



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 14, 2026

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

RE: License #: AM030402102
Investigation #: 2026A0469022
Beacon Home at Bridge Street

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 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 blue ink that reads "Natasha Grew". The signature is fluid and cursive, with the first name "Natasha" and last name "Grew" clearly distinguishable.

Natasha Grew, 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
THIS REPORT CONTAINS PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AM030402102
Investigation #:	2026A0469022
Complaint Receipt Date:	06/29/2026
Investigation Initiation Date:	06/29/2026
Report Due Date:	08/28/2026
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Nichole VanNiman
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home at Bridge Street
Facility Address:	691 West Bridge Street Plainwell, MI 49080
Facility Telephone #:	(269) 204-6493
Original Issuance Date:	07/16/2020
License Status:	REGULAR
Effective Date:	01/16/2025
Expiration Date:	01/15/2027
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED, MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff member Tim Hunt yelled at Resident A and called him derogatory names.	Yes

III. METHODOLOGY

06/29/2026	Special Investigation Intake 2026A0469022
06/29/2026	Special Investigation Initiated – Telephone ISK Recipient Rights Officer- Briana Jackson
06/30/2026	APS Referral APS referral made
07/10/2026	Inspection Completed On-site
07/14/2026	Exit Conference Licensee Designee- Nichole VanNiman

ALLEGATION: Staff member Tim Hunt yelled at Resident A and called him derogatory names.

INVESTIGATION: On 06/29/2026, I received a complaint from the BCHS online system for this facility. The complaint stated: *'It was reported by a staff that on 5/25/26 Tim Hunt (Beacon staff) got close in [Resident A]'s face, yelled at [Resident A] and called [Resident A] a "Bitch" and a "Baby". When interviewed Tim admitted to this and included that other staff have done similar on unknown dates.'*

On 06/29/2026, I interviewed Briana Jackson from Recipient Rights at Integrated Services of Kalamazoo (ISK). I asked Ms. Jackson if she had an active investigation regarding Resident A being yelled at and called derogatory names by a staff. Ms. Jackson stated yes. Ms. Jackson is still working on her investigation. Ms. Jackson stated during her interview with staff Tim Hunt, he admitted to yelling at Resident A and calling Resident A names that included "baby" and "bitch".

On 07/10/2026, I completed an unannounced onsite inspection. While onsite, I interviewed Resident A, house manager Robbyn Arebalo, direct care worker Tanesha Starling, and Resident B.

I asked Resident A if there were staff at the facility that yelled at him. Resident A stated yes. Resident A stated there was one staff named Tim that yelled at him a while ago. Resident A stated he talked with someone from ISK about this already. Resident A stated it was a morning and he did not remember the date. Resident A stated that Tim is not working at the facility anymore. Resident A stated there were

two other staff present when this occurred. One of the staff was Dakota, but he no longer works at the facility. Resident A could not recall who the other staff was that was present but stated it was a female staff. Resident A stated he could not remember why Tim called him a “baby”. I asked Resident A if this has happened more than one time. Resident A stated no. I asked Resident A if there were any other staff that yelled at him or other residents. Resident A stated no. I asked Resident A if there were any other staff that called him or other residents names. Resident A stated no. Resident A stated that “all staff are nice now”.

I asked Ms. Arebalo if there was an incident when Resident A was yelled at and called derogatory names by direct care worker Tim Hunt. Ms. Arebalo stated yes. Ms. Arebalo stated Mr. Hunt is the staff that called Resident A derogatory names and yelled at Resident A. Mr. Hunt is not working at the facility while there is the active investigation with Recipient Rights at ISK. Ms. Arebalo stated she was not the manager working when the incident happened. Ms. Arebalo stated she is aware of the incident though and there is an incident report that was completed by direct care worker Dakota Thorpe. Ms. Arebalo stated the incident occurred during Mr. Thorpe’s last week with this facility and he no longer works here. Ms. Arebalo stated direct care worker Tanesha Starling was also present when this incident occurred, and she does still currently work at the facility. I asked Ms. Arebalo if this has occurred more than the one time. Ms. Arebalo stated no. I asked Ms. Arebalo if there were any other staff calling residents derogatory names or yelling at them. Ms. Arebalo stated no.

I asked Ms. Starling if she was present when a staff member yelled at a resident. Ms. Starling stated yes. Ms. Starling stated the incident occurred when she was coming in one morning for her shift, and this occurred toward the end of May 2026. Ms. Starling stated Mr. Thorpe and Mr. Hunt were the other staff present with her and Resident A. Ms. Starling stated when she came in for her shift, she recalled that Resident A had an attitude as he sometimes does and Resident A was talking with Mr. Thorpe. Ms. Starling stated she watched Mr. Hunt walk up to Resident A and get close to his face, and start yelling at him. Ms. Starling stated Mr. Thorpe had asked Mr. Hunt to back up from Resident A because that was not how to handle the situation. Ms. Starling stated she helped Resident A get into the shower while Mr. Thorpe stood there and Mr. Hunt went back to the kitchen. Ms. Starling stated she could not recall exactly what had been said, but Mr. Hunt was yelling at Resident A and using derogatory names that included “bitch”. I asked Ms. Starling if this has occurred before or between any other staff and residents. Ms. Starling stated no. Ms. Starling stated this is the first time she has seen Mr. Hunt act this way with residents, and he is not typically disrespectful. Ms. Starling stated no other staff have interacted with residents by yelling at them or calling them derogatory names.

I interviewed Resident B and asked him if he has been yelled at by staff at this facility. Resident B stated no. I asked Resident B if he heard staff yelling at any other residents. Resident B stated no. I asked Resident B if he or any other resident has been called derogatory names by staff at this facility. Resident B stated no.

While onsite I requested and was provided with a copy of the incident report from when this occurred.

On 07/13/2026, I reviewed the incident report completed by direct care worker Dakota Thorpe dated 05/25/2026. The incident report stated: *'[Resident A] had started complaining about his past few days to a staff and while this was happening staff Tim started yelling at him saying he needed to stop acting like a baby that he has been tired of dealing with his behaviors all week then when [Resident A] tried to walk away staff Tim followed him to the sliding door because [Resident A] had been upset and yelling a little bit on his way over to the door when sitting by the door staff Tim got in [Resident A]'s face yelling at him saying what are you going to do about it bitch and that he was acting like a baby and then proceeded to keep doing so when [Resident A] had asked him to leave him alone...'*

On 07/14/2026, I completed an exit conference with Licensee Designee Nichole VanNiman. I informed her of the investigative findings and recommendations, and that a corrective action plan is due 15 days from her receipt of this report.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	A complaint was received stating a staff member yelled at Resident A and called him derogatory names. Ms. Jackson, Resident A, Ms. Arebalo, and Ms. Starling consistently reported that Mr. Hunt called Resident A "bitch" and "baby" and yelled at Resident A. The incident report that was completed by Mr. Thorpe also documented that Mr. Hunt yelled at Resident A and called Resident A "bitch" and "baby". There is evidence for a rule violation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



07/14/2026

Natasha Grew, Licensing Consultant

Date

Approved By:

A handwritten signature in blue ink, appearing to read "Jerry Hendrick".

07/14/2026

Jerry Hendrick, Area Manager

Date