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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 8, 2022

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

RE: License #: AM800084653
Investigation #: 2022A1024014
Beacon Home at Meadowland

Dear Ms. VanNiman:

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

License #:	AM800084653
Investigation #:	2022A1024014
Complaint Receipt Date:	12/14/2021
Investigation Initiation Date:	12/17/2021
Report Due Date:	02/12/2022
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Nichole VanNiman
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home at Meadowland
Facility Address:	56844 48th Avenue Lawrence, MI 49064
Facility Telephone #:	(269) 674-7306
Original Issuance Date:	09/28/1999
License Status:	REGULAR
Effective Date:	10/24/2021
Expiration Date:	10/23/2023
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

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II. ALLEGATION(S)

	Violation Established?
Staff mistreats Resident A.	No

III. METHODOLOGY

12/14/2021	Special Investigation Intake 2022A1024014
12/17/2021	Special Investigation Initiated – Telephone with direct care staff member Cathy Brown and Resident A
01/18/2022	Inspection Completed On-site with direct care staff member Madison Contreras and Residents B, C, and D
01/19/2022	Contact - Telephone call made with district director Kimberly Howard
02/02/2022	Contact-Telephone call made with Tara Baker from Michiana Guardianship Services
02/03/2022	Exit Conference with licensee designee Nichole VanNiman

ALLEGATION:

Staff mistreats Resident A.

INVESTIGATION:

On 12/14/2022, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged direct care staff mistreats Resident A. This complaint further alleged direct care staff verbally attacks Resident A and will tell Resident A that her laundry “doesn’t matter” and will make fun of her and her boyfriend. This complaint also stated direct care staff calls Resident A rude names to her face and calls her boyfriend stupid. The complaint did not name any direct care staff member specifically.

On 12/17/2022, I conducted an interview with direct care staff member Cathy Brown and Resident A. Ms. Brown stated she has not seen any direct care staff member mistreat Resident A. Ms. Brown stated Resident A is very argumentative towards staff members and residents however can be easily redirected with verbal prompting. Ms. Brown stated Resident A complains everyday about her dislike for the facility and expresses that she wants to live in an independent setting where she

is not supervised by staff members. Ms. Brown stated Resident A often talks about having multiple boyfriends however she has not heard of any staff members making comments regarding Resident A's friends. Ms. Brown stated Resident A has access to do her laundry when she chooses to, and Ms. Brown has not heard any staff member tell Resident A that her laundry is not important.

Resident A stated she believes "staff is making rude comments behind her back and saying mean things about her boyfriend" because her boyfriend informed Resident A to not trust the staff members in the home. Resident A stated she has been in a relationship with her boyfriend since she was a minor and she believes direct care staff members are judging her because she has a boyfriend with whom she communicates on Facebook. Resident A stated the staff "is jealous because she has a boyfriend who she can talk to and who cares about her." Resident A stated she has not been called rude names "to her face" however her boyfriend believes the staff are not nice people. Resident A stated she is able to do her laundry however she would like to be able to play her music at night as loud as she wants because it helps her to sleep. Resident A stated she has not been mistreated directly by any staff member. Resident A further stated her boyfriend has never had contact with any staff members and has never visited with her at the facility.

On 1/18/2022, I conducted an onsite investigation at the facility and interviewed direct care staff member Madison Contreras. Ms. Contreras stated she has never seen any staff members say rude comments to Resident A or about Resident A's boyfriends. Ms. Contreras stated Resident A often talks about having a boyfriend with whom she talks to on Facebook however no staff member has ever been in contact with Resident A's boyfriend. Ms. Contreras stated Resident A will often inform staff that she only has to listen to her boyfriend when staff members remind Resident A of house rules that must be followed such as curfew times or smoking outside the home. Ms. Contreras stated Resident A has never made complaints to her about staff members being rude to her however Resident A often complains about the rules in the home and her desire to want to live in her own home.

I also conducted interviews Resident B, C, and D who all stated they have not seen any staff member mistreat Resident A.

On 1/19/2022, I conducted an interview with district director Kimberly Howard who stated that she has not observed or heard of any complaints of staff members mistreating Resident A. Ms. Howard stated Resident A often goes on Facebook to talk to friends however Ms. Howard has no contact with any of Resident A's friends. Ms. Howard stated Resident A can be easily redirected with verbal prompting.

On 2/2/2022, I conducted an interview with public guardian Tara Baker from Michiana Guardianship Services. Ms. Baker stated Resident A is easily annoyed and often complains about living in an adult foster care home setting. Ms. Baker stated she speaks to Resident A regularly and Ms. Baker believes Resident A is being properly cared for and is not mistreated by any staff member in the home.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(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.
ANALYSIS:	Based on my investigation which included interviews with Residents A, B, C, D, direct care staff members Cathy Brown Madison Contreras, and district director Kimberly Howard there is no evidence to support the allegation direct care staff members mistreat Resident. Resident A stated she has not been directly mistreated by any staff member however was told by her boyfriend to not trust the staff members in the home. Ms. Brown, Ms. Contreras, Ms. Howard, Residents B, C, and D all stated they have not seen any staff member mistreat Resident A. Ms. Baker further stated she talks to Resident A regularly and believes Resident A is being properly cared for and is not mistreated by any staff member in the home.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 2/3/2022, I conducted an exit conference with licensee designee Nichole VanNiman. I informed Ms. VanNiman of my findings and allowed her an opportunity to make comments and ask questions.

IV. RECOMMENDATION

I recommend the current license status remain unchanged.



Ondrea Johnson
Licensing Consultant

02/3/2022
Date

Approved By:



02/08/2022

Dawn N. Timm
Area Manager

Date