



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 9, 2021

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

RE: License #: AM800299049
Investigation #: 2022A1024004
Beacon Home at Woodland

Dear Ms. Nichole 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 was required. On October 14, 2021, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems
427 East Alcott
Kalamazoo, MI 49001

enclosure

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

PLEASE NOTE: THIS REPORT CONTAINS EXPLICIT LANGUAGE

I. IDENTIFYING INFORMATION

License #:	AM800299049
Investigation #:	2022A1024004
Complaint Receipt Date:	10/04/2021
Investigation Initiation Date:	10/05/2021
Report Due Date:	12/03/2021
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 Woodland
Facility Address:	56832 48th Avenue Lawrence, MI 49064
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	09/12/2016
License Status:	REGULAR
Effective Date:	03/12/2021
Expiration Date:	03/11/2023
Capacity:	12

Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL
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II. ALLEGATION(S)

	Violation Established?
Direct care staff argued and screamed at residents.	Yes

III. METHODOLOGY

10/04/2021	Special Investigation Intake 2022A1024004
10/04/2021	Contact-Document Received-Adult Protective Services denied complaint
10/05/2021	Special Investigation Initiated - Telephone with direct care staff member Danielle Hoch
10/06/2021	Contact - Document Received- <i>AFC Licensing Division- Incident/Accident Reports</i> regarding Residents A and B
10/11/2021	Inspection Completed On-site with direct care staff member Colleen Stewart, Residents A and B.
10/11/2021	Contact - Telephone call made with district director Kimberly Howard
10/13/2021	Exit Conference with licensee designee Nichole VanNiman
10/13/2021	Inspection Completed-BCAL Sub. Compliance
10/13/2021	Corrective Action Plan Requested and Due on 11/04/2021
10/14/2021	Corrective Action Plan Received
10/14/2021	Corrective Action Plan Approved

ALLEGATION:

Direct care staff argued and screamed at residents.

INVESTIGATION:

On 10/04/2021, I received this complaint through the Bureau of Community and Health Systems online complaint system. This complaint alleged direct care staff members argued and screamed at the residents.

On 10/4/2021, I reviewed an Adult Protective Services denied complaint for investigation of this allegation.

On 10/05/2021, I conducted an interview with direct care staff member Danielle Hoch who stated Resident A started yelling at her while she was talking to Resident B. Ms. Hoch stated she tried to calmly redirect Resident A by asking her to calm down. Ms. Hoch stated Resident B then started yelling at her and Resident A threatened to “knock her out.” Ms. Hoch stated she tried to walk away however both Resident A and Resident B began following her from behind. Ms. Hoch stated she spoke to both residents with a “elevated voice” however she does not believe she was screaming at them. Ms. Hoch stated she was mopping while both residents were arguing towards her, and she continued to mop in a direction away from the residents to de-escalate the situation. Ms. Hoch stated she was eventually asked to leave the facility by district director Kimberly Howard because she raised her voice at the residents.

On 10/06/2021, I reviewed three *AFC Licensing Division-Incident/Accident Reports* (report). According to report dated 10/1/2021 written by Sabrina Loehr, around 5:30pm Resident A went to the kitchen to mop the floor and direct care staff member Ms. Hoch grabbed the mop from Resident A and started screaming for Resident A to release the mop yelling, “give me the damn mop.” This report stated Ms. Hoch and Resident A began to “play tug a war” for about 2 minutes before staff Ms. Loehr asked Ms. Hoch to release the mop and “leave Resident A alone.”

According to report dated 10/4/2021 written by Sabrina Loehr, around 7:48pm Resident A came out of her room and said that she was having a problem with direct care staff member Ms. Hoch in her room moving her things around. The report stated the direct care staff member Ms. Hoch informed Resident A that she was in her room because she put a blanket on her air conditioner since Resident A’s roommate complained of being too cold. Resident A then informed direct care staff member Ms. Hoch that she saw in a movie that this can start a fire and direct care staff member Ms. Hoch replied, “that is a fucking movie that does not happen in real life.” The report stated Resident A then stated if anyone moves her things again then there was going to be a fight at which time the staff member replied, “bring it”. Ms. Hoch then stated to Resident A “stop fucking staring at me” and got up, body checked Resident A, and continued to walk pass. Resident A then stated, “I’m going

to kill this bitch” and Ms. Hoch replied, “bring it”. Resident A eventually calmed down and walked away from the situation. The report stated the on-call manager was immediately called and Ms. Hoch was sent home.

According to report dated 10/4/2021 written by Sabrina Loehr, around 7:48pm, Resident B was sitting at the table while her roommate was talking to staff member Ms. Hoch. Resident B’s roommate walked away, and Ms. Hoch looked at Resident B and stated, “keep my fucking name out of your mouth and lose the attitude.” Resident A then told Ms. Hoch to “bring it” and Ms. Hoch told Resident B to sit down and “shut the fuck up while you are sitting there.” Ms. Hoch then asked Resident A for a piece of paper by getting in Resident B’s face and saying, “I told you to hand me the fucking paper.” The report stated both Resident B and Ms. Hoch eventually walked away from each other. On-call management was immediately called, and staff was asked to leave the facility.

On 10/11/2021, I conducted an onsite investigation at the facility and interviewed direct care staff member Colleen Stewart. Ms. Stewart stated on 10/1/2021, she witnessed both Resident A and direct care staff member Danielle Hoch arguing while Ms. Hoch attempted to grab a mop out of Resident A’s hands. Ms. Stewart stated Ms. Hoch and Resident A were arguing because Resident A wanted to mop, and Ms. Hoch did not want Resident A to assist her with this task. Ms. Stewart stated she witnessed Ms. Hoch raise her voice at Resident A however did not witness Ms. Hoch “body check” or touch Resident A. Ms. Stewart further stated she did not witness Ms. Hoch use profanity towards any of the residents. Ms. Stewart stated management was immediately notified that Ms. Hoch raised her voice and argued with a resident. Ms. Stewart stated Ms. Hoch does not usually work at the Woodland home therefore Ms. Stewart has no prior experience working with Ms. Hoch.

I also interviewed Residents A and B regarding this allegation. Resident A stated on 10/1/2021, Ms. Hoch was in a bad mood and started yelling at her and attempted to take a mop out of her hand. Resident A stated she and Ms. Hoch tugged on the mop until staff member Ms. Stewart asked Resident A to walk away from the situation. Resident A stated she does not usually see Ms. Hoch therefore she has not had issues with her in the past. Resident A stated after Ms. Hoch yelled at her on two occasions, she has not had any further interactions with Ms. Hoch.

Resident B stated Ms. Hoch has been rude to her in the past by taking papers out of her hand and telling her to “mind her business.” Resident B stated she does not interact with Ms. Hoch often therefore has not had further incidents.

On 10/11/2021, I conducted an interview with district director Kimberly Howard regarding this allegation. Ms. Howard stated Ms. Hoch usually works in other licensed AFC homes licensed by Beacon Specialized Living Services and does a good job interacting with the residents however Ms. Hoch does not have experience with the residents at Beacon at Woodland. Ms. Howard stated on 10/1/2021 Ms.

Hoch worked at Woodland and Ms. Howard was notified that Ms. Hoch argued with a resident about a broom. Ms. Howard stated since this was uncharacteristic of Ms. Hoch, Ms. Howard allowed Ms. Hoch to work at the Woodland facility again on 10/4/2021 at which time she was notified that Ms. Hoch yelled and used profanity towards two residents which resulted in Ms. Hoch getting sent home and disciplined with a suspension. Ms. Howard stated Ms. Hoch is no longer allowed to work at Beacon at Woodland facility and further disciplinary action is pending due to the Ms. Hoch's mistreatment towards the residents.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.
ANALYSIS:	Based on my investigation which included interviews with direct care staff members Danielle Hoch, Colleen Stewart, Resident A, Resident B, district director Kimberly Howard and review of the facility's <i>AFC Licensing Division-Accident/Incident Report</i> there is evidence to support the allegation direct care staff member Danielle Hoch argued and screamed at residents. According to three incidents written on 10/1/2021 and 10/4/2021 by direct care staff member Sabrina Loehr, direct care staff member Danielle Hoch argued and yelled at Residents A and B and used profanity towards both residents. Ms. Stewart stated she observed Ms. Hoch argue and raise her voice towards Resident A. Ms. Hoch denies screaming at the residents however stated she raised her voice at the residents. Ms. Howard stated Ms. Hoch was eventually suspended for her misconduct towards the residents with further disciplinary action pending. Both Resident A and Resident B stated they were mistreated by Ms. Hoch. Ms. Hoch mistreated both Resident A and Resident B.
CONCLUSION:	VIOLATION ESTABLISHED

On 10/13/2021, I conducted an exit conference with licensee designee Nichole VanNiman. I informed Ms. VanNiman of my findings and allowed her an opportunity to ask questions or make comments.

On 10/14/2021, I received and approved a corrective action plan.

IV. RECOMMENDATION

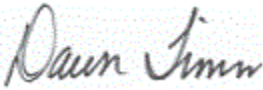
A corrective action plan was approved therefore I recommend the current license status remain unchanged.



Ondrea Johnson
Licensing Consultant

11/4/2021
Date

Approved By:



11/10/2021

Dawn N. Timm
Area Manager

Date