



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 4, 2026

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

RE: License #: AM410403710
Investigation #: 2026A0579034
Brightside Living - Mistywood

Dear Mr. Husted:

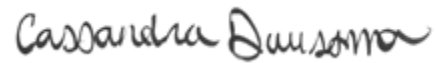
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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**

I. IDENTIFYING INFORMATION

License #:	AM410403710
Investigation #:	2026A0579034
Complaint Receipt Date:	04/20/2026
Investigation Initiation Date:	04/21/2026
Report Due Date:	06/19/2026
Licensee Name:	Brightside Living LLC
Licensee Address:	690 Dunegrass Circle Dr, Saugatuck, MI 49453
Licensee Telephone #:	(614) 329-8428
Administrator:	Corey Husted
Licensee Designee:	Corey Husted
Name of Facility:	Brightside Living - Mistywood
Facility Address:	3371 Mistywood St SE, Caledonia, MI 49316
Facility Telephone #:	(616) 803-0476
Original Issuance Date:	05/01/2020
License Status:	REGULAR
Effective Date:	11/01/2024
Expiration Date:	10/31/2026
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED/ MENTALLY ILL DEVELOPMENTALLY DISABLED/ AGED

II. ALLEGATION(S)

	Violation Established?
The furnace was left inoperable and it was cold in the home for several days.	Yes

III. METHODOLOGY

04/20/2026	Special Investigation Intake 2026A0579034
04/20/2026	APS Referral Denied
04/21/2026	Special Investigation Initiated - Telephone Resident A
04/23/2026	Contact- Face to Face Resident B, Resident C, Javan Louis, Direct Care Worker
04/24/2026	Contact- Document Sent Kalia Greenhoe, Administration
04/26/2026	Contact- Document Received Corey Husted, Licensee Designee
04/28/2026	Exit Conference Corey Husted, Licensee Designee

ALLEGATION: The furnace was left inoperable and it was cold in the home for several days.

INVESTIGATION: On 4/20/26, I received this referral which alleged that on 4/17/26, the furnace went out at the home, leaving residents and direct care workers (DCWs) without heat. The furnace will not be looked at until 4/21/26. The owners and management have not answered or returned phone calls regarding concerns regarding there being no heat in the home.

On 4/21/26, I completed a telephone interview with Resident A. He reported that the home has been very cold since Friday and at one point the thermostat in the home indicated it was 60 degrees Fahrenheit. He reported DCWs heated the home by turning the oven on, opening the oven door, and advising residents to stay near the kitchen. He stated it was very cold at night. He reported there are repair people there working on the furnace right now and he believes it will be fixed soon.

On 4/23/26, I completed an unannounced on-site investigation at the home. I observed the thermostat to be at 73 degrees Fahrenheit while I was in the home. Interviews were completed with Resident B, Resident C, and DCW Javan Louis.

Mr. Louis reported he was working when issues with the broiler began on 4/18/26. He stated it was not very cold in the home when he was working that day and he did not turn the oven on, leave the door open, or advise residents to stay near the kitchen, nor did any other DCW he worked with that day. He stated he immediately reported that the boiler was not working correctly to his manager and it was told a repair person could not come to the home until 4/21/26. He denied the temperature in the home got to 60 degrees Fahrenheit while he was working. He stated there is a DCW who works overnight and opens the windows to air out the cleaning chemical smell in the home. He stated it is possible that he may have opened the windows and/or turned the oven on in the evening or overnight if it was cold in the home.

Resident B stated it was “very cold” in the home over the weekend. He denied that any DCW turned on the oven, opened the door, and told residents to remain near the kitchen. He stated he wore extra layers of clothes and had extra blankets on his bed but “it didn’t really help.” He reported that his room was very cold at night.

Resident C said “it was kind of cold” over the weekend. He stated he put on extra clothing and had extra blankets on his bed. He stated it was mostly cold when he took a shower. He stated it was cold “no more than a couple days” and the issues are repaired now.

On 4/24/26, I contacted Kalia Greenhoe who works in administration for Brightside Living. She reported licensee designee Corey Husted would have more information regarding the allegation.

On 4/24/26, I contacted Mr. Husted who responded he was made aware the boiler was not responding to reset and he requested his staff to contact a heating and cooling company which was not able to come to the home until 4/21/26.

On 4/26/26, I exchanged emails with Mr. Husted who reported he was initially made aware of issues with the boiler on 4/15/26 but resetting the system resolved the issues. He stated he then learned that resetting the boiler was no longer working and that is when the heating and cooling company was contacted and reported they were available on 4/21/26. He stated he does not recall anyone reporting the temperature of the home to him.

APPLICABLE RULE	
R 400.653	Room temperature.
	Resident-occupied rooms must be heated at no less than 68 degrees Fahrenheit. While air conditioning is not required, precautions must be taken to prevent prolonged

	resident exposure to noncirculating air that is at a temperature of 90 degrees Fahrenheit or above. Variations must be based on a resident's health care appraisal and addressed in the resident's assessment plan.
ANALYSIS:	<p>Resident A, B, and C reported being cold in the home when there were issues with the boiler, up to it no longer working on the weekend of 4/18/26. Resident A reported the thermostat read 60 degrees Fahrenheit at one point.</p> <p>Mr. Louis and Mr. Husted confirmed there were issues with the boiler that could not be repaired until 4/21/26. Mr. Husted denied that the temperature in the home was reported to him. Mr. Louis denied being cold while he was present in the home but acknowledged the home could have been cold at night.</p> <p>Based on the interviews completed there is sufficient evidence that an appropriate temperature, as specified by the rule, was not maintained in the home.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 4/28/26, I completed an exit conference with Mr. Husted who did not dispute my findings or recommendations.

IV. RECOMMENDATION

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

Cassandra Duursma

05/01/2026

Cassandra Duursma
Licensing Consultant

Date

Approved By:

Jerry Hendrick

05/04/2026

Jerry Hendrick
Area Manager

Date