



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 3, 2026

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

RE: License #: AM590387872
Investigation #: 2026A0622053
Beacon Home At The Cottage

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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) 335-5985.

Sincerely,

Amanda Blasius, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

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

I. IDENTIFYING INFORMATION

License #:	AM590387872
Investigation #:	2026A0622053
Complaint Receipt Date:	07/16/2026
Investigation Initiation Date:	07/16/2026
Report Due Date:	09/14/2026
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Roxanne Goldammer
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home At The Cottage
Facility Address:	1550 E. Colby Road Stanton, MI 48888
Facility Telephone #:	(989) 831-0625
Original Issuance Date:	01/30/2018
License Status:	REGULAR
Effective Date:	07/30/2024
Expiration Date:	07/29/2026
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care workers intentionally withheld adequate food and water from vulnerable residents, despite management being aware of the concerns.	Yes
Additional Findings	Yes

III. METHODOLOGY

07/16/2026	Special Investigation Intake 2026A0622053
07/16/2026	Special Investigation Initiated – Telephone phone call to direct care worker, Jessica Cresto
07/16/2026	Referral came from adult protective services denial
07/23/2026	Inspection Completed On-site
07/27/2026	Documentation requested and received.
07/29/2026	Contact- phone calls to direct care workers, Ava Lamar, Kennedy Wernette, Mirandah Campbell, Rebecca Terry and Cherly Shook. Documentation received.
08/04/2026	Exit conference with administrator, Roxanne Goldammer

ALLEGATION: Direct care workers intentionally withheld adequate food and water from vulnerable residents, despite management being aware of the concerns.

INVESTIGATION:

On 07/16/2026, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, adult protective services denied the complaint and sent the referral to LARA. The complaint stated the home has 11 residents currently and has four primary day shift staff members. According to the complaint, the home currently has work being done on their well, so they were using jugs of water. The complaint stated daytime staff have only allowed two full jugs of water to come into the house for the day to meet the water needs of all 11 residents and any food/meals that will be potentially made. When the nighttime staff arrived, they brought another jug of water as there was only ¼ cup of water left in the jug and according to the complaint, the first shift staff were frustrated. According to the complaint, on 07/15/2026, five pizzas were delivered to the home for dinner, so staff did not have to do dishes. Only six residents ate and they were only allowed 2 pieces of pizza each. Resident A wanted to eat pizza, but

was told he could not have pizza because he ate ramen noodles while waiting for the pizza to be brought to the house. The complaint stated that staff took 2.5 of the uneaten pizzas down to the basement to withhold them from residents. Additionally, the complaint stated that often direct care staff complain that the residents are overeating and are overweight. Direct care worker, Kennedy Wernette has said that she makes less food for the residents, and the day staff members have said that they are not going to provide the recommended serving amounts to the residents. The complaint stated that day shift direct care staff are not ordering as much food as they should because they think the residents are all overweight. According to the complaint, Residents B and C have complained of unmitigated hunger.

On 07/16/2026, I interviewed direct care worker (DCW), Jessica Cresto via phone. She reported that currently the well was being treated for bacteria, therefore they could not use the home water as they were treating it with bleach. DCW Cresto stated that they have several two gallon jugs of water per shift and she stated that if they run out, a staff member can go out and buy more. DCW Cresto reported that water has not been withheld from residents and they have access to water no matter what. DCW Cresto explained that they had been without water for a few days and the faucets were covered so residents would not use them with bleach running through the water. She stated that residents were prompted to shower before the water treatment occurred. DCW Cresto stated that staff are still able to provide meals to residents by using the oven, grilling or ordering pizza. DCW Cresto stated that last night Resident A was eating Ramen noodles when a staff member went to pick up the pizza. When she returned with the pizza, DCW Rebecca Terry told Resident A he could not have any pizza because he just ate Ramen noodles. She reported that the meal/dinner planned for the residents was pizza, but DCW Terry informed Resident A he could not have the pizza. DCW Cresto stated that DCW Terry then put the extra pizza on the basement stairwell, which is locked to residents. DCW Cresto reported that when third shift came on, DCW Mirandah Campbell found the pizza on the stairwell and provided Resident A with pizza.

On 07/23/2026, I completed an unannounced onsite investigation to Beacon Home at the Cottage. During the unannounced onsite investigation, I interviewed residents, direct care workers and viewed the kitchen.

On 07/23/2026, I inspected the Beacon Home at the Cottage kitchen area. I viewed a bowl of fruit on the counter, canned vegetables, a box of Oatmeal cream pies, fruit cups in the fridge and four leftover ham and cheese sandwiches in the refrigerator.

On 07/23/2026, I interviewed direct care worker, Katrina Pierce in person. She identified her role as the program director. She confirmed that their well was being treated for bacteria and the well was chlorinated so residents could not use the facility water for a few days. DCW Pierce stated that the issue has been corrected now and an approved sample was collected. Currently, the licensee is waiting for the approval paperwork regarding the water passing inspection from Great Lakes

Environment. She stated that they were buying gallons of water for each facility on the property and each had extra water jugs available. DCW Pierce was not aware of Resident A not receiving any pizza, but she did confirm that staff provided pizza to residents when the water was shut off. DCW Pierce stated that regarding snacks, fruit is always available on the counter. She stated that all meals are portioned the same for each resident. DCW Pierce reported that she has not been approached by any residents regarding any concerns.

On 07/23/2026, I interviewed Resident A in person. He stated that direct care worker Rebecca Terry told him that he could not have any pizza for dinner as he just ate Ramen noodles. Resident A confirmed that he did ask for some pizza. Resident A reported DCW Mirandah Campbell provided him with pizza. Resident A stated that there was always a jug of water available.

On 07/23/2026, I interviewed Resident D in person. He stated that the home always had a lot of water available and he was prompted to shower prior to the water being turned off. Resident D stated that there is always enough food available and staff allow him to pick a few snacks when he wants. Resident D did not have any information on Resident A being denied pizza.

On 07/23/2026, I interviewed Resident B in person. Resident B stated that there was enough water jugs available and if they ran low or out, staff were running to the store to purchase additional jugs of water. Resident B reported that he went with DCW Rebecca Terry to pick up the pizza. Resident B stated that he remembers someone saying, Resident A just ate Ramen noodles and does not need pizza. He stated that he was not sure who stated this to Resident A. Resident B reported that when he asked DCW Terry for an additional slice, she provided it to him. Resident A explained that first shift has been dictating their portion sizes and when he asks for more food, he is told no. Resident B reported that popsicles are available all the time, but the rest of the snacks are locked in a pantry.

On 07/23/2026, I interviewed direct care worker, Dana Strong in person. DCW Strong stated that the home never ran out of water as there was extra water jugs available for resident use in the basement. She explained that residents were warned ahead of time regarding the water being turned off and were prompted to shower and provided wipes in the bathroom. DCW Strong reported that she was working when residents were provided pizza for dinner. DCW Strong stated that she observed Resident A making Ramen noodles. She reported that she didn't hear any staff member tell him he could not have pizza, but she did not observe Resident A eating pizza either. DCW Strong explained that she was administering medications during dinner. She stated that she observed DCW Terry place pizza on plates for all residents. DCW Strong confirmed that the pizza was taken to the basement after dinner and stated that there is no fridge in the basement.

On 07/29/2026, I interviewed direct care worker Ava Lamar via phone. She reported that she has worked at the home for about 90 days and works third shift. She stated

that she was working the night the residents received pizza for dinner and she came in for her shift around 9:00pm. DCW Lamar stated that her and her co-worker found three pizza boxes left on the stairwell of the basement stairs. She stated that this door is locked to residents. DCW Lamar explained that they found the pizza after going down to the basement to get more water for residents. When coming onto their shift, previous shift direct care workers told them that they could only use two water jugs for their shift. DCW Lamar explained that there were two pizzas and an order of breadsticks left on the stairwell. She explained that another resident told her that day direct care staff would not allow Resident A to have any pizza for dinner as he had already eaten Ramen noodles before the pizza arrived. DCW Lamar explained that the Ramen noodles was food that Resident A purchased and was not food that was provided by the house. She stated that her co-worker Mirandah Campbell brought the pizza up out of the stairwell and placed it on the table for the residents to eat. DCW Lamar explained that Resident A then ate three pizzas of pizza and a breadstick after he was provided the pizza at 9:30pm. She stated that other residents also ate the rest of the pizza. DCW Lamar reported that residents reported that it was all three-day staff that did not allow Resident A to have pizza or the other residents to have the left-over pizza after they were served their two slices. DCW Lamar reported that fruit and grapes are always available for a snack. She stated that if residents want an additional snack that is not out for their access, she will provide that to them.

On 07/29/2026, I interviewed direct care worker, Kennedy Wernette via phone. She stated that she works day shift. DCW Wernette reported that she was not working on 07/15/2026 when residents were served pizza for dinner. She reported that there was always an abundance of water jugs available in the kitchen and in the basement. She stated that one jug was for the medication room and one or two would be put in the kitchen. DCW Wernette stated that she did not observe that residents ran out of water and when they finished a jug of water, another one was brought upstairs. She reported that when she serves residents she gives them all the same portion on their plate and if there are leftovers, residents can have more. DCW Wernette explained that the amount of leftovers depends on the meal. She gave the example of chicken which comes in a bag of 15 pieces from Gordan's which does not allow many leftovers. DCW Wernette reported that she understands that the first plate they provide must follow the resident prescribed diet, but the resident can choose if they want to eat leftovers or additional snacks throughout the day. She explained that snacks are available at all times and gave the examples of popsicles, string cheese, yogurt, chips and granola bars. DCW Wernette also reported that she oversees ordering food for the home and explained that the budget has not changed recently and she orders the same amount of food as the budget allows. She further stated that each week the menu allows resident choice two times and she asks the residents what they want for those two meals.

On 07/29/2026, I interviewed direct care worker, Mirandah Campbell via phone. She reported that she works third shift and was working the night residents were served pizza. She stated that she came onto her shift and was informed from the previous

shift that five pizzas were ordered, along with breadsticks. The previous shift stated that every resident ate pizza except Resident A who ate his own Ramen noodles. DCW Campbell explained that when she arrived for her shift, there was only ¼ cup of water left in the water jug and the previous staff reported that they were informed that they could only bring up two jugs of water. DCW Campbell stated that she went down to the basement and brought up more water at the beginning of her shift and upon entering the basement she found two and half pizzas sitting on the basement stairs. She explained that the basement door is always locked to residents. DCW Campbell stated that she brought the pizzas up and put them on the table for all the residents to eat, as she did not understand why they would be put out of resident reach. DCW Campbell reported that she also learned that Resident A was told he could not have any pizza as he had eaten Ramen noodles prior to the pizza arriving. She explained that she was told by residents that it was DCW Rebecca Terry who told Resident A he could not have pizza. DCW Campbell explained that Resident A was provided pizza around 9:45pm. She stated that she has been concerned about the amount of snacks available to residents also, as a box is brought up in the morning, but is usually gone by the time 3rd shift comes to work. She explained that bread and peanut butter is always available. DCW Campbell stated that if a resident asks her for a snack, she will always provide it to them. DCW Campbell stated that the first shift staff have been very concerned about the amount of weight residents are gaining, but she tries to explain to them that they can't refuse them second helpings or snacks as it's their right.

On 07/29/2026, I interviewed direct care worker, Rebecca Terry via phone. She reported that she has worked at the home for 2.5 years and works first shift. She stated that she was working on 7/15/26 when the residents were served pizza. DCW Terry stated that she went and picked up the pizzas and picked up five Little Caesar's pizzas, along with some breadsticks she bought with her own money. She reported that each resident was served two slices, except two residents. She stated that Resident A had just finished four packs of Ramen noodles and he came to her and stated the following: "I don't feel very well." DCW Terry stated that she told him to go lay down and I'll save you some pizza. She reported that she didn't deny him any pizza. She also explained that Resident E does not like pizza, therefore he refused dinner and did not want any other alternatives. DCW Terry reported that she put the pizza on the basement stairs as she was planning on putting it in the pantry fridge later but then ended up forgetting about it. She reported that if she left the pizza in the house fridge all the residents would have eaten the pizza and none would have been available for Resident A. DCW Terry confirmed that there was 2.5 pizzas left. DCW Terry reported that Resident A did not come back out of his room before she left for her shift. She stated that the house never ran out of water when it was turned off and when it was low, a staff member would bring more up from the basement or go to the store to purchase more water. DCW Terry stated that one of her co-workers told her that they could only use two jugs per shift, but she ignored this instruction as she felt water should have always be available. She reported that for some meals there may not be any leftovers, but there are always snacks

available. She stated that fruit is always on the counter or they can have fruit snacks, chips or a peanut butter and jelly sandwich.

On 07/29/2026, I interviewed direct care worker Cheryl Shook via phone. She identified her role as the home manager. DCW Shook explained that the home never ran out of water and she never told any staff members to limit the amount of jugs available to residents. DCW Shook explained that with the water off, they switched the meals on 7/15/26 and had sandwiches for lunch and she ordered pizza for dinner. DCW Shook stated that she was not working when the residents had dinner, but had been informed about the incident. She explained that she heard that there were 2.5 pizzas leftover, which she did feel was a lot left over based on how the residents eat pizza. DCW Shook reported that it was her understanding that the pizza was put on the stairs for the nightshift to eat. DCW Shook stated that she has observed Resident A eat a lot of Ramen and has never heard him complain of not feeling well afterwards. She stated that she observed him to eat four packs of Ramen noodles, then have McDonalds and then eat a full meal afterwards. DCW Shook stated that the first portion of each meal, staff have to follow prescribed diets and portion sizes, but then residents can choose to have seconds. She also explained that seconds are not served until each resident has had their portion of the meal. DCW Shook reported that if there are no leftovers, residents can have a peanut butter and jelly sandwich, meat sandwich or another snack. She further stated that residents can have four official snacks of bagged snacks such as Cheez its', goldfish, cookies or fruit snacks, then after their four snacks they are prompted to have a peanut butter and jelly sandwich, fruit or any other available food within the fridge/freezer. DCW Shook stated that she has had staff members complain about the residents over eating or their weight gain, but she reminds them that it's their right to continue eating after their first served meal and staff cannot deny them that option.

On 07/27/2026, I received documentation from Gratiot Water Area Authority. It stated that as of 7/21/26, Beacon Home at the Cottage tested negative for Coliform and e-coli in the water sample.

APPLICABLE RULE	
R 400.645	Environmental Health
	(2) A facility that does not have access to an approved community water system shall comply with the safe drinking act, 1976 PA 399, MCL 325.1001 to 325.1023. A facility not on an approved community water system, or a facility on an approved community water system but that installs water treatment equipment, shall provide at total coliform, nitrate, and arsenic report documenting satisfactory water quality with the initial application and with all renewal applications. Satisfactory samples mean

	concentrations that do not exceed the primary maximum contaminant levels or action level. The department may require increased monitoring parameters and increases frequency base on local site conditions and other pertinent factors.
ANALYSIS:	Based upon interviews and documentation received, it was found that Beacon Home at the Cottage appropriately handled treating the coliform and e-coli in the well water. Once the water was found to be positive, the well was chlorinated to correct the concern. As of 07/21/2026, Gratiot Water Area Authority gave approval that the well water was negative for coliform and e-coli. During interviews with residents and direct care workers, it was found that jugs of water were provided for drinking and cooking water, along with wipes provided for washing hands and their body. Although it was found that the water became low at times, it was also found that it was quickly refilled. None of the residents interviewed reported any concerns about the lack of water available to them while the well was being treated, therefore a violation was not established.
CONCLUSION:	VIOLTATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.663	Nutrition; adoption by reference.
	(1) A licensee shall provide daily a minimum of 3 nutritious meals to residents.
ANALYSIS:	Based upon interviews conducted with residents and direct care workers, five individuals confirmed that Resident A was denied the dinner meal of pizza on 7/15/26. During an interview with Resident A, he confirmed that DCW Rebecca Terry told him he could not have the dinner meal of pizza since he just ate Ramen noodles. It was also confirmed by all direct care workers interviewed that the leftover pizza was placed in a locked stairwell, which prevented residents from having leftover pizza until the third shift staff members found the pizza and provided it to them at 9:45pm. A violation was established as three direct care workers and two residents confirmed that Resident A was denied the house dinner meal of pizza.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 07/27/2026, I requested the menu for the week of July 13th, 2026. Upon review of the menu for 7/15/2026, the following was documented:

- Dinner: was supposed to be resident choice with healthy selection. This was crossed out with lasagna, garlic bread and green beans written in.

Upon review of the menu, there was no documentation of pizza being served on 7/15/26 or added after the changes had been made.

APPLICABLE RULE	
R 400.663	Nutrition; adoption by reference.
	(6) Menus, excluding special diets, much be written at least 1 week in advance and posted. Any change or substitution must be documented.
ANALYSIS:	Based upon interviews conducted with all direct care workers and residents, it was confirmed that pizza was served on 07/15/2026. Upon review of the menu provided, it was found that no change or substitution was made to the menu stating that pizza was provided on 07/15/2026, therefore a violation was established.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend that the status of the license remains the same.



07/30/2026

Amanda Blasius
Licensing Consultant

Date

Approved By:



08/03/2026

Dawn N. Timm
Area Manager

Date