding how Ms. Reamon manages the home to Sam Johnson who is Ms. Reamon's supervisor but nothing was done. She stated she addressed that Resident A needed a gait belt or lift for when she slides to the floor and a slide board so she can transfer herself without sliding to the floor. She also reported this to Resident A's network180 supports, and Ms. Reamon did not make any effort to obtain these items, even though Spectrum Community Services has a funding pool for items for residents and it would have been safer for Resident A and staff if Resident A had those items. She stated Resident A has since been authorized for a gait belt and Hoyer lift and they have been purchased for her.

Ms. Bates stated Ms. Reamon intentionally withheld Resident A's spending money when Resident A asked for it. She stated even though the money was available, Ms. Reamon advised DCWs to tell Resident A it was not available or when it became available each month, Ms. Reamon told DCWs to withhold it for days so Resident A did not spend it so soon. She stated this caused Resident A to be upset with her because she was asking her and other DCWs for her money but Ms. Reamon did not release it or advised DCWs not to release it to her. She stated Ms. Reamon also told Resident A, "If you're good then I will let you have your money."

Ms. Bates stated she expressed concern about Resident A's mood and wellbeing to Ms. Reamon and Resident A's network180 supports, but nothing was done. She stated Resident A was requesting to go to Pine Rest and Ms. Reamon berated her stating if she goes to Pine Rest, they will "pump her full of drugs" and Pine Rest is for "people who are crazy." She stated Ms. Reamon also intimidated Resident A and stated she would go to court and make sure that Resident A's relatives are not her guardians after their phone conversation with Guardian A.

Ms. Bates stated on 12/5/25, Resident A intentionally slid to the floor in the bathroom and refused to get up. She stated Resident A was wet and she could not lift her. She stated she contacted Ms. Reamon who reported she should contact the fire

department to lift Resident A. She stated she did, the fire department responded, assisted Resident A, and they spoke to Resident A to discuss what occurred. She stated after that, Resident A got dressed and they had coffee at the table together. She stated later that morning, Resident A reported she had to use the restroom and went to toilet herself. She stated Resident A had loose stool and it got "all over the bathroom, the walls, and the floor." She stated Resident A was attempting to leave the bathroom with feces on her shoes and wheelchair and she advised Resident A to wait and she would clean the area up after she obtained necessary personal protection equipment. She stated Resident A went into the shower to clean herself and she sprayed the bathroom floor with water. She stated she returned to the bathroom, stepped in, saw the floor was completely wet, turned around to leave the bathroom and slipped due to the floor being slippery with water and feces. She stated she then removed her pants as they were soiled with feces, wrapped herself in a towel, and called for a relative to pick her up from work because she injured her wrist when she fell. She stated she had work restrictions briefly but obtained permission to come back to work. She stated then she was informed she cannot return to work by Ms. Reamon who said they "cannot afford to have APS and (Office of Recipient) Rights (ORR) keep coming to the home." She inquired why she would have anything to do with APS and ORR coming to the home because she has never acted inappropriately. She then requested to speak to Human Resources because she did not understand why she was not allowed to return.

Ms. Bates stated she treats Resident A very well and feels like she is the DCW who cared the most for Resident A, although Resident A did target her, swear at her, and use a racial slur toward her at times. She stated she did not take that personally and would not take an accident like sliding to the floor or soiling the bathroom personally either. She stated other DCWs would follow Ms. Reamon's advice to just ignore Resident A when she slides to the floor or when she goes outside and screams profanity, but she did not do that. She stated she even told other DCWs not to follow the direction of Ms. Reamon when it came to ignoring Resident A. She stated Resident A did not have any restrictions or guidance in her assessment plan or treatment plan regarding how DCWs were to assist her when finding her on the floor or having behaviors outside. She stated Resident A primarily could toilet herself but she would assist Resident A if needed and never demanded Resident A clean her own feces as it would not be possible for Resident A to clean up her own feces due to her physical limitations.

Ms. Bates stated the only reprimand she received while working at this home was regarding a text message exchange with Ms. Reamon when she texted that something "pissed (her) off." She denied swearing at or yelling at Resident A or her interactions with Resident A or any other resident being discussed with her until this investigation.

Ms. Bates denied any interpersonal conflicts with Ms. Reamon or Ms. Reinardy. She stated she just dislikes how Ms. Reamon managed the home regarding Resident A and she dislikes that Ms. Reinardy followed the direction of Ms. Reamon but she

does not dislike them personally. She stated she and Ms. Reinardy initially “buted heads” because she was hired for a role that Ms. Reinardy had been doing and they had different views on how to run the home but they “worked it out like adults.”

After ending our conversation, Ms. Bates provided text messages that she reported were with Ms. Reamon and DCWs on a group chat on a Spectrum Community Services issued phone. She stated the text messaging system does not allow users to alter or delete what was sent. One text below Ms. Reamon’s name stated “Leave (Resident A) there on the floor. Let (Resident A’s supports coordinator) walk in and see it. Ignore her. She doesn’t exist.” The text messages did not document Ms. Bates expressing concerns or suggestions regarding Resident A, until after the incident on 12/5/25.

On 12/18/25, I requested contact information and documentation from Licensee Designee Jordan Walch. I also inquired if she was aware of any conflicts between DCWs that had been reported prior to this incident. She responded that she was made aware of a concern between Ms. Reinardy and Ms. Bates after 12/5/25 regarding Ms. Reinardy saying she did not like Ms. Bates’ attitude and that Ms. Bates did not appreciate her.

On 12/18/25, I contacted network180 ORR and confirmed Melissa Gekeler was also investigating the allegations. I contacted Ms. Gekeler who stated she would be completing interviews the week of 1/5/26 and would follow up after her interviews were completed to discuss them.

On 12/19/25, I received a forwarded message from Ms. Walch where Ms. Reinardy expressed concern about Ms. Bates’ behavior to Ms. Reamon. It was dated 12/5/25. She expressed concern that she did not believe Ms. Bates fell and was injured and submitted photographs reportedly of Ms. Bates’ overall pants, which were very light beige, completely dry and free of feces after Ms. Bates had removed them. She expressed concern regarding how Ms. Bates treats Resident A. She stated on 12/5/25, Resident A went to the bathroom and soiled the floor with feces and Ms. Bates yelled, “Oh my god, I can’t believe you shit all over the place” and that Resident A was going to have to clean it up. She stated Ms. Bates continued to yell at Resident A. She stated Ms. Bates then yelled for Ms. Reinardy and said, “I just fell in shit.” She stated she feels it is “getting out of hand” how Ms. Bates treats Resident A and the employees in the home.

On 12/22/25, I received Resident A’s Assessment Plan for AFC Residents. It noted Resident A needs transferring assistance with toileting. No other transferring assistance or guidance for transferring Resident A was discussed.

On 12/22/25, I completed a telephone interview with Ms. Reamon who stated Ms. Bates never requested assistive devices for Resident A but she did make comments such as “I can’t keep doing this. We can’t get (Resident A) off the floor.” She stated the funding pool for residents was discussed with Ms. Reamon, Ms. Reinardy, and

Ms. Bates at manager meetings but was not Ms. Bates' idea and Ms. Bates' did not make suggestions to use the funds for Resident A. She stated prior to December 2025, she was made aware that Resident A and Ms. Bates "were like oil and water" because Resident A dislikes African American women and seemed to target Ms. Bates.

Ms. Reamon stated she did not become concerned about Ms. Bates' interactions until November 2025 when Resident A appeared to be "getting under (Ms. Bates') skin" and Ms. Bates was tearful at work in response to Resident A's actions. She stated Ms. Bates also began complaining about the how "the house smells like piss" and she advised Ms. Bates it is part of her job to clean the home. She stated at that time she was starting to become concerned about whether Ms. Bates was fit for this job any longer. She stated Ms. Bates struggled to not become involved with Resident A's behaviors, when she should have not engaged with Resident A. She stated Ms. Bates sent an email to her listing her concerns on 12/5/25 and she agreed she could forward that to me. She confirmed she received the message sent by Ms. Reinardy discussing the incident with Ms. Bates and Resident A in the bathroom on 12/5/25 as well.

Ms. Reamon stated Ms. Bates was reprimanded for how she spoke to Guardian A on the phone in December 2025, although Ms. Bates was not given formal notice of this prior to her going on leave from the home. She stated she could hear Ms. Bates yelling at Guardian A on the phone from the basement of the home but she could not hear what Ms. Bates was saying, she was concerned with Ms. Bates' volume and tone. She stated when she came upstairs, she heard Ms. Bates "ripping apart" Guardian A so she took the phone from Ms. Bates because the interaction was not appropriate. She denied threatening to become involved with Resident A's guardianship.

Ms. Reamon stated Resident A is given a small amount of personal money each month and her outstanding pharmacy bill would take all of it, if not for Ms. Reamon putting some aside for Resident A to spend each month. She stated she does not withhold Resident A's money, tell other DCWs to withhold Resident A's money, or tell Resident A she will only get money when she is good. She stated Resident A did ask to manage her personal money by herself, assuring that she would pay her bills, and this was discussed with her team. She stated Resident A was given the opportunity to do this and spent all the money within two days and did not pay her bills. She said it was then agreed her bills would be paid first with a small amount left for her personal spending. She stated she and Ms. Reinardy also used their own personal money to purchase items for Resident A. She stated she was not aware of Ms. Bates using her own money to purchase items for Resident A.

Ms. Reamon stated she never withheld or advised DCWs to withhold an outing or advise Resident A she would not get an outing unless she was good. She stated Resident A can have aggressive and upsetting behaviors and when she is in that state, they may delay the outing and advise Resident A once she is calm, they will

then be able to go on the outing. She denied anyone using that as threat to Resident A.

Ms. Reamon denied mocking Resident A when she requested to go to Pine Rest. She denied asking Resident A if she was crazy, stating Pine Rest is for people who are crazy, or stating Pine Rest will “pump her full of drugs.” She stated Resident A will state that she wants to go to Pine Rest “to make people mad,” not because she wants mental health treatment. She gave the example that Resident A once asked to go to Pine Rest and Ms. Reamon advised she would not be going to Pine Rest with Resident A and Resident A would not have DCWs with her there. She stated Resident A then reported, “Never mind, I don’t need to go.” She stated Resident A requesting to go to Pine Rest is a behavior and not due to seeking mental health treatment.

Ms. Reamon stated Resident A’s treatment team discussed ignoring Resident A’s behavior and not giving negative behaviors attention. She stated when Resident A was outside yelling, one DCW was outside supervising her, the DCW was just ignoring her yelling. She stated Resident A’s behavior of sliding to the floor was a recent behavior with her having one day when she slid down twice in her bedroom and another day when she slid down in the bathroom. She stated the first time, it took three DCWs to get Resident A off the floor and Ms. Bates reported they hurt themselves lifting Resident A. She stated she advised the DCWs if they were injured, they needed to leave to get medical treatment and Ms. Bates advised they were not injured but their backs hurt from lifting Resident A. She stated Resident A then slid to the floor again and Ms. Reinardy went in to speak to her and Resident A screamed and was swearing for DCWs to get out of her room and that she wanted Ms. Bates, who she referred to as a racial slur, to get out of her house. She stated EMS was called to assist with lifting Resident A at that time because she was agitated and not cooperating with DCWs with getting off the floor. She denied that Resident A was ever left on the floor or she advised DCWs to leave Resident A on the floor.

Ms. Reamon stated there is a text message group chat the DCWs have on their work phone. She stated she has never tried to edit the chats so she is not certain if they can be edited or not but she does not believe that they can. She stated she does recall stating, “Leave (Resident A) there on the floor. Let (Resident A’s supports coordinator) walk in and see it. Ignore her. She doesn’t exist.” She stated she sent that because Resident A’s supports coordinator was on his way to the home and was going to arrive soon and she wanted him to see Resident A’s behavior. She denied intending it in a malicious manner. She stated when Resident A’s supports coordinator arrived, Resident A was able to transfer herself independently from the floor.

On 12/22/25, I received an email from Ms. Reamon which was from Ms. Bates and dated 12/5/25. It stated Resident A is refusing to use her legs to transfer and four times she has slid to the floor so DCWs must assist her. She stated Resident A has

been “lying in piss in her bed and chair” because she refuses to get up. She expressed that DCWs having to assist Resident A is “too much” and the home smells like urine and it is “unbearable” to DCWs. She stated Resident A will not eat unless DCWs assist her and then lie to her supports that DCWs do not assist her. She stated that day, Resident A discussed intentionally sliding to the floor, screaming, and swearing so DCWs must assist her. Ms. Bates requested assistance and reported DCWs feel they have done all they can do.

On 12/22/25, I placed a phone call to Ms. Johnson. A voicemail message was left requesting a return phone call. A return phone call was not received at the time of the report disposition.

On 1/20/26, I exchanged emails with Ms. Gekeler. She reported through her interviews, Ms. Bates was substantiated for Abuse III. She stated she is also investigating Ms. Reamon for not providing Resident A’s money as requested and Ms. Reamon advising at times, she did not have access to Resident A’s money because it was kept in a locked area outside of the home.

<b>APPLICABLE RULE</b>	
<b>R 400.681</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.</b>
<b>ANALYSIS:</b>	<p>Resident A reported disliking Ms. Bates. She denied concerns regarding any other direct care worker in the home. She reported Ms. Bates would not assist with lifting her.</p> <p>Ms. Reinhardy and Ms. Reamon reported concerns about Ms. Bates’ interactions with Resident A.</p> <p>I observed text messages that Ms. Reamon (Home Manager) confirmed she sent discussing leaving Resident A on the floor which stated, “Leave (Resident A) there on the floor. Let (Resident A's supports coordinator) walk in and see it. Ignore her. She doesn’t exist.”</p> <p>Based on the interviews completed and documentation reviewed, there is sufficient evidence Resident A was not treated with dignity or respect.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 2/3/26, I completed an exit conference with Ms. Walch who did not dispute my findings or recommendations and agreed to review the report when it is received.

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remains the same.

*Cassandra Duursma*

02/03/2026

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Cassandra Duursma  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

02/03/2026

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Jerry Hendrick  
Area Manager

Date