



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 13, 2022

Ramone Beltran  
Beacon Specialized Living Services, Inc.  
Suite 110  
890 N. 10th St.  
Kalamazoo, MI 49009

RE: License #: AS390406162  
Investigation #: 2022A1024008  
Beacon Home at Sprinkle

Dear Mr. Ramone Beltran:

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) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant  
Bureau of Community and Health Systems  
427 East Alcott  
Kalamazoo, MI 49001

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS390406162
<b>Investigation #:</b>	2022A1024008
<b>Complaint Receipt Date:</b>	11/22/2021
<b>Investigation Initiation Date:</b>	11/22/2021
<b>Report Due Date:</b>	01/21/2022
<b>Licensee Name:</b>	Beacon Specialized Living Services, Inc.
<b>Licensee Address:</b>	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
<b>Licensee Telephone #:</b>	(269) 427-8400
<b>Administrator:</b>	Ramone Beltran
<b>Licensee Designee:</b>	Ramone Beltran
<b>Name of Facility:</b>	Beacon Home at Sprinkle
<b>Facility Address:</b>	6457 N. Sprinkle Rd. Kalamazoo, MI 49004
<b>Facility Telephone #:</b>	(269) 488-8118
<b>Original Issuance Date:</b>	02/18/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/18/2021
<b>Expiration Date:</b>	08/17/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff member intentionally hit Resident A with his head during a physical restraint.	No

## III. METHODOLOGY

11/22/2021	Special Investigation Intake 2022A1024008
11/22/2021	Contact - Document Sent email sent to Recipient Rights Officer (RRO) Elizabeth Simon
11/22/2021	Contact - Telephone call made with home manager Margo Lewis
11/22/2021	Special Investigation Initiated – Telephone with RRO Elizabeth Simon
11/22/2021	Contact-Document Received- <i>AFC Licensing Division-Incident/Accident Report</i> received
11/29/2022	Contact - Telephone call made with direct care staff member Montiece Sanders
12/10/2021	Contact - Telephone call made with direct staff member Brittany Miller and Resident A
01/03/2022	Inspection Completed On-site with Resident B and Resident C
01/03/2022	Contact - Telephone call made with district director Aubrey Napier
01/10/2022	Exit Conference with license designee Ramone Beltran
01/11/2022	APS Referral Made

### **ALLEGATION:**

**Staff member intentionally hit Resident A with his head during a physical restraint.**

### **INVESTIGATION:**

On 11/22/2021, I created a special investigation intake due to a phone call I received with allegations that a direct care staff member intentionally hit Resident A with his head during a physical restraint.

On 11/22/2021, I conducted an interview with home manager Margo Lewis regarding this allegation. Ms. Lewis stated on 11/16/2021 she heard Mr. Sanders yell for staff assistance while she was in the office meeting with direct care staff member Brittany Miller and district director Aubrey Napier. Ms. Lewis stated she immediately left the office to assist and observed Mr. Sanders on top of Resident A while on the edge of the living room couch. Ms. Lewis stated Mr. Sanders advised her that he was not able to get off the couch due to Resident A restricting his movement by holding his hair. Ms. Lewis stated she provided assistance to Mr. Sanders by talking with Resident A and was eventually able to encourage Resident A to release Mr. Sanders hair. This allowed Mr. Sanders to get up being on top of Resident A and from being on the couch. Ms. Lewis stated Resident A informed her that he became upset with Mr. Sanders because he believed Mr. Sanders was treating him unfairly by not allowing him to go to the store. Ms. Lewis stated Resident A further stated he hit Mr. Sanders and Mr. Sanders hit Resident A with his head while he had a hold of his hair. Ms. Lewis stated she observed Mr. Sanders move his head in attempts to get up from the couch however did not observe Mr. Sanders hit Resident A nor had she ever previously seen Mr. Sanders mistreat any of the residents.

On 11/22/2021 and 1/10/2022, I conducted an interview with Recipient Rights Officer Elizabeth Simon. Ms. Simon stated she also investigated this allegation and found no substantial findings to support this allegation.

On 11/22/2021, I reviewed *AFC Licensing Division-Accident/Incident Report* dated 11/16/2021 written by Montiece Sanders. According to this report, Resident A punched staff member Montiece Sanders in the face while coming down the stairs. This report stated Resident A then pulled Mr. Sanders's hair and while holding him Resident A bit staff at the face and chest yelling obscenities at Mr. Sanders. The report stated Resident A stated he was upset because his representative payee has not been sending him his \$44 and Resident A believed the representative payee was withholding money from him. Resident A calmed down while the other staff members provided verbal redirection. The report stated staff will follow up with Resident A's representative payee to find out what is going on with Resident A's funds.

On 11/29/2021, I conducted an interview with direct care staff member Montiece Sanders. Mr. Sanders stated on 11/16/2021, Resident A asked Mr. Sanders to transport him to the gas station to purchase snacks and asked if he could smoke inside the home. Mr. Sanders stated he informed Resident A that he did not have any funds in his personal spending account to purchase snacks from the gas station and went over the rules as it pertains to smoking on the facility grounds and the timeframes when smoking is allowed. Mr. Sanders stated after speaking with Resident A he walked in Resident A's direction to speak to home manager Ms. Margo Lewis who was in the staff office meeting with other staff members. Mr. Sanders stated when he walked down the stairs towards the office, Resident A physically attacked him by punching him in the face and pulling a large chunk of his

hair which caused them to fall over to the edge of couch. Mr. Sanders stated he attempted to get up from the couch however his movement was restricted due to Resident A maintaining a hold on his hair. Mr. Sanders stated while on the couch, Resident A made several attempts to bite his face and chest and continued to restrict Mr. Sanders movement by grabbing and pulling Mr. Sanders by his hair. Mr. Sanders stated he immediately yelled out for help and received assistance from home manager Ms. Lewis, direct care staff member Brittany Miller and district director Aubrey Napier at which time they were able to de-escalate Resident A with verbal prompting and redirecting. Mr. Sanders at no point during the incident did he intentionally hit Resident A with his head. Mr. Sanders after the incident Resident A informed him that he physically attacked Mr. Sanders because he believed Mr. Sanders was following him downstairs. Mr. Sanders stated he has been working with Resident A for quite some time and they generally have a good rapport with one another. Mr. Sanders stated he has never mistreated Resident A or any of the other residents.

On 12/10/2021, I conducted an interview with direct care staff member Brittany Miller and Resident A. Ms. Miller stated on 11/16/2021 she heard Mr. Sanders yell for help and found Mr. Sanders lying on top of Resident A on the end of the couch. Ms. Miller stated she observed Resident A holding a large portion of Mr. Sander's hair and observed Resident A refusing to release Mr. Sander's hair after multiple prompts from Mr. Sanders. Ms. Miller stated she and other staff members were able to provide verbal prompting and redirecting that encouraged Resident A to release Mr. Sander's hair which allowed Mr. Sanders to get up and remove himself from the situation. Ms. Miller stated Resident A informed her after the incident that he hit Mr. Sanders because Mr. Sanders hit him for no reason. Ms. Miller stated she does not believe Mr. Sanders hit Resident A and believes Resident A was upset because he did not have any money to purchase items at the store. Ms. Miller stated all the residents in the home have a good relationship with Mr. Sanders and Ms. Miller has never seen Mr. Sanders mistreat any of the residents including Resident A.

Resident A stated he does not recall any details from the incident that took place on 11/16/2022 involving Mr. Sanders. Resident A stated he gets along with Mr. Sanders and things are going "good." Resident A stated he does not believe he has been mistreated by any staff member in the home.

On 1/3/2022, I conducted an onsite investigation at the facility and interviewed Resident B and Resident C who both stated they have been living in the home for over two years and have never been mistreated by Mr. Sanders. Resident B and Resident C also stated they have not heard any complaints made by other residents stating that they have been harmed or mistreated by Mr. Sanders.

On 1/3/2022, I conducted an interview with district director Aubrey Napier regarding this allegation. Ms. Napier stated while meeting with other direct care staff members in the staff office she heard direct care staff member Mr. Sanders yell out for staff assistance. Ms. Napier stated when she came out of the office, she observed

Resident A lying forward on the couch pulling Mr. Sanders by the hair which caused Mr. Sanders to be on top of him. Ms. Napier stated Mr. Sanders notified her that he was not able to move because Resident A would not release his hair. Ms. Napier stated she, along with Ms. Lewis and Ms. Miller, talked with Resident A which allowed Resident A to de-escalate and release the hold to Mr. Sander's hair. Ms. Napier stated when debriefing with Mr. Sanders, she was notified that Resident A became upset because he did not have any money to make purchases at the store, therefore he punched him and grabbed his hair which caused them to fall on the couch. Ms. Napier stated Resident A informed her that he physically attacked Mr. Sanders because he believed that Mr. Sanders was following him when Mr. Sanders was walking to the office. Ms. Napier stated she does not believe Mr. Sanders hit Resident A and found that Mr. Sanders was restricted in his movement due to Resident A grabbing Mr. Sander's by the hair. Ms. Napier stated no other residents were present and she has not had any reports that Mr. Sanders hit Resident A. Ms. Napier does not believe Mr. Sanders mistreated Resident A.

On 1/11/2022, I made an Adult Protective Services (APS) referral due to allegations of Resident A suspecting representative payee withholding his funds but given there was no evidence that direct care staff member Montiece Sanders hit Resident A that was not included in the referral.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.</b>

<b>ANALYSIS:</b>	Based on my investigation which included interviews with direct care staff members Montiece Sanders, Brittany Miller, home manager Margo Lewis, district director Aubrey Napier, Residents A, B, C, Recipient Rights Officer Elizabeth Simon, and review of <i>AFC Licensing Division-Accident/Incident Report</i> there is no evidence to support the allegation staff member Montiece Sanders intentionally hit Resident A with his head during a physical altercation. According to Mr. Sanders Resident A physically assaulted him by punching him in the face and pulling a large chunk of his hair which caused them to fall over to the edge of couch on top of each other. Mr. Sanders stated while on the couch, Resident A made several attempts to bite his face and chest and continued to restrict Mr. Sanders movement by grabbing and pulling Mr. Sanders by his hair. Mr. Sanders stated he immediately yelled out for help and received assistance from home manager Ms. Lewis, direct care staff member Brittany Miller and district director Aubrey Napier at which time they were able to de-escalate Resident A with verbal prompting and redirecting. Mr. Sanders at no point during the incident did he intentionally hit Resident A with his head. Ms. Lewis, Ms. Miller, and Ms. Napier all reported that they did not observe Mr. Sanders hit Resident A rather all observed Resident A to have a hold of Mr. Sander's hair which restricted Mr. Sander's movement to be able to get up from the couch. Ms. Napier also stated she had no reports from Resident A that he was hit by Mr. Sanders during this incident. Residents A, B, C all reported they have not been mistreated by Mr. Sanders.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 1/10/2022, I conducted an exit conference with licensee designee Ramone Beltran. I informed Mr. Beltran of my findings and allowed him an opportunity to ask questions or make comments.

**IV. RECOMMENDATION**


I recommend the current license status remain unchanged.



Ondrea Johnson  
Licensing Consultant

1/10/2022  
Date

Approved By:



01/13/2022

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Dawn N. Timm  
Area Manager

Date