



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

Roxanne Goldammer
The Country House, LLC
890 N. 10th St.
Kalamazoo, MI 49009

February 6, 2024

RE: License #: AM040291143
Investigation #: 2024A0360010
Beacon Home at Ossineke

Dear Roxanne Goldammer:

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 (866) 865-0006.

Sincerely,

Matthew Soderquist, Licensing Consultant
Bureau of Community and Health Systems
931 S Otsego Ave Ste 3
Gaylord, MI 49735
(989) 370-8320

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM040291143
Investigation #:	2024A0360010
Complaint Receipt Date:	01/17/2024
Investigation Initiation Date:	01/18/2024
Report Due Date:	02/16/2024
Licensee Name:	The Country House, LLC
Licensee Address:	890 N. 10th St. Ste. 110 Kalamazoo, MI 49009
Licensee Telephone #:	(989) 471-8482
Licensee Designee/Administrator	Roxanne Goldammer
Name of Facility:	Beacon Home at Ossineke
Facility Address:	10685 Spruce Rd Ossineke, MI 49766
Facility Telephone #:	(989) 471-1192
Original Issuance Date:	12/17/2009
License Status:	REGULAR
Effective Date:	06/12/2022
Expiration Date:	06/11/2024
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED, DEVELOPMENTALLY DISABLED, MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
Staff were disrespectful to Resident A.	Yes
Additional Findings	No

III. METHODOLOGY

01/17/2024	Special Investigation Intake 2024A0360010
01/18/2024	Special Investigation Initiated - Telephone Sarah Watson, CMCMH ORR
01/19/2024	Contact - Telephone call received Sarah Watson ORR, licensee designee Roxanne Goldammer, DCS Tonya Sharp, DCS Kelly Evans, DCS Richard Beegan, DCS Roxann Arman-Brooks, Resident A.
01/19/2024	APS Referral online
02/05/2024	Inspection Completed On-site Resident A, manager Sarah Patterson
02/06/2024	Exit Conference With licensee designee Roxanne Goldammer

ALLEGATION:

Staff were disrespectful to Resident A.

INVESTIGATION:

On 1/17/24, I was assigned a complaint from the LARA online complaint system.

On 1/18/24, I was contacted by rights officer Sarah Watson from the Central Michigan Community Mental Health. Ms. Watson stated she had video conference interviews scheduled for 1/19/24 with direct care staff and Resident A.

On 1/19/24, rights officer Sarah Watson and I did a joint video interview with direct care staff (DCS) who were at the home.

We first interviewed DCS Roxann Arman-Brooks. Ms. Arman-Brooks stated DCS Tonya Sharp and Kelly Evans have made inappropriate comments to Resident A about holding his penis and touching himself. She stated she has heard them make these types of comments on at least two occasions. She stated she heard them say these things between Thanksgiving and Christmas. Ms. Arman-Brooks stated that Resident A would come out of his room and socialize a lot more before they started making these types of comments to him. She stated now he just likes to stay in his room and be by himself.

We then interviewed DCS Richard Beegan. Mr. Beegan stated that Resident A has reported to him that other staff told him he was in his room "jacking off." Mr. Beegan stated he has not witnessed other staff say these things to residents.

We then interviewed DCS Tonya Sharp. Ms. Sharp stated Resident A typically spends time in his room. She stated they used to joke around with him a lot but not anymore. She denied making any sexual comments or jokes to him.

We then interviewed DCS Kelly Evans. Ms. Evans denied making any disrespectful comments to Resident A.

We then interviewed Resident A. Resident A stated DCS Tonya Sharp and Kelly Evans have both made comments to him telling him to, "get off my phone, get my dick out of my hand and quit jerking off." He stated these comments were made around Christmas and since that time he has not wanted to come out of his room. He stated he feels like he was disrespected and that they are going to continue to make disrespectful comments to him.

We then interviewed the licensee designee Roxanne Goldammer. Ms. Goldammer stated she was not previously aware of the statements allegedly made to Resident A by staff. She stated statements like that were not acceptable nor are they consistent with the training staff receive on how to talk with residents. Ms. Goldammer stated both staff would be suspended pending the investigation.

On 2/5/24, I conducted an unannounced onsite inspection at the facility. I interviewed manager Sarah Patterson at the home. Ms. Patterson stated that both Ms. Sharp and Ms. Evans were suspended on 1/19/24. She stated that Ms. Sharp quit immediately, and Ms. Evans remains on suspension pending the investigation. Ms. Patterson stated Resident A has been more social and spending more time outside of his bedroom since they were both suspended.

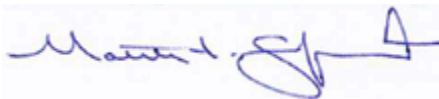
On 2/5/24, I interviewed Resident A at the home. Resident A stated things are going well. He stated there is less tension in the home and he is more social. He stated all the other staff are treating him with respect.

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>The complaint alleges staff were disrespectful to Resident A.</p> <p>While interviews with Ms. Sharp and Ms. Evans resulted in both denied making disrespectful statements towards Resident A, interviews with Ms. Armon-Brooks, Mr. Beagen, and Resident A revealed evidence that the alleged disrespect had taken place.</p> <p>The licensee designee Roxanne Goldammer stated the actions of Ms. Sharp and Ms. Evans were not consistent with the training they receive.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 2/6/2024, I conducted an exit conference with the licensee designee Roxanne Goldammer. Ms. Goldammer concurred with the findings of the investigation. She stated Ms. Evans and Ms. Sharp have both resigned. She stated she will submit a corrective action plan for approval.

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change in the status of the license.

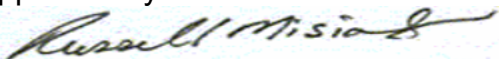


2/6/24

Matthew Soderquist
Licensing Consultant

Date

Approved By:



2/6/24

Russell B. Misiak
Area Manager

Date