



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

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

January 22, 2023

RE: License #: AS140393268
Investigation #: 2023A1030021
Beacon Home At Red Mill

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.

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,

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**

WARNING: THIS REPORT CONTAINS PROFANITY

I. IDENTIFYING INFORMATION

License #:	AS140393268
Investigation #:	2023A1030021
Complaint Receipt Date:	01/17/2023
Investigation Initiation Date:	01/17/2023
Report Due Date:	03/18/2023
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 Red Mill
Facility Address:	51721 Red Mill Road Dowagiac, MI 49047
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	10/15/2018
License Status:	REGULAR
Effective Date:	04/13/2021
Expiration Date:	04/12/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
A staff member cursed at the residents.	Yes
Additional Findings	No

III. METHODOLOGY

01/17/2023	Special Investigation Intake 2023A1030021
01/17/2023	Special Investigation Initiated - Telephone Interview with complainant
01/19/2023	Contact - Face to Face Interview with Resident A
01/19/2023	Contact - Face to Face Interview with Paul Reed
01/19/2023	Contact - Telephone call made Interview with Katie Howard
01/20/2023	Contact - Telephone call made Interview with Nicole Stevens
01/20/2023	Exit Conference Exit conference by phone

ALLEGATION:

A staff member cursed at the residents.

INVESTIGATION:

On 1/17/23, I interviewed the complainant by phone. The complainant reported this incident occurred on 1/6/23. The complainant provided the full names of the two Direct Care Staff Members (DCSM) who witnessed Nicole Stevens say “get the fuck outta my space and y’all shut the fuck up.”

On 1/19/23, I interviewed Resident A at the home. Resident A reported DCSM Nichole Stevens was being mean and “cussed the residents out.” Resident A reported she told the resident to ‘shut the fuck up.” Resident A reported she was taking to everyone in the home, and this is not the only time she has used that language with the residents.

On 1/19/23, I interviewed DCSM Paul Reed. Mr. Reed reported he was working with Ms. Stevens on 1/6/23. Mr. Reed reported Ms. Stevens was in a bad mood that morning and told the residents to “shut the fuck up.” Mr. Reed reported he tried to be supportive of the residents as they appeared to be offended by Ms. Stevens. Mr. Reed reported he informed the house manager what happened.

On 1/19/23, I interviewed house manager, Katie Howard by phone. Ms. Howard reported she was working on 1/6/23 and heard Ms. Stevens swearing at the residents. Ms. Howard reported she pulled Ms. Stevens aside and told her to outside to cool off. Ms. Howard reported Ms. Stevens told her she was not having a good morning and had a headache.

On 1/20/23, I interviewed Ms. Stevens by phone. Ms. Stevens reported she was not feeling well that morning and was in a bad mood. Ms. Stevens reported she was mean to the residents and already apologized to whole house. Ms. Stevens denied using any profanity including telling the residents to “shut the fuck up.”

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 that Nicole Stevens was disrespectful towards the residents and cursed at them. Based on interviews with Resident A and two staff members, this violation will be established. Although Ms. Stevens denied cursing at the residents, she did admit to being rude towards them due to not feeling well and being in a bad mood.
CONCLUSION:	VIOLATION ESTABLISHED

On 1/20/23, I shared the findings of my investigation with licensee designee, Nichole VanNiman by phone. Ms. VanNiman acknowledge and agreed to submit a corrective action plan.

IV. RECOMMENDATION

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

Nile Khabeiry, LMSW

1/22/23

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Russell Misiak

1/23/23

Russell B. Misiak
Area Manager

Date