



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 5, 2022

Rebecca Noffke
The Lighthouse-Traverse City LLC
4040 Beacon St
Kingsley, MI 49649

RE: License #: AM280286819
Investigation #: 2022A0230036
Beacon of the North

Dear Ms. Noffke:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (231) 922-5309.

Sincerely,

Rhonda Richards

Rhonda Richards, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4942

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM280286819
Investigation #:	2022A0230036
Complaint Receipt Date:	09/14/2022
Investigation Initiation Date:	09/14/2022
Report Due Date:	11/13/2022
Licensee Name:	The Lighthouse-Traverse City LLC
Licensee Address:	1655 East Caro Road, Caro, MI 48723
Licensee Telephone #:	(231) 263-1350
Administrator:	Rebecca Nofke
Licensee Designee:	Rebecca Nofke
Name of Facility:	Beacon of the North
Facility Address:	4160 Beacon Street, Kingsley, MI 49649
Facility Telephone #:	(231) 263-1353
Original Issuance Date:	09/04/2008
License Status:	REGULAR
Effective Date:	04/08/2021
Expiration Date:	04/07/2023
Capacity:	11
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, ALZHEIMERS, TRAUMATICALLY BRAIN INJURED, AGED

II. ALLEGATION(S)

	Violation Established?
Staff verbally abused Resident A and use profanity toward her.	Yes

III. METHODOLOGY

09/14/2022	Special Investigation Intake 2022A0230036
09/14/2022	Special Investigation Initiated - On Site Observed Resident A and interviewed staff member Jackie Davis
09/14/2022	APS referral
09/19/2022	Contact - Face to Face Interview Resident A and speech therapist Rachel McManus
09/23/2022	Contact - Telephone call made Occupational therapist Ellen Krause
09/26/2022	Contact - Telephone call made Staff member Rebekka Smith
09/26/2022	Contact - Telephone call made Staff member Cristin McDermott
09/26/2022	Contact - Telephone call made Staff member Tyler Croton
09/26/2022	Contact - Telephone call made Staff member Brad Allen
09/26/2022	Contact - Telephone call made Administrator Rebecca Noffke
10/03/2022	Inspection Completed-BCAL Sub. Compliance
10/04/2022	Exit Conference With Licensee Designee Rebecca Nofke

ALLEGATION: Staff verbally abused Resident A and use profanity toward her.

INVESTIGATION: On 09/14/2022, I conducted an on-site inspection at the facility. I spoke with staff member Jackie Davis who provided me with written statements from four staff members regarding the above allegations. Ms. Davis stated it was reported to her by occupational therapist Ellen Krause that staff member Cristin McDermott used profane language toward Resident A on 09/12/2022. Ms. Davis stated Ms. McDermott has been removed from the schedule at this facility and is currently working in a non-licensed independent living setting.

While at the facility I observed Resident A. She was clean and groomed, sitting in her wheelchair smiling. I am familiar with Resident A as I have interviewed her previously. She has a brain injury diagnosis and at times it can be difficult to comprehend her speech. Therefore, I requested an arrangement be made to allow the assistance of Resident A's speech therapist for an interview with Resident A. An appointment was scheduled for 09/19/2022.

On 09/19/2022, I interviewed Resident A regarding the above allegations, with the assistance of speech therapist Rachel McManus. Regarding the above allegation Resident A stated she recalled that Ms. McDermott "was angry about me." She stated, "She was swearing, and I was swearing." When asked what Ms. Dermott stated to her, Resident A replied, "Fuck you."

On 09/23/2022, I interviewed Resident A's occupational therapist Ellen Krause. She stated that on 09/12/2022, she had been assisting another resident in a bedroom next door to Resident A when she heard staff member Cristin McDermott state to Resident A, "What the fuck are you doing?!" in a loud voice. Then followed with, "This is why you know you can't fucking be left unsupervised, get the fuck out of here." At this time Ms. Krause went into Resident A's room and told Ms. McDermott that she couldn't speak to Resident A in that manner. Ms. McDermott replied, "Sorry, just short staffed." Ms. Krause then walked over to another building and reported the incident to the human resource manager.

On 09/26/2022, I interviewed staff member Rebekka Smith regarding the above allegation. Ms. Smith stated she was working on 09/12/2022 and had been off site but when she returned Ms. McDermott stated to her, "I'm probably going to get written up for the way I talked to (Resident A)" She went on to say that Ms. McDermott told her Ms. Krause had spoken to her about the way she talked to Resident A. Ms. Smith did not ask what Ms. McDermott had said to Resident A.

On 09/26/2022, I interviewed home manager Tyler Croton. He stated he had worked on 09/12/2022 when Ms. McDermott came into his office and stated she would, "probably be getting talked to." He inquired why and by whom? Ms. McDermott then went on to tell him that she had gone into Resident A's room and found her throwing gloves around and had told her because of this action she needed supervision. He asked how her tone was. Ms. McDermott denied that she had an inappropriate tone. He stated he then told Ms. McDermott that a resident going through their own items is acceptable and to only speak of supervision as it pertains to safety and care. On

09/13/2022, Mr. Croton stated Ms. Krause stopped in the parking lot to speak with him and reported that Ms. McDermott had yelled and swore at Resident A the previous day. She confirmed that she had reported this to human resources. On 09/26/2022, I spoke with staff member Brad Allen who was working at the facility on 09/12/2022. He stated Ms. McDermott came to him and stated Ms. Krause, "confronted her" and told her, "You need to watch how you speak to residents." Mr. Allen stated that was the first time he had heard Ms. McDermott use profanity toward a resident, however, he has observed her swear at staff in front of residents. The example he used was when she, "called me a bitch" He stated she said this in a joking manner, however he did not find it appropriate.

On 09/26/2022, I interviewed staff member Cristin McDermott regarding the allegations. She denied that she had used any profanity towards Resident A. She stated that she had worked on 09/12/2022 and had happened to walk past Resident A's room when she observed Resident A had pulled out an entire box of gloves and Ms. McDermott stated she asked Resident A, "What the heck are you doing? You know you can't do this right?" At this time Resident A responded, "yea, sorry, sorry." Next Ms. Krause came into the room and asked, "Is everything ok?" Ms. McDermott stated to her that everything was fine Ms. Krause then stated, "You need to watch your tone." Ms. McDermott stated to me that she knew she had a loud tone voice compared to other people.

On 09/26/2022, I spoke with Licensee Designee Administrator Rebecca Noffke regarding the credibility of Ms. Krause. Ms. Noffke stated Ms. Krause had worked with residents at the facility for eight years and she did not question her credibility. She stated Ms. Krause has a high level of integrity and is a strong advocate for all residents.

On 10/03/2022, I conducted an exit conference with Licensee Designee Rebecca Noffke and reviewed the findings of the investigation. She had no additional questions but added that she had spoken to the owner of the Lighthouse Corporation, Dorothea Wilson regarding Ms. Krause and Ms. Wilson also agreed that she does not question Ms. Krause's credibility. Ms. Nofke stated she would provide a plan of correction.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.
ANALYSIS:	<p>Occupational therapist Ellen Krause stated she heard Ms. McDermott use profanity directed at Resident A in a demeaning tone.</p> <p>During my interview with Resident A, she stated Ms. McDermott used profanity directed at her.</p> <p>Although Ms. McDermott denied using profanity. She stated she confronted Resident A about taking gloves out and told her not to do this.</p> <p>Ms. McDermott told three separate staff members that she thought she would likely get disciplined for the way she spoke to Resident A.</p> <p>One staff member stated that on at least one occasion Ms. McDermott has used profanity toward him in the Presence of residents.</p> <p>Licensee Designee Rebecca Noffke and Lighthouse Corporation Director Dorothea Wilson stated they do not question Ms. Krause's credibility in her account of what occurred between Resident A and Ms. McDermott.</p> <p>There is a preponderance of evidence existing in this case to substantiate that Resident A was not treated with dignity at all times when Ms. McDermott spoke to her using profanity and a demeaning tone.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of this license remain unchanged.

Rhonda Richards

10/05/2022

Rhonda Richards
Licensing Consultant

Date

Approved By:

Jerry Hendrick

10/05/2022

Jerry Hendrick

Date

Area Manager