



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 11, 2025

Melissa Bentley
The New Beginnings Manor LLC
3902 Cuthbertson
Flint, MI 48507

RE: License #: AM250328940
Investigation #: 2025A0779038
New Beginnings

Dear Melissa Bentley:

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 (517) 643-7960.

Sincerely,

A handwritten signature in dark ink, reading "Christopher A. Holvey". The signature is written in a cursive style with a large, stylized 'C' and 'H'.

Christopher Holvey, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5659

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM250328940
Investigation #:	2025A0779038
Complaint Receipt Date:	05/30/2025
Investigation Initiation Date:	06/02/2025
Report Due Date:	07/29/2025
Licensee Name:	The New Beginnings Manor LLC
Licensee Address:	3902 Cuthbertson, Flint, MI 48507
Licensee Telephone #:	(810) 547-1763
Administrator:	Melissa Bentley
Licensee Designee:	Melissa Bentley
Name of Facility:	New Beginnings
Facility Address:	3902 Cuthbertson, Flint, MI 48507
Facility Telephone #:	(810) 232-2215
Original Issuance Date:	05/07/2013
License Status:	REGULAR
Effective Date:	10/30/2023
Expiration Date:	10/29/2025
Capacity:	11
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED ALZHEIMERS

II. ALLEGATION(S)

Violation Established?	
The home is invading the residents' privacy by utilizing baby monitors in the hallways and cameras in the lunchroom, kitchen and the office.	Yes

III. METHODOLOGY

05/30/2025	Special Investigation Intake 2025A0779038
06/02/2025	Special Investigation Initiated - Telephone Voicemail message left for Complainant.
06/04/2025	Inspection Completed On-site
07/01/2025	Exit Conference Held with licensee designee, Melissa Bentley.

ALLEGATION:

The home is invading the residents' privacy by utilizing baby monitors in the hallways and cameras in the lunchroom, kitchen and the office.

INVESTIGATION:

On 6/4/2025, an unannounced on-site inspection was conducted and a walk-through of the entire home took place. Cameras were observed to be located in the corners of the staff office, dining area and kitchen. Audio baby monitors were observed being used in the kitchen, dining area, and upstairs hallway, which are all located near exits.

On 6/4/2025, supervisor, Tiffany Thomas, confirmed that the use of the three audio monitors have been in place for approximately one week. Supervisor Thomas stated that they have had people from the community try and enter the home from multiple entrances, especially at night, so the monitors were put in place for the safety of the residents. Supervisor Thomas reported that all exits have alarms on them, it is a large spacious home with two floors, and the monitors help the 3rd shift staff be aware when someone enters and/or exits the home. Supervisor Thomas stated that the audio monitors are only used during 3rd shift. When asked about the cameras in the common areas of the home, Supervisor Thomas stated that the cameras have been mounted for several years, but they are never been hooked up and are nonfunctional. Supervisor

Thomas stated that all residents are aware of the use of the audio monitors but admitted that the home does not have a written policy regarding the approval of their use, that is signed by the residents and/or guardians.

On 6/4/2025, 3rd shift staff person, Sojourner Wright, was interviewed. Staff Wright stated that she turned the audio monitors on when 2nd shift staff leave the home at 10:30pm. Staff Wright stated that all the residents are in their rooms for the night and most of them are asleep at that point.

On 6/4/2025, 1st shift home manager, Brenda Cook, was interviewed. Manager Cook stated that all residents are aware of the audio monitors and that she unplugs the monitors when she arrives to work at 6:30am. Manager Cook stated that the audio monitors have only been in place for one week. Manager Cook confirmed that the cameras mounted in the common areas of the home do not work.

On 6/4/2025, Resident A, Resident B, Resident C, and Resident D were all interviewed separately, but they all reported the same information. All four residents stated that they are aware of the audio monitors and that they do not object to them being used. They all stated that staff have told them that the cameras do not work. A total of five residents were observed to be clean, well-groomed and reported to be doing well.

On 7/1/2025, an exit conference was held with licensee designee, Melissa Bentley. LD Bentley confirmed that the cameras located in the common areas of the home are non-functional. LD Bentley stated that the audio monitors were taken down on 6/4/2025 and that they are in the process of completing a written policy for the monitors use, which all the residents and/or guardians will sign acknowledging their approval, before the monitors will be put back in place.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights: (o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.

ANALYSIS:	It was confirmed that the use of three audio monitors were being used in common areas of this home, during 3 rd shift hours, which affects the privacy of the residents. Although the use of audio monitors in common areas is not prohibited by AFC licensing rules, the home must have a written policy in place that is signed by all residents and/or guardians, giving their approval of the monitors use. At the time of the 6/4/2025 inspection, this home did not have any such written policy in place.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved written corrective action plan, it is recommended that the status of this home's home remain unchanged.




7/11/2025

Christopher Holvey
Licensing Consultant

Date

Approved By:



7/11/2025

Mary E. Holton
Area Manager

Date