



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

August 31, 2023

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

RE: License #:	AM610305548
Investigation #:	2023A0356051 Beacon Home at Lakeview

Dear Ms. Hunter:

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 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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth Elliott". The signature is written in a cursive style with a large, looping initial "E".

Elizabeth Elliott, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 901-0585

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM610305548
<b>Investigation #:</b>	2023A0356051
<b>Complaint Receipt Date:</b>	08/01/2023
<b>Investigation Initiation Date:</b>	08/02/2023
<b>Report Due Date:</b>	09/30/2023
<b>Licensee Name:</b>	Beacon Specialized Living Services, Inc.
<b>Licensee Address:</b>	890 N. 10th St. Suite 110, Kalamazoo, MI 49009
<b>Licensee Telephone #:</b>	(269) 427-8400
<b>Administrator:</b>	Suzanne Hunter
<b>Licensee Designee:</b>	Suzanne Hunter
<b>Name of Facility:</b>	Beacon Home at Lakeview
<b>Facility Address:</b>	403 S. Mears Ave., Whitehall, MI 49461
<b>Facility Telephone #:</b>	(231) 894-0501
<b>Original Issuance Date:</b>	02/08/2013
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/08/2021
<b>Expiration Date:</b>	08/07/2023
<b>Capacity:</b>	12
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED, TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Nick Wilkes yelled in Resident A's face which resulted in Resident A physically assaulting Mr. Wilkes.	Yes

## III. METHODOLOGY

08/01/2023	Special Investigation Intake 2023A0356051
08/02/2023	Special Investigation Initiated - Telephone RS, Katie Hohner, CMH.
08/02/2023	Contact - Telephone call made. Carol Welch, home manager.
08/02/2023	Contact-Document received. ORR complaint.
08/09/2023	Inspection Completed On-site
08/09/2023	Contact - Face to Face Carol Welch, Katie Hohner via telephone, interviewed staff, Nick Wilkes, Resident A and Resident B.
08/09/2023	Contact - Face to Face Interviewed staff Gena Trahan.
08/09/2023	Contact - Telephone call made. Interviewed staff Joyce Alexander.
08/09/2023	APS Referral Contacted Centralized Intake and filed APS referral.
08/09/2023	Contact - Telephone call made. Katie Hohner, Carol Welch, Resident C.
08/09/2023	Contact - Face to Face Whitehall Police department-no report written.
08/10/2023	Contact - Document Sent request for facility paperwork sent to Carol Welch and Suzy Hunter/received on 08/10/2023.
08/30/2023	Exit conference-Suzy Hunter, Licensee Designee.

**ALLEGATION: Staff Nick Wilkes yelled in Resident A's face which resulted in Resident A physically assaulting Mr. Wilkes.**

**INVESTIGATION:** On 08/01/2023, I received a BCAL (Bureau of Children and Adult Licensing) online complaint. On 07/31/2023, the Office of Recipient Rights received a written complaint that reported there was an incident that occurred on 07/28/2023 between Resident A and Direct Care Worker Nick Wilkes. The complainant reported that Mr. Wilkes was yelling in Resident A's face, telling Resident A to get the "bleep up and go to your room." The complainant reported that Resident A told Mr. Wilkes he did not have to leave the living room and then Resident A threatened to assault Mr. Wilkes and Mr. Wilkes responded by saying, "then do it." The complainant reported that Mr. Wilkes would not walk away from the fight.

On 08/02/2023, I interviewed Katie Hohner, Office of Recipient Rights, Central Michigan, Community Mental Health (CMH). Ms. Hohner stated she interviewed Resident A via telephone and Resident A reported that Mr. Wilkes yelled at him to leave the living room on 07/28/2023 but reported that Mr. Wilkes never swore at him and has never used swear words towards him. Ms. Hohner stated she asked Resident A several times and several different ways and Resident A always answered the same way. Ms. Hohner and I set up a date and time to conduct a joint investigation.

On 08/02/2023, I received and reviewed the Recipient Rights Complaint dated 07/28/2023. The complaint documented the following information, *'(Resident A) and staff Nick Wilkes was yelling at (Resident A) to leave the living room. (Resident A) refused and Nick was yelling in (Resident A's) face telling (Resident A) to get the bleep up and go to your room. Nick was telling (Resident A) that he better get up and go to his room. (Resident A) and Nick were yelling, calling names and (Resident A) stated, "I don't have to leave the room, I did nothing." (Resident A) then told Nick, "I will kick your bleep" and Nick responded, "then do it." Nick wouldn't walk away which started a fight.'*

On 08/02/2023, I interviewed Carol Welch, home manager via telephone. Mr. Welch stated she was not in the facility when the incident occurred, but she was told by staff that Mr. Wilkes was "in (Resident A's) face yelling at him." Ms. Welch stated she has no reason not to believe the staff that informed her about the incident. Ms. Welch stated by the time she reached the facility, Mr. Wilkes was still upset, and Resident A had hit Mr. Wilkes with a curtain rod. Ms. Welch stated staff Gena Trahan and Joyce Alexander were present when the incident occurred. Ms. Welch stated all staff are trained in CPI, de-escalation and physical intervention and Mr. Wilkes will be re-trained in this area.

On 08/09/2023, I conducted an inspection at the facility and interviewed Resident A with Ms. Hohner who participated via telephone. Ms. Welch was also present during the interview. Resident A stated he was looking at his phone in the living room at the facility on 07/28/2023 and Mr. Wilkes said to give him the remotes since Resident A

was not watching the TV. Resident A stated he “accidentally” threw the remotes on the floor and elbowed Mr. Wilkes. Resident A stated he left the room, but Mr. Wilkes followed him to the smoking area outside the facility where other staff were. Resident A stated Mr. Wilkes kept following him and he felt “threatened” and “afraid” that Mr. Wilkes was going to beat him up. Resident A stated he threw a chair near the door to the smoking area and then went to the hallway blinds and took the stick off the blinds and began to hit Mr. Wilkes with the stick. Resident A stated he threatened to “kick Nick (Mr. Wilkes) in the balls” and Mr. Wilkes said, “then do it.” Resident A stated this is the first and only time he has had an issue like this with Mr. Wilkes, and prior to this incident, they had been “getting along.” Resident A stated he felt “stalked” by Mr. Wilkes.

On 08/09/2023, I interviewed DCW Gena Trahan at the facility with Ms. Hohner and Ms. Welch. Ms. Trahan stated on 07/28/2023, she came in from outside and heard Resident A and Mr. Wilkes talking and it was getting louder. Ms. Trahan stated Mr. Wilkes was asking Resident A to leave the living room and let Resident B use the living room. Resident A told Mr. Wilkes, “leave me the fuck alone” and Mr. Wilkes kept at Resident A and the situation escalated. Ms. Trahan stated she heard Resident A tell Mr. Wilkes, “make me leave the living room” and Mr. Wilkes responded by saying, “I wish I could.” Ms. Trahan stated Resident A threw the remotes to the TV on the ground and broke them, Mr. Wilkes stated, “nice fucking job, you broke the remotes.” Ms. Trahan stated Resident A threatened to kick Mr. Wilkes in the balls and Mr. Wilkes told Resident A to do it. Ms. Trahan stated Mr. Wilkes kept coming back and starting things with Resident A. Ms. Trahan stated Resident A then threw a chair and took the stick off the blinds and began to beat Mr. Wilkes with the stick. Ms. Trahan intervened, and when Resident A hit her, and realized it was Ms. Trahan that he had struck, Resident A began to cry and say he was sorry. Ms. Trahan stated staff attempted to get the other residents into their rooms during the incident, but Resident C called 9-1-1. The police came, spoke to Resident A and attempted to speak to Mr. Wilkes and because no one wanted to press charges, they left. Ms. Trahan stated while Mr. Wilkes was outside in the smoking area, he called Resident A a “stupid fucking retard.”

On 08/09/2023, Ms. Hohner and I interviewed DCW Mr. Wilkes at the facility with Ms. Welch present in the room. Mr. Wilkes stated Residents A & B were in the living room at the facility and Resident A was yelling obscenities at Resident B and wanted Resident B to leave the living room. There was a lot of yelling, and Resident A wanted to remain in the living room. Mr. Wilkes stated at this time, he was approximately 1-2 feet away from Resident A when talking to him and he told Resident A that he was, “more than welcome to leave the living room and use the TV in the other room” and “if you are going to act this way, you should go to your room.” Mr. Wilkes stated he told Resident A that he (Mr. Wilkes) could not force Resident B to leave the living room. Mr. Wilkes stated Resident A stood up, smashed the remote controllers on the floor, and walked off and he (Mr. Wilkes) and Ms. Trahan followed Resident A into the dining room where Resident A attempted to throw a chair at the window. Mr. Wilkes stated he and Ms. Trahan removed the chair

from Resident A's reach and tried to talk and reason with him. Mr. Wilkes stated he and Ms. Trahan followed Resident A out of the dining room because that is the direction they were headed anyway. Mr. Wilkes stated he and Ms. Trahan were approximately five steps behind Resident A, and again, they were not following him but simply leaving the room they were in. Mr. Wilkes stated then Resident A walked to the window in the hallway between the dining room and the kitchen and grabbed the wand off the blinds and began hitting Mr. Wilkes with it. Mr. Wilkes stated he had his hands up above his head protecting himself from the blows and was able to get away and go outside. Mr. Wilkes stated Resident A followed him out the door and that is when he (Mr. Wilkes), "stood my ground and told him he could not intimidate me." Mr. Wilkes stated at this time he was approximately 3-4 feet away from Resident A. Mr. Wilkes stated Resident A was calling him a "fag" and threatened to "punch me in the balls." Mr. Wilkes stated he told Resident A, "if that's how you feel, you are welcome to do that," and Resident A did not respond other than to say he was the one watching the TV when Resident B came into the living room. Mr. Wilkes stated then he went further into the yard and away from Resident A. Mr. Wilkes stated DCW Joyce Alexander was near the exit that he used, and Ms. Alexander said to him (Mr. Wilkes), "step away" and that "he (Mr. Wilkes) was making it worse." Mr. Wilkes stated he did not initiate any further interaction between himself and Resident A. Mr. Wilkes stated he called Ms. Welch to tell her what had happened, and the police arrived. Mr. Wilkes stated he refused to talk to the police or file a complaint against Resident A. Mr. Wilkes stated he never called Resident A "fucking retard" and that he would never call Resident A or any of the residents a name like that. Mr. Wilkes stated he has a relative with autism and he would never call a resident a retard. Mr. Wilkes stated he did not apologize to Resident A but Resident A apologized to him for hitting him with the wand from the curtains. Mr. Wilkes showed me pictures of the injuries he incurred from the incident. He had several welts on his back and right shoulder area from being hit by Resident A.

On 08/09/2023, Ms. Hohner and I interviewed Ms. Alexander via telephone. Ms. Welch was present in the room. Ms. Alexander stated she was outside in the smoking area of the yard and the door was shut when she heard yelling coming from inside the facility. Ms. Alexander stated Mr. Wilkes opened the door and came out and she asked him what happened, and he said Resident A had hit him with the curtain wand. Ms. Alexander stated Ms. Trahan and Resident A came to the door and Resident A was yelling, but she did not know what Resident A was yelling about. Ms. Alexander stated Mr. Wilkes would not leave the area and Resident A continued to yell so she told Mr. Wilkes, "you need to leave this area" but Mr. Wilkes was not getting "my gestures to get out of this area." Ms. Alexander described Mr. Wilkes as "extremely pissed" and that Mr. Wilkes yelled something, but she was talking to Resident A and trying to calm him down, so she did not know what Mr. Wilkes was saying. Ms. Alexander stated she did not hear Mr. Wilkes call Resident A a retard and she did not hear Mr. Wilkes say you are not going to intimidate me. Ms. Alexander stated if those things were said, it must have been inside the house because she did not hear anything of that nature said around her. Ms. Alexander stated Mr. Wilkes does get upset with residents but never to this level. Ms.

Alexander stated she has never heard Mr. Wilkes call residents names or berate them, but she has never seen him get as upset as he did during this incident with Resident A and it was very difficult to get Resident A to calm down afterwards.

On 08/09/2023, Ms. Hohner and I interviewed Resident B at the facility. Resident B stated Resident A was calling him “gay” and “faggot” in the living room at the facility and Mr. Wilkes told Resident A to get off the TV. Resident B stated Resident A paused the TV and staff told him to turn it back on. Resident B stated Mr. Wilkes then said to Resident A that he needed to get off the TV if he was going to “act like this” or “act a fool” and that’s when Resident A and Mr. Wilkes walked out of the living room and out of Resident B’s sight. Resident B stated Mr. Wilkes was talking to Resident A in a calm voice and never heard Mr. Wilkes call Resident A any bad names or swear at him. Resident B stated he never heard Mr. Wilkes tell Resident A to go to his room. Resident B stated he knew Resident A threw a chair and then he heard staff saying, “stop it, don’t throw that!” Resident B stated Mr. Wilkes had welts on him from Resident A hitting him with the wand from the curtains and Ms. Trahan injured her hand assisting Mr. Wilkes during the altercation. Resident B stated Mr. Wilkes said, “fuck” when he got hit in the back with a stick from Resident A and then Mr. Wilkes walked outside “cussing up a storm, telling staff to get (Resident A) the fuck away from him.” Resident B stated Resident A told Mr. Wilkes he was “gonna kick him in the balls” and Mr. Wilkes said, “no you aint.” Resident B stated staff tried to calm Resident A down, but nothing worked.

On 08/09/2023, I inquired about the police report at the Whitehall police department and an officer informed me that Mr. Wilkes refused to speak to them, so they made sure things were settled and cleared the scene. There was no report written.

On 08/10/2023, Mr. Hohner and I interviewed Resident C via telephone. Resident C stated Mr. Wilkes is “very argumentative towards residents, disrespectful and angry.” Resident C stated Mr. Wilkes said something that upset Resident A, but he only heard “bits and pieces” of what was said during the entire incident. Resident C stated he heard Mr. Wilkes and Resident A “arguing back and forth” and that Mr. Wilkes was using a “firm tone of voice, direct, more disrespectful firm and direct.” Resident C stated he heard swearing from Resident A but no swearing from Mr. Wilkes, but that “a lot of stuff sets him off.” Resident C stated Resident A was hitting Mr. Wilkes with a “curtain hanger” and Ms. Trahan intervened and hurt her hand. Resident C stated after the police left, Mr. Wilkes said that he was going to “lose his cool” and “I’m going to put my hands on him”. Resident C stated he called 9-1-1 out of concern for the staff’s safety.

On 08/10/2023, I received and reviewed Resident A’s assessment plan for AFC residents dated 07/13/2023. The assessment plan documented that Resident A does not control aggressive behavior and documents, *‘does have some history of being aggressive towards others and property destruction. Staff will work with (Resident A) daily on developing and utilizing his coping skills and redirect as needed.’*



On 08/30/2023, I conducted an exit conference with Suzy Hunter, Licensee Designee. Ms. Hunter agreed with the information, analysis, and conclusion of this applicable rule violation.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	(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.
<b>ANALYSIS:</b>	<p>The complainant reported that Mr. Wilkes yelled in Resident A's face and when Resident A threatened to assault Mr. Wilkes, Mr. Wilkes responded by saying, "then do it." The complainant reported that Mr. Wilkes would not walk away from the fight.</p> <p>Ms. Welch, Ms. Trahan, and Ms. Alexander stated Resident A and Mr. Wilkes argued back and forth and a physical altercation took place where Resident A struck Mr. Wilkes several times.</p> <p>Ms. Hohner stated Resident A reported Mr. Wilkes yelled at him but did not swear or use bad language.</p> <p>Resident A stated he and Mr. Wilkes argued back and forth and he felt threatened and stalked by Mr. Wilkes.</p> <p>Resident B stated he heard some arguing back and forth between Mr. Wilkes and Resident A, but Mr. Wilkes never raised his voice.</p> <p>Resident C stated he heard Resident A and Mr. Wilkes arguing back and forth and called 9-1-1 for concerns of staff safety.</p> <p>The assessment plan documented Resident A is not able to control aggressive behavior and requires staff assistance to redirect and utilize coping skills.</p> <p>Based on investigative findings, there is a preponderance of evidence to show that on 07/28/2023, Mr. Wilkes, engaged in a verbal altercation with Resident A exacerbating the situation which escalated into Resident A physically assaulting Mr. Wilkes. Therefore, a violation of this applicable rule is established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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



08/30/2023

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Elizabeth Elliott  
Licensing Consultant

Date

Approved By:



08/31/2023

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Jerry Hendrick  
Area Manager

Date