



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 25, 2022

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

RE: License #: AS630387842
Investigation #: 2022A0991013
Beacon Home at Dilley

Dear Ms. Rawlings:

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 feel free to 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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Kristen Donnay". The signature is written in a dark ink and is positioned below the word "Sincerely,".

Kristen Donnay, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202
(248) 296-2783

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630387842
Investigation #:	2022A0991013
Complaint Receipt Date:	01/27/2022
Investigation Initiation Date:	01/27/2022
Report Due Date:	03/28/2022
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	890 N. 10th St. Suite 110 Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Licensee Designee:	Kimberly Rawlings
Name of Facility:	Beacon Home at Dilley
Facility Address:	7570 Dilley Road Davisburg, MI 48350
Facility Telephone #:	(248) 382-5648
Original Issuance Date:	08/13/2018
License Status:	REGULAR
Effective Date:	02/13/2021
Expiration Date:	02/12/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL; AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Direct care worker, Brittany Grass, threatened Resident A. She told Resident A that her girlfriend has a gun in her vehicle and that Resident A needs to stop going up to the vehicle when she is being picked up from work.	Yes
Staff are restricting the residents' access to the kitchen and are locking the bathroom door.	Yes

III. METHODOLOGY

01/27/2022	Special Investigation Intake 2022A0991013
01/27/2022	Special Investigation Initiated - Telephone Call to home manager, Jordan Eldridge
01/27/2022	Referral - Recipient Rights Left message for Sanilac County Office of Recipient Rights (ORR)
01/27/2022	APS Referral Referred to Adult Protective Services (APS) Centralized Intake
01/27/2022	Contact - Telephone call received From ORR worker, Nancy Tezak
01/31/2022	Contact - Telephone call made Interviewed home manager, Jordan Eldridge, via telephone
01/31/2022	Contact - Telephone call made Interviewed staff, Brittany Grass, via telephone
01/31/2022	Contact - Telephone call received Call from licensee designee, Kim Rawlings re: additional allegations
01/31/2022	Contact - Telephone call received From ORR worker, Katie Garcia, additional allegations received
01/31/2022	Contact - Telephone call made Interviewed Resident A via telephone

02/09/2022	Inspection Completed On-site Interviewed home manager, staff, Resident A, and Resident B
02/11/2022	Contact - Document Received Received copies of menus
03/16/2022	Contact - Telephone call received From Katie Garcia, ORR worker
03/25/2022	Contact - Telephone call made To Katie Garcia, ORR worker- substantiating allegations
03/25/2022	Exit Conference Via telephone with licensee designee, Kim Rawlings

ALLEGATION:

Direct care worker, Brittany Grass, threatened Resident A. She told Resident A that her girlfriend has a gun in her vehicle and that Resident A needs to stop going up to the vehicle when she is being picked up from work.

INVESTIGATION:

On 01/27/22, I received an incident report from Beacon Home at Dilley, which indicated that Resident A reported to recipient rights that he was threatened by staff, Brittany Grass, and felt unsafe around her. It was alleged that Ms. Grass told Resident A that her girlfriend had a gun in her vehicle and Resident A needed to stop going up to the vehicle when Ms. Grass is being picked up from work. On 01/31/22, I received additional allegations stating the residents are not allowed to go into the kitchen or get food after 10:00pm and that the bathroom is kept locked, and residents must request permission to go into the bathroom. I made a referral to Adult Protective Services on 01/27/22, but it was denied for investigation.

I initiated my investigation on 01/27/22 by contacting the assigned Office of Recipient Rights (ORR) worker from Sanilac County, Nancy Tezak. Ms. Tezak indicated that she interviewed Resident A and Brittany Grass. Resident A reported to Ms. Tezak that Ms. Grass threatened to kill him. Ms. Grass reported to Ms. Tezak that she did not threaten Resident A, but she told him that her wife had a gun and he better stay away from the car. Ms. Grass called her back later and stated that they haven't brought a gun to the house since then, indicating that her wife did have a gun in the vehicle at the time she made the statement to Resident A. Ms. Tezak stated that she would be substantiating the verbal threat as abuse category 3.

On 01/31/22, I interviewed the home manager, Jordan Eldridge, via telephone. Ms. Eldridge stated that Brittany Grass was removed from the schedule. Resident A did not report the threat to her, but he spoke to his therapist about it. Resident A is constantly

telling Nancy Tezak from ORR that he is afraid, but he does not appear to be afraid of Ms. Grass. He always asks when she will be back and if she can take him to the store or to return bottles. Ms. Eldridge stated that on Friday he was asking for Ms. Grass to take him to program, but when Nancy Tezak called and asked him if he was still afraid, Resident A said yes.

On 01/31/22, I interviewed direct care worker, Brittany Grass, via telephone. Ms. Grass stated that Resident A is constantly harassing her wife and son when they come to pick her up from work. He is always asking them for cigarettes or to take him to the store. Ms. Grass stated that she has asked Resident A to leave her family alone. Ms. Grass stated that Resident A is saying she threatened him, but she did not make any threats. Resident A was walking towards the vehicle, and she told him to stay away. Ms. Grass then told Resident A, "Whatever my wife brings out, she brings out." She told Resident A, "She might be having a gun with her." Ms. Grass stated that her wife did not have a gun, but she was using this as an example. She stated that they leave all weapons at home and do not bring them to work. She did not view this statement as threatening, but she was using it as a "what if" example. Resident A is now stating that he fears for his life, but he still approaches the vehicle. Ms. Grass stated that she just wanted Resident A to stay away from her family and vehicle, but he has boundary issues. She said, "It feels like he is a two-year-old in the brain." Ms. Grass indicated that she is a great worker, and everyone feels safe around her. Ms. Grass was removed from the schedule and moved to a different home following this incident. She is also scheduled to retake recipient rights training.

On 01/31/22, I interviewed Resident A via telephone. Resident A stated that staff, Brittany Grass, threatened to kill him. She mentioned a gun and said that she was going to shoot Resident A. Resident A stated that he did not see any weapons. Resident A stated that Resident B heard Brittany threaten him. Resident A was going to smoke, but Brittany said that he was going by her car. He has never gone by her car. He sometimes talks to Brittany's wife, but he did not talk to her that day. Brittany's wife never threatened him, only Brittany. Resident A stated that he felt threatened and feels unsafe in the home. He does not know what day she is coming back. Resident A stated that he did not know if he felt comfortable going to the store with Brittany. He stated that he is not comfortable in the home even if Brittany does not come back. Staff yell at him and are rude. He could not give any examples of what staff say.

On 01/31/22, I interviewed the licensee designee, Kim Rawlings, via telephone. Ms. Rawlings stated that Brittany Grass was removed from the schedule and moved to the Lake Orion home as due to the investigation. She was reassigned recipient rights training as well.

On 02/09/22, I conducted an unannounced onsite inspection at Beacon Home at Dilley. The home manager, Jordan Eldridge, indicated that Ms. Grass was still working at another location. Resident A reported the same information that he provided during my phone interview. He stated that staff are still being rude and "talking rude" to him, but he could not provide any specific examples.

On 02/09/22, I interviewed Resident B. Resident B stated that he recalled a time when Resident A was rushing at Brittany and Brittany yelled at him and said, "Get away from me." He did not recall seeing anything happen by Brittany's car. He stated that Brittany might have threatened Resident A, but he did not remember what she said. Resident B stated that he feels safe in the home.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (f) Subject a resident to any of the following: (iv) Threats.
ANALYSIS:	Based on the information gathered through my investigation, there is sufficient information to conclude that staff, Brittany Grass, told Resident A that her wife might have a gun in the car when she was being picked up from work. Resident A perceived this statement as a threat and felt afraid and unsafe in the home.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Staff are restricting the residents' access to the kitchen and are locking the bathroom door.

INVESTIGATION:

On 01/31/22, I received additional allegations from the licensee designee, Kim Rawlings, and the Office of Recipient Rights (ORR) worker, Katie Garcia, alleging that staff are restricting the residents' access to the kitchen and bathroom. Ms. Rawlings indicated that it was reported to her that the bathrooms are being locked in the home and that the residents are not allowed to go into the kitchen after 8:00pm or 10:00pm. She stated that Beacon was getting the clinical team involved and had scheduled a staff meeting on Thursday to address these issues. Staff would be reassigned recipient rights training as well.

On 01/31/22, I interviewed direct care worker, Brittany Grass, via telephone. Ms. Grass stated that she works the day shift from 7:00am-7:30pm. She stated that the residents get three meals a day and four snacks. She stated that during her shift, the residents are allowed in the kitchen. She does not know what happens on the third shift. Ms.

Grass stated that the bathrooms are always clean and open when she comes in for her shift. She was not aware of the residents not being allowed to access the bathroom.

On 02/09/22, I conducted an unannounced onsite inspection at Beacon Home at Dilley with the assigned ORR worker, Katie Garcia. I interviewed the home manager, Jordan Eldridge. Mr. Eldridge stated that they were having issues at the home with the residents eating all of the food in the home. They were making sausages, waffles, and pancakes and eating them throughout the day. Ms. Eldridge stated that she went grocery shopping on Sunday and by Tuesday the residents ate all of the food that she had purchased for meals. The residents are served three meals a day and four snacks. They get breakfast at 8:00am, lunch at 12:00pm, and dinner at 5:00pm. They have granola bars, chips, trail mix bars, fruit cups, and cheese or meat sticks available for snacks. Ms. Eldridge showed grocery receipts which indicated that she spent \$212.57 on 01/30/22 and \$241.80 on 02/01/22. She stated that she had to tell the residents that they couldn't eat all the food because it was the food that was needed to prepare meals. With regards to the bathrooms, Ms. Eldridge stated that one of the residents reported that there was feces, vomit, and blood on the toilet. The residents began locking the door on their own and would ask staff to unlock the door when they needed to use the restroom. She stated that they were locking the door for two days. The messes in the bathroom stopped after they started locking the door. This happened sometime during the week of January 17th or 24th. Ms. Eldridge stated that she was aware that the bathroom door was locked. All of the residents were locking the door, including Resident G, who they suspected was making the mess in the bathroom.

On 02/09/22, I interviewed direct care worker, Dallisa Redick. Ms. Redick indicated that she has been working in the home for approximately three weeks. She works the day shift from 7:00am-7:30pm. The residents get three meals a day and four snacks. They typically eat breakfast when they wake up in the morning, lunch at 12:00pm, and dinner at 5:00pm. They get snacks in between meals. There is always food in the house. The residents are allowed in the kitchen and can get whatever they want to eat. Ms. Redick has never heard the residents complain about not getting food or not being allowed in the kitchen. Mr. Redick stated that the bathroom is never locked. The residents can go into the bathroom whenever they want. Ms. Redick indicated that she did not have any concerns about the home.

On 02/09/22, I interviewed Resident A. Resident A stated that they get three meals a day and four snacks. He stated that they are not allowed in the kitchen after 10:00pm and they are supposed to be in bed by 11:00pm. Resident A reported that the home manager, Jordan, locks the bathroom when there is a mess in the bathroom. They have to ask staff to come and unlock the bathroom. He stated that the bathroom is not locked anymore, and people are no longer making a mess in the bathroom. It was always Jordan locking the door, never the residents.

On 02/09/22, I interviewed Resident B. Resident B stated that they get three meals a day and snacks at night. They usually get chips for a snack. Staff were not letting the residents go into the kitchen after 10:00pm, but someone caught them and they stopped

doing that. Resident B stated that someone pooped on the bathroom floor and left it there. The home manager, Jordan, started locking the bathroom and they had to ask and sign a sheet to use the bathroom. This went on for about a week, but then they stopped doing that.

On 03/25/22, I conducted an exit conference via telephone with the licensee designee, Kim Rawlings. Ms. Rawlings indicated that they have addressed these issues and she would submit a corrective action plan regarding the violations.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.
ANALYSIS:	Based on the information gathered through my investigation, there is sufficient information to conclude that the residents' rights were not being safeguarded, as staff were not treating the residents with dignity and were violating the right to freedom of movement in the home by restricting the residents from going into kitchen at night and by keeping the bathroom door locked, requiring the residents to ask permission to use the bathroom.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend no change to the status of the license.

Kristen Donnay

03/25/22

Kristen Donnay
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

03/25/2022

Denise Y. Nunn
Area Manager

Date