



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 5, 2022

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

RE: License #: AS800242668
Investigation #: 2023A1030011
Beacon Home at Highland

Dear Ms. VanNiman:

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 (616) 356-0183.

Sincerely,

A handwritten signature in black ink that reads "Nile Khabeiry, LMSW". The signature is written in a cursive style.

Nile Khabeiry, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS800242668
Investigation #:	2023A1030011
Complaint Receipt Date:	11/29/2022
Investigation Initiation Date:	11/29/2022
Report Due Date:	01/28/2023
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 Highland
Facility Address:	56838 48th Avenue Lawrence, MI 49064
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	01/22/2002
License Status:	REGULAR
Effective Date:	07/08/2021
Expiration Date:	07/07/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPE DEVELOPMENTALLY DISABLED MENTALLY ILL AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Direct care staff treated Resident A in a rude and disrespectful manner.	Yes
Additional Findings	No

III. METHODOLOGY

11/29/2022	Special Investigation Intake 2023A1030011
11/29/2022	Special Investigation Initiated - On Site Interview with Resident A
11/29/2022	Contact - Face to Face Interview with Resident B
11/29/2022	Contact - Face to Face Interview with Resident C
11/29/2022	Contact - Face to Face Interview with Britini Smith
12/01/2022	Contact - Telephone call made Interview with Karen Owen
12/01/2022	Contact - Telephone call received Interview with Christine Browksi
12/05/2022	Exit Conference Exit conference by phone

ALLEGATION:

Direct care staff treated Resident A in a rude and disrespectful manner.

INVESTIGATION:

On 11/29/22, I interviewed Resident A at the home. Resident A reported she is having problems with Direct Care Staff Member (DCSM) Christie Browksi. Resident A reported

she is rude and disrespectful toward her and the other residents. Resident A reported she asked to be taken to the store on 11/26/22 as she is diabetic and needed to eat, and Ms. Browksi refused even though she agreed to take her earlier in the shift. Resident A reported Ms. Browksi is always “up in her business” and picks at her all the time. Resident A denied Ms. Browksi ever threatened to assault her.

On 11/29/22, I interviewed Resident B at the home. Resident B reported Ms. Browksi treats the residents in a disrespectful manner and heard her say she would “throw Resident A on the ground.” Resident B reported Ms. Browksi “picks and eggs on” residents when conflicts arise which makes the situations worse.

On 11/29/22, I interviewed Resident C at the home. Resident C reported Ms. Browksi has a “very negative attitude” towards the residents and treats them very poorly. Resident C reported Ms. Browksi got into an argument with Resident A over the weekend about taking her to the store and is unsure why Ms. Browksi is so negative towards Resident A. Resident C denied ever hearing Ms. Browksi threaten anyone but did say she “hit anyone who hit her first.”

On 11/29/22, I interviewed DCSM Britni Smith at the home. Ms. Smith reported Ms. Browksi has been working at the home about three months and “speaks to the residents in a disrespectful way.” Ms. Smith reported Ms. Browksi “antagonizes” the residents although has never heard her physical threaten any of the residents. Ms. Smith provided the names and phone numbers of Ms. Browksi the other DCSM that works with Ms. Browksi.

On 12/1/22, I interviewed DCSM Karen Owen by phone. Ms. Owen reported she has worked at the home for eight months and works with Ms. Browksi. Ms. Owen reported she has many concerns with the way Ms. Browksi treats the residents and other DCSM. Ms. Owen reported Ms. Browksi “bullies other staff members” and treats the residents disrespectfully. Ms. Owen reported Ms. Browksi had an argument with Resident A over the weekend and told Resident A to “calm down or I will CPI you.” Ms. Owen reported Ms. Browksi also told Resident A that she can “make it so that she never leaves the home because she can document whatever she wants.” Ms. Owen reported Ms. Browksi has other issues at work as she is always on her phone and ignores the residents at times because she is on social media. Ms. Owen reported she really likes Ms. Browksi and thinks she is a “good person” but believes she is having personal problems that may be causing her to act out at work.

On 12/1/22, I interviewed Christine Browksi over the phone. Ms. Browksi reported she has worked for Beacon Services for two years but has worked at this home for two months. Ms. Browksi denied being disrespectful towards any of the residents and denied threatening Resident A. Ms. Browksi reported she has been assaulted by some of the residents however has never put her “hands on the residents.”

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:	It was alleged DCSM Christine Browski treated Resident A in a rude and disrespectful manner during an interaction between them on 11/26/22. Based on interviews with residents a DCSM who were present on the day in question there was a consensus that Ms. Browski verbally mistreated Resident A. Although, Ms. Browski denied the allegations there was sufficient evidence gathered to establish this violation.
CONCLUSION:	VIOLATION ESTABLISHED

On 12/5/22, I shared the findings of my investigation with Licensee Designee, Nichole VanNiman by phone. Ms. VanNiman reported she will submit a corrective action plan within the 15-day time frame.

IV. RECOMMENDATION

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

Nile Khabeiry, LMSW

12/5/22

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Russell Misiak

12/15/22

Russell B. Misiak
Area Manager

Date