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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 3, 2022

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

RE: License #: AS390406170
Investigation #: 2022A1024025
Beacon Home at Wolf Lake

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

(269) 353-1809

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

I. IDENTIFYING INFORMATION

License #:	AS390406170
Investigation #:	2022A1024025
Complaint Receipt Date:	03/07/2022
Investigation Initiation Date:	03/08/2022
Report Due Date:	05/06/2022
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Kimberly Howard
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home at Wolf Lake
Facility Address:	10633 W. J Ave. Kalamazoo, MI 49009
Facility Telephone #:	(269) 353-1809
Original Issuance Date:	05/05/2021
License Status:	REGULAR
Effective Date:	11/05/2021
Expiration Date:	11/04/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff has threatened Resident A with physical harm and mistreats her.	No
The home is infested with bedbugs, roaches and rats and is not being treated.	No

III. METHODOLOGY

03/07/2022	Special Investigation Intake 2022A1024025
03/07/2022	Contact-Document Received-Adult Protective Services (APS) denied this complaint for investigation.
03/08/2022	Special Investigation Initiated – Telephone with Resident A
03/08/2022	Contact - Telephone call made with licensee designee Nichole VanNiman
03/24/2022	Contact - Telephone call made with Residents B and C
04/27/2022	Inspection Completed On-site with direct care staff members Abby Vanderriest and Amanda McDonald
04/27/2022	Contact - Telephone call made with home manger Kelly Fox
04/27/2022	Contact-Document Received- Pest control invoices
04/27/2022	Exit Conference with licensee designee Nichole VanNiman

ALLEGATION:

Staff has threatened Resident A with physical harm and mistreats her.

INVESTIGATION:

On 3/7/2022, I received this complaint through the Bureau of Community and Health Systems online complaint system. This complaint alleged direct care staff members have threatened Resident A with physical harm and mistreat her. This complaint further stated Resident A left the facility because she felt unsafe as direct care staff members play psychological games with her and cuss at her.

On 3/7/2022, adult protective services (APS) denied this complaint for investigation.

On 3/8/2022, I conducted an interview with Resident A who stated she has been living at the AFC home for 2 years and she is “sick of living in the home because staff threatens to fight her” and has said this in front of all the other residents in the home. Resident A was not able to identify the name of the staff member(s) who has made threats of physical harm to her and does not remember when this statement was said to her. Resident A stated she is also “sick of her case worker” because her case worker doesn’t listen to her, and Resident A has been trying to move to a new home. Resident A stated she has always been mistreated by staff even when she lived at other Beacon Corporation owned facilities in the past where she was once mistakenly given the wrong medication that belonged to another resident. Resident A stated she could not provide the name of the facility or when this specific incident occurred in the past however believes she has always had issues with staff mistreating her while living in an adult foster care setting.

On 3/8/2022, I conducted an interview with licensee designee Nichole VanNiman. Ms. VanNiman stated Resident A has access to the community without direct care staff supervision and recently left the facility and did not return. Ms. VanNiman stated she believes Resident A is drug seeking therefore Ms. VanNiman has been working with Resident A’s case manager to ensure her safety if Resident A chooses to return to the facility. Ms. VanNiman stated she has not heard of any reports of Resident A being mistreated by any direct care staff members and believes Resident A is going to make false accusations against staff in attempts to justify her eloping from the facility. Ms. VanNiman stated she is hoping Resident A chooses to return to the facility and accept mental health treatment. Ms. VanNiman further stated if Resident A returns to the facility, she is going to ask Resident A’s mental health worker to implement restrictions to Resident A’s access to the community so Resident A can have supervision by direct care staff for Resident A’s protection.

On 3/24/2022, I conducted interviews with Residents B and C who both stated that they have not heard any staff member mistreat or be mean to any residents in the home including to Resident A. Residents B and C also both stated staff gets along with the residents in the home, and they have not had any issues. Residents B and C both denied hearing any staff member threaten to fight Resident A.

On 4/27/2022, I conducted an onsite investigation at the facility with direct care staff members Abby Vanderriest and Amanda McDonald. Ms. Vanderriest and Ms. McDonald both stated they have no knowledge of any staff member making threats of harm to Resident A or mistreating her. Ms. Vanderriest and Ms. McDonald both stated Resident A eloped from the home to seek substances about 2 months ago and upon her return to the facility, Resident A was voluntarily hospitalized for psychiatric treatment. Ms. Vanderriest and Ms. McDonald also both stated they believed Resident A was experiencing manic behaviors at the time of her elopement but has not had any issues since she was discharged from the psychiatric hospital.

While at the facility, I reviewed Resident A's *Assessment Plan for AFC Residents* dated 4/21/2022. According to this plan Resident A has a behavior plan restricting Resident A's movement in the community therefore direct care staff must provide close supervision to Resident A at all times. This plan also stated Resident A has recently engaged in physical aggression, threatening behavior and seeks out to men to engage in sexual interactions and substance use. Resident A also has a history of alcohol and drug abuse.

I also reviewed Resident A's *Assessment Plan for AFC Residents* dated 8/16/2021. According to this plan, Resident A could move independently in the community and had a history of alcohol and drug use.

I reviewed Resident A's *Interim Behavior Support Plan* dated 4/5/2022. According to this plan, Resident A had a history of threatening others, physical aggression and extensive history of mental health services including multiple psychiatric hospitalizations from 2010 to 2014. A primary concern for Resident A was her substance use including alcohol, methamphetamine, and crack cocaine.

I reviewed Resident A's *Discharge Summary* from Spectrum Health Lakeland. According to this summary Resident A was admitted to hospital on 3/21/2022 and discharged on 4/5/2022 for bipolar disorder, current episode mixed/moderate. Resident A was seen by psychiatric providers during her hospital stay.

On 4/27/2022, I conducted an interview with home manager/direct care staff member Kelly Fox. Ms. Fox stated she has no knowledge of any direct care staff member making threats of harm or mistreating Resident A in any way. Ms. Fox stated Resident A signed out to go out in the community but did not return for 2 months. Ms. Fox stated during this time it was reported to her that Resident A engaged in substance use and sexual relations with strange men. Ms. Fox stated prior to Resident A leaving, Resident A did not make any complaints to her regarding staff mistreating her. Ms. Fox stated after Resident A returned to the facility she was admitted to a psychiatric hospital, and she now has restrictions to her community access. Ms. Fox stated Resident A has not had any issues since she has been discharged from the hospital.

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 include interviews with licensee designee Nichole VanNiman, direct care staff members Abby Vanderriest and Amanda McDonald, home manager/direct care staff member Kelly Fox, Residents A, B, C, review of Resident A's <i>Assessment Plan for AFC Residents, Discharge Summary, and Interim Behavior Support Plan</i> there is no evidence to support the allegation direct care staff members threatened Resident A with physical harm and/or mistreated her. Resident A stated she has been mistreated by staff members in front of other residents however Resident B and Resident C denied seeing any direct care staff member mistreat Resident A. Resident A is not able to state when she was mistreated nor identify any direct care staff member who threatened or mistreated her. Ms. VanNiman stated she believes Resident A is going to make false accusations against staff in attempts to justify eloping from the facility. Ms. Vanderriest, Ms. McDonald, and Ms. Fox all stated they have no knowledge of any staff member making threats of harm to Resident A or mistreating her. Ms. Fox further stated Resident A never reported to her that she was mistreated by any staff member prior to her leaving the facility.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The home is infested with bedbugs, roaches and rats and is not being treated.

INVESTIGATION:

On 3/7/2022, this complaint also alleged the home is infested with bedbugs, roaches and rats and is not being treated.

On 3/8/2022, I conducted an interview with Resident A who stated she left the facility because there are bedbugs in the home, and she does not want to deal with this issue. Resident A stated she has also seen rats and roaches everywhere in the home. Resident A stated she noticed bedbugs in the home for about a week but direct care staff did nothing about this issue.

On 3/8/2022, I conducted an interview with licensee designee Nichole VanNiman. Ms. VanNiman stated the facility is located on a property near a wooded area therefore a pest control company sprays the home regularly for ticks and spiders. Ms. VanNiman stated she was recently informed about the home having bedbugs therefore the home is currently being treated for bed bugs by a professional pest control company. Ms. VanNiman stated she has no knowledge that the home has roaches and rats in the home.

On 3/24/2022, I conducted interviews with Residents B and C who both stated that they initially saw bedbugs in the home about 2 weeks ago in their bedrooms however they have not seen any bedbugs as of lately. Residents B and C also stated they have seen a pest control company out to the home on more than one occasion and one of the treatments performed by the company required all the residents and staff to vacate the home for several hours. Residents B and C also both stated they have not seen any roaches or rats in the home.

On 4/27/2022, I conducted an onsite investigation at the facility with direct care staff members Abby Vanderriest and Amanda McDonald who both stated there have been 4 treatments performed by a professional pest control company to treat the bed bug infestation that was found in the home at the end of February 2022. Ms. Vanderriest also stated the home has issues with getting ticks therefore a pest control company is usually out to the home monthly to spray for ticks and spiders. Ms. Vanderriest and Ms. McDonald both stated they have not seen any bedbugs since the second treatment that was conducted in March 2022, and they have not seen any pest in the home.

While at the facility, I reviewed 4 facility invoices from Ehrlich Pest Control Company dated 4/26/2022, 3/21/2022, 2/24/2022, and 2/3/2022 with the description of service that stated pest control maintenance.

On 4/27/2022, I conducted an interview with home manager/direct care staff member Kelly Fox who stated there were bedbugs found in two resident bedrooms, however the bedbugs were heavily concentrated in Resident A's bedroom. Ms. Fox stated a pest control company was immediately called for treatment and the bed bug infestation has been resolved after 4 treatments. Ms. Fox stated the home will continue to have their regular pest control company come out monthly to spray for ticks and spiders which has been an issue in the past during certain times of the year.


On 4/27/2022, I reviewed 3 facility pest control invoices from Northshore Pest Control dated 3/9/2022, 3/14/2022 and 3/25/2022 with a service description that stated bed bug-reservice service charge.

APPLICABLE RULE	
R 400.14401	Environmental health.
	(5) An insect, rodent, or pest control program shall be maintained as necessary and shall be carried out in a manner that continually protects the health of residents.


ANALYSIS:	Based on my investigation which include interviews with licensee designee Nichole VanNiman, direct care staff members Abby Vanderriest and Amanda McDonald, home manager Kelly Fox, Residents A, B, C, and a review of the facility pest control invoices there is no evidence to support the allegation the home is infested with bedbugs, roaches and rats and is not being treated. Residents B and C both stated they initially saw bedbugs in the home in March of 2022 in their bedrooms however they have not seen any bedbugs as of lately. Ms. Fox, Ms. Vanderriest and Ms. McDonald all stated the bed bug issue in the home was immediately addressed by a pest control company when the staff was notified and has since been resolved. Residents B, C, Ms. Vanderriest, Ms. McDonald, and Ms. Fox all stated they have not seen any roaches or rats in the home. According to the facility invoices Ehrlich pest control company has treated the home for pest control maintenance in February and March of 2022 and a Northshore Pest Control has treated the home for bedbugs on 3 separate occasions in March of 2022. There is a pest control program in place at this facility.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend the current license status remained unchanged.



Ondrea Johnson 4/29/2022
Licensing Consultant Date

Approved By:


Dawn N. Timm 05/03/2022
Area Manager Date