



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 27, 2026

Amanda Ledford
Hope Network West Michigan
PO Box 890
Grand Rapids, MI 49501-0141

RE: License #: AS410390489
Investigation #: 2026A0340051
Neo 52nd St.

Dear Mrs. Ledford:

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 #:	AS410390489
Investigation #:	2026A0340051
Complaint Receipt Date:	07/02/2026
Investigation Initiation Date:	07/06/2026
Report Due Date:	08/31/2026
Licensee Name:	Hope Network West Michigan
Licensee Address:	PO Box 890 Grand Rapids, MI 49518
Licensee Telephone #:	(616) 490-3684
Administrator:	Amanda Ledford
Licensee Designee:	Amanda Ledford
Name of Facility:	Neo 52nd St.
Facility Address:	1441 52nd St. SE Kentwood, MI 49508
Facility Telephone #:	(616) 279-2154
Original Issuance Date:	10/18/2017
License Status:	REGULAR
Effective Date:	04/17/2026
Expiration Date:	04/16/2028
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 6/19/26, Resident A drank toilet bowl cleaner that had been left in the bathroom. Staff called poison control and Resident A was taken to the ER where he was seen but not admitted. Resident A returned to the home without further issue.	Yes

III. METHODOLOGY

07/02/2026	Special Investigation Intake 2026A0340051
07/06/2026	Special Investigation Initiated – Letter Ms. Ledford
07/10/2026	Inspection Completed On-site
07/24/2026	Exit Conference Designee Amanda Ledford

ALLEGATION: On 6/19/26, Resident A drank toilet bowl cleaner that had been left in the bathroom. Staff called poison control and Resident A was taken to the ER where he was seen but not admitted. Resident A returned to the home without further issue.

INVESTIGATION: On July 2, 2026, a complaint was filed with the BCHS Online Complaints by the Office of Recipient Rights. It stated that on 6/19/26 staff Kiah was assisting Resident A with a shower, he went into the bathroom, and she left the room to get body wash for him. While she was gone, he found toilet bowl cleaner with bleach and he drank it. Staff contacted poison control and transported Resident A to the hospital where he was treated and then sent home.

On July 2, 2026, this complaint was assigned to Licensing Consultant Elizabeth Elliott.

On July 6, 2026, this complaint was reassigned to me. I then emailed Amanda Ledford and requested a copy of the Incident Report (IR) and Assessment Plan for Resident A which she sent on this date and I reviewed. The Assessment Plan for Resident A was signed by Ms. Ledford on 1/21/26. The Plan documents Resident A's need for prompting with bathing and personal hygiene. The IR was completed by staff Kiah Ezell on 6/19/26. It stated that around 2 PM on that date, Resident A was in the bathroom taking a shower when Ms. Ezell went to get the shower gel for him. When Ms. Ezell returned to the bathroom she found Resident A had drank toilet bowl cleaner with bleach. She immediately called Poison Control who directed Ms.

Ezell to take Resident A to the ER. Ms. Ezell went with Resident A to the hospital and remained with him for the two hours he was there being monitored before he was sent home. Ms. Ezell was instructed to continue monitoring Resident A for vomiting or upset stomach.

On July 10, 2026, I conducted an unannounced home inspection. Resident A was home at the time of my inspection but refused to meet with me. Ms. Ezell was working at this time, so I asked her to explain what happened with Resident A the day of the incident. Ms. Ezell took me to the bathroom of the home. The layout of the bathroom is very large and open. On the other side of the open-air shower there is a cubby-like space with shelves. This space is kept empty. Ms. Ezell stated she had brought Resident A into the bathroom. He needs prompts for showering, so she had brought the things he needed but had not grabbed the body wash. She left the bathroom to go to the closet in the main area of the home to grab the body wash. Ms. Ezell estimated this took less than 10 seconds. When she returned to the bathroom, she saw blue liquid spilled on the floor of the bathroom and then saw the toilet cleaner container. Ms. Ezell asked Resident A what happened and then saw Resident A had blue on his mouth. He told her, "The soap doesn't taste good".

Ms. Ezell stated she immediately called Poison Control, who told her to take him to the ER which she did. Ms. Ezell stated she remained with Resident A at the hospital while he was observed. The doctor did not believe he had ingested much of the cleaner, so he was discharged to be monitored at home. Ms. Ezell stayed at the home and continued monitoring Resident A. He did not exhibit any symptoms. I asked Ms. Ezell if everything is normally kept in the locked closet and she stated "yes". Ms. Ezell did not know who had last cleaned the bathroom or had left the cleaner in the bathroom, but knew it should not have been left there. She stated it must have been on the shelves because she did not see it when she entered the bathroom with Resident A. Ms. Ezell added that she will be checking the shelving area from now on.

APPLICABLE RULE	
R 400.645	Environmental health.
	(7) Poisons, caustics, and other dangerous materials must be stored and safeguarded in non-resident, non-food preparation areas, and storage areas.
ANALYSIS:	The allegation was made that Resident A drank toilet bowl cleaner that had been left in the bathroom. An IR written by Ms. Ezell confirmed that she was assisting Resident A in the bathroom and when she stepped out to grab some shower gel. Resident A found toilet bowl cleaner that had been left in the bathroom and swallowed some before she returned. When Ms. Ezell discovered what happened she called

	Poison Control and took Resident A to the hospital. He was discharged back to the home that night for continued observation and did not exhibit any symptoms. Ms. Ezell confirmed the information on the IR. There is a preponderance that toilet bowl cleaner was left in the bathroom, accessible for Resident A to obtain and drink.
CONCLUSION:	VIOLATION ESTABLISHED

On July 24, 2026, I conducted an exit conference with Designee Amanda Ledford. We discussed the incident as well as the rule violation which occurred. Ms. Ledford agreed to submit a Corrective Action Plan.

IV. RECOMMENDATION

Upon receipt of an approved Corrective Action Plan, I recommend no change to the current license status.



July 24, 2026

Rebecca Piccard
Licensing Consultant

Date

Approved By:



July 27, 2026

Jerry Hendrick
Area Manager

Date