



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 15, 2022

Roxanne Goldammer  
The Country House, LLC  
110  
890 N. 10th St.  
Kalamazoo, MI 49009

RE: License #: AM040291143  
Investigation #: 2022A0360015  
Beacon Home at Ossineke

Dear Ms. Goldammer:

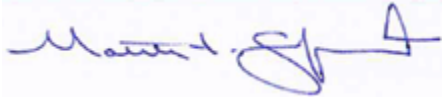
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (989) 732-8062.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist", is placed over a light blue rectangular background.

Matthew Soderquist, Licensing Consultant  
Bureau of Community and Health Systems  
Ste 3  
931 S Otsego Ave  
Gaylord, MI 49735  
(989) 370-8320

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM040291143
<b>Investigation #:</b>	2022A0360015
<b>Complaint Receipt Date:</b>	01/31/2022
<b>Investigation Initiation Date:</b>	01/31/2022
<b>Report Due Date:</b>	03/02/2022
<b>Licensee Name:</b>	The Country House, LLC
<b>Licensee Address:</b>	110 890 N. 10th St. Kalamazoo, MI 49009
<b>Licensee Telephone #:</b>	(989) 471-8482
<b>Administrator/Designee:</b>	Roxanne Goldammer
<b>Name of Facility:</b>	Beacon Home at Ossineke
<b>Facility Address:</b>	10685 Spruce Rd Ossineke, MI 49766
<b>Facility Telephone #:</b>	(989) 471-1192
<b>Original Issuance Date:</b>	12/17/2009
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/12/2020
<b>Expiration Date:</b>	06/11/2022
<b>Capacity:</b>	12
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A was told to “shut the fuck up” by Beacon staff James Gilbert.	Yes

**III. METHODOLOGY**

01/31/2022	Special Investigation Intake 2022A0360015
01/31/2022	Special Investigation Initiated - Telephone Jolie Danielson NEMCMH ORR
02/01/2022	Contact- Letter received Jolie Danielson NEMCMH
02/02/2022	Inspection Completed On-site Resident A, DCS Melissa LaBonte, Cheyenne Sutherland, Kelly Evans
02/02/2022	Contact - Face to Face James Gilbert
02/15/2022	Exit Conference With Roxanne Goldammer

**ALLEGATION: Resident A was told to “shut the fuck up” by Beacon staff James Gilbert.**

**INVESTIGATION:** On 1/31/2022 I was assigned a complaint from the LARA online complaint system.

On 1/31/2022 I contacted Jolie Danielson from Northeast Community Mental Health Office of Recipient Rights. Ms. Danielson stated she would be investigating a rights complaint.

On 2/1/2022 I was contacted by rights officer Jolie Danielson who stated she has scheduled an interview with James Gilbert at the NEMCMH office for tomorrow at 11:00 a.m.

On 2/2/2022 I interviewed Beacon staff member James Gilbert with recipient rights officer Jolie Danielson at NEMCMH. Mr. Gilbert stated he was recently hired by Beacon as a maintenance person for the home. He stated on 1/26/2022 he was doing some repair work on the home. He stated Resident A has always been very

curious about the work he was doing in the home. He stated Resident A was trying to help and was grabbing his tools and things. He stated he was cutting some new flooring for the home and other staff were starting to complain about the mess he was making. He stated he decided to throw some of the boards out the bedroom window. He stated Resident A then started yelling at him that he needed to pick up his boards. Mr. Gilbert stated he turned to Resident A and told him to, "shut up." He stated Resident A told him not to tell him to shut up in his house. Mr. Gilbert stated it "was possible, he didn't think so, but he couldn't remember," if he stated to Resident A to "shut the fuck up." He stated he is currently on suspension pending the rights investigation. He stated prior to starting as the maintenance person for the home he completed recipient rights, CPR and first aid training.

On 2/2/2022 I conducted an onsite inspection at the facility. I interviewed direct care staff Melissa LaPointe. Ms. LaPointe stated she saw Mr. Gilbert come out of the bedroom and Resident A was complaining about how he was not a very good maintenance person. She stated she heard Mr. Gilbert and Resident A "getting short" with each other but didn't hear any swearing. I then interviewed direct care staff Cheyenne Sutherland. Ms. Sutherland stated the direct care staff asked Mr. Gilbert to pick up some boards that had nails in them because they could be a potential danger to residents. She stated Resident A reminded Mr. Gilbert to pick the boards up about ten minutes later and she heard Mr. Gilbert tell Resident A to "shut the fuck up." She stated she then redirected Resident A away from Mr. Gilbert. I then interviewed direct care staff Kelly Evans. Ms. Evans stated she asked Mr. Gilbert to pick up some boards he had left on the floor with nails in them. She stated Mr. Gilbert ignored her and a short while later Resident A saw that he had not picked up the boards. She stated Resident A asked Mr. Gilbert if he was going to pick up the boards and Mr. Gilbert told Resident A to "shut the fuck up." She stated they both had some more words back and forth and Resident A told him he can't talk to him that way.

While at the home on 2/2/2022 I interviewed Resident A. Resident A stated on 1/26/2022 Mr. Gilbert had been asked by other staff to pick up some boards that had nails in them. He stated he noticed Mr. Gilbert had not picked up the boards with nails and asked him to pick the boards up. He stated Mr. Gilbert then told him to, "shut the fuck up." Resident A stated he told Mr. Gilbert he cannot talk to him that way.

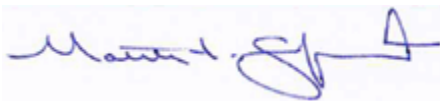
<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>

<b>ANALYSIS:</b>	<p>The complaint alleged that Resident A was told to “shut the fuck up” by Beacon staff James Gilbert. Mr. Gilbert stated he told Resident A to, “shut up.” He stated Resident A told him not to tell him to shut up in his house. Mr. Gilbert stated it “was possible, he didn’t think so, but he couldn’t remember,” if he stated to Resident A to “shut the fuck up.”</p> <p>Direct care staff Kelly Evans and Cheyenne Sutherland both heard Mr. Gilbert swear at Resident A.</p> <p>Resident A stated Mr. Gilbert told him to “shut the fuck up.”</p> <p>There is a preponderance of evidence that Mr. Gilbert did not treat Resident A with dignity and that his personal needs, including protection and safety, were not attended to at all times.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 02/15/2022 I conducted an exit conference with the licensee designee Roxanne Goldammer. Ms. Goldammer concurred with the findings of the investigation.

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend no change in the status of the license.



02/15/2022

Matthew Soderquist  
Licensing Consultant

Date

Approved By:



02/15/2022

Jerry Hendrick  
Area Manager

Date