



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 21, 2022

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

RE: License #: AM590387878
Investigation #: 2022A0577025
Beacon Home At The Lodge

Dear Ms. 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 (231) 922-5309.

Sincerely,

Bridget Vermeesch

Bridget Vermeesch, Licensing Consultant
Bureau of Community and Health Systems
1919 Parkland Drive
Mt. Pleasant, MI 48858-8010
(989) 948-0561

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM590387878
Investigation #:	2022A0577025
Complaint Receipt Date:	02/14/2022
Investigation Initiation Date:	02/14/2022
Report Due Date:	04/15/2022
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Emily Fairris
Licensee Designee:	Roxanne Goldammer
Name of Facility:	Beacon Home At The Lodge
Facility Address:	1550 E. Colby Road Stanton, MI 48888
Facility Telephone #:	(989) 831-0626
Original Issuance Date:	04/17/2018
License Status:	REGULAR
Effective Date:	10/17/2020
Expiration Date:	10/16/2022
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Residents are being verbally and physically abused by staff. Staff are swearing at residents.	Yes

III. METHODOLOGY

02/14/2022	Special Investigation Intake 2022A0577025
02/14/2022	Special Investigation Initiated – Telephone call to Katie Hohner, ORR-CMHCM
02/14/2022	Referral - Recipient Rights- Katie Hohner, ORR-CMHCM.
02/14/2022	Contact - Telephone call made- Emily Fairris, Compliance Director.
02/14/2022	APS Referral- Facility filed APS referral.
02/15/2022	Contact - Telephone call received- Leslie Brugel, Montcalm Co APS.
02/17/2022	Inspection Completed On-site- Interview with staff and residents.
02/22/2022	Inspection Completed-BCAL Sub. Compliance
02/22/2022	Exit Conference with Roxanne Goldammer, LD.

ALLEGATION: Residents are being verbally and physically abused by staff. Staff are swearing at residents.

INVESTIGATION:

On February 14, 2022, a complaint was received reporting Resident A was grabbed by his arms and pinned against the wall by home managers Ashley Pearson and Adrianna Pantano. The complaint reported Ashley Person put her hand over Resident A’s mouth and said, “If you think you got an ass whopping before, if you spit on me it's going to be nothing compared to what's going to happen.” It was further alleged that staff Navaeha Myers and other staff swear at residents in the home.

On February 14, 2022, I spoke with Katie Hohner, Office of Recipient Rights with Community Mental Health Central Michigan who reported she received a complaint and interviewed Complainant. Ms. Hohner reported the following information:

- Complainant called the Office of Recipient Rights to file a complaint on behalf of [Resident A]. Complainant reported on February 11, 2022, cleaning the facility bathroom when Complainant heard a bang, came out to see what was going on and saw [Resident A], Ashley Pearson and Adrianna Pantano were “going rounds” in the hall. Complainant reported Ms. Pearson and Ms. Pantano were telling [Resident A] he needed to quit. Complainant reported not knowing what [Resident A] was doing, but only heard the bang. Complainant reported Ms. Pearson and Ms. Pantano shut the office door and Complainant went back to cleaning. Complainant reported [Resident A] started kicking the office door when Ms. Pearson and Ms. Pantano came out of the office and each grabbed [Resident A] by one arm and pinned him against the wall for kicking the door to the office. Complainant reported Ms. Pearson put her hand over [Resident A]’s mouth and said, ‘If you think you got an ass whopping before, if you spit on me it’s gonna be nothing compared to what’s gonna happen.’” Complainant reported Ms. Pearson and Ms. Pantano went back into the office when [Resident A] started kicking the door again. Complainant reported Ms. Pearson and Ms. Pantano pushed [Resident A] to his room, Ms. Pearson had her hands on [Resident A]’s check but was not pushing hard.

On February 15, 2022, I interviewed Leslie Brugel, Adult Protective Service Specialist with Montcalm County, who reported she interviewed Resident A who denied the allegations of staff grabbing his arms, threatening him, or swearing at him. Ms. Brugel reported Resident A was very talkative during the interview, even when he was talking about himself being mad and then his demeanor changed when Ms. Brugel started questioning Resident A about how staff treat him. Ms. Brugel reported after talking for a while with Resident A, Resident A did say, “one time my mouth was covered by staff, but that was a while ago, but I wouldn’t want to be spit on either.”

On February 17, 2022, I completed an onsite investigation and interviewed Adrianna Pantano, whose roles are Direct Care Staff (DCS) and Assistant Home Manager ,who reported she worked Friday February 11, 2022. Ms. Pantano reported Resident A was upset, yelling, and trying to hit staff. Ms. Pantano reported she was in the office with direct care staff member and home manager Ashley Pearson when they heard Resident A yelling at staff so they opened the office door to hear/see what was going on. Ms. Pantano reported herself and Ms. Pearson came out and tried to talk with Resident A but Resident A continued to be upset and started kicking the fire extinguisher box. Ms. Pantano reported another resident was sitting on the couch and Resident A started arguing with that resident, so Ms. Pantano stepped in between the two residents. Ms. Pantano reported, Ms. Pearson and herself walked away to assist another resident down the hallway by the office, when Resident A tried to follow Ms. Pearson while trying to hit and spit at Ms. Pearson. Ms. Pantano reported they did not need to use CPI, but Ms. Pearson led Resident A to the wall with her forearm (not pushing him but trying to

block Resident A from hitting her with her forearm. Ms. Pantano reported Ms. Pearson continued to walk Resident A towards the wall, talking to Resident A calmly trying to calm Resident A down. Ms. Pantano reported she was standing next to Resident A and Ms. Pearson when Resident A tried to spit on Ms. Pearson. Ms. Pantano reported she put her hand in between Ms. Pearson and Resident A so if Resident did spit her hand would block the spit. Ms. Pantano reported Resident A started to calm down and the behavior ended at that point. Ms. Pantano reported she does not remember what Ms. Pearson said to Resident A to make Resident A calm down and does not think anything threatening was said to Resident A from Ms. Pearson. Ms. Pantano reported when she put her hand up in front of Resident A's face, to prevent Resident A from spitting she did not make physical contact with Resident A. Ms. Pantano denied threatening Resident A herself and reported she did hear Ms. Pearson say to Resident A, "do you want [Resident B] to know this is happening and that you are treating women like this." Ms. Pantano reported after the incident, Resident A went to his bedroom himself and herself and Ms. Pearson were talking to Resident A outside of his bedroom when Resident A said, "I need to cool down, went in and shut his door." Ms. Pantano denied herself or other staff swear at residents, send residents to their bedrooms as a form of punishment. Ms. Pantano reported staff will encourage residents to go to their bedrooms when they are upset and try to calm.

During the onsite investigation I interviewed Ashley Pearson, DCS-Home Manager, who reported she worked Friday, February 11, 2022 and remembers Resident A having a behavior. Ms. Pearson recalled Resident A was upset about having to wait to get his pipe lit by direct care staff members. Ms. Pearson reported Resident A came to the office, screaming and swearing about wanting his pipe lit and Ms. Pearson, told Resident A if he was patient, staff would light his pipe when they were done passing medications. Ms. Pearson reported Resident A started kicking and punching the wall and continued to scream and swear. Ms. Pearson reported she came out of office to try and talk with Resident A but Resident A said, "I am going to kick your ass" and Resident A charged at Ms. Pearson with his hand up as if Resident A was going to hit Ms. Pearson. Ms. Pearson reported Resident A charged at her a couple of time and this occurred in the hallway outside of office and living room. Ms. Pearson reported she stood there while Ms. Pantano tried to redirect Resident A. Initially Ms. Pearson denied blocking Resident A or having to use any form of physical intervention but then Ms. Pearson stated, "at one point [Resident A] had his hand up I put my arm up to block [Resident A]." Ms. Pearson reported at one time Resident A was leaning against the wall, where she had backed him into it. Ms. Pearson reported Resident A was trying to spit at her so she put her hand up in front of Resident A's face along with Ms. Pantano putting her hand up in front of Resident A's face. Ms. Pearson denied threatening Resident A and stated, "I do not recall a staff member threatening Resident A." Ms. Pearson denied using Resident B as a threat to stop Resident A from having a behavior. Ms. Pearson reported after Resident A calmed down, he went into his bedroom for a few minutes, then came out and was calmly talking. Ms. Pearson reported she did not make Resident A to go to his room. Ms. Pearson denied putting her hands on Resident A at any point during the behaviors, denied covering Resident

A's mouth with her hand, denied swearing or threatening Resident A. Ms. Pearson stated his bedroom door was opened so Resident A could exit if desired.

On February 17, 2022, I interviewed DCS Alexis Gallop who reported on February 11, 2022, she was in the medication room passing medications when Resident A came up to the medication room door and asked for a light for Resident A's pipe. Ms. Gallop reported she asked Resident A to wait until she completed passing medications and then would get him a light. Ms. Gallop reported Resident A started swearing, kicking the cupboards in the kitchen-broke a cabinet, and threw items off of the table. Ms. Gallop reported she heard other residents asked Resident A to stop. Ms. Gallop reported after she finished passing medications, she came into living room and saw Resident A picking up the mess on the floor after being prompted. Ms. Gallop reported Ashely Pearson was trying to close the office door but Resident A kept standing in way and it sounded like Resident A was kicking the walk. Ms. Gallop reported Ms. Pearson came out to help and Resident A threatened to spit on Ms. Pearson when Ms. Pearson put her arm in front of her face to block the spit. Ms. Gallop reported Resident A kept putting his fist up and threatening to hit Ms. Pearson. Ms. Gallop reported Resident A then sat on couch next to a resident and began to argue when Adrianna Pantano stood in between the residents and separated them. Ms. Gallop reported at one point Resident A was holding his hands down by his waist, in a form of a fist, while Ms. Pearson stood in front of him holding her hands out getting ready to block if Resident A threw a punch. Ms. Gallop reported during the time she was in the room no direct care staff used any form of physical intervention. Ms. Gallop reported she did not remember Resident A going to his bedroom. Ms. Gallop reported she does remember hearing Ms. Pearson reference Resident B to Resident A but does not remember specifically what was said due to Ms. Gallop redirecting another resident. Ms. Gallop reported she has heard Ms. Pearson reference other residents when Resident A is having a behavior and reminding Resident A how uneasy or upset other residents get when Resident A is upset. Ms. Gallop reported she did not witness anyone put their hand over Resident A mouth, nor did she hear anyone threaten to "whoop [Resident A's] ass."

On February 17, 2022, I interviewed James Peabody, direct care staff who reported working Friday, February 11, 2022, but was out most of the day doing outings with residents. Mr. Peabody reported he heard about Resident A and staff having a conflict but did not witness the incident. Mr. Peabody reported at shift change the staff do a debriefing of the day and no one mentioned having to use CPI.

On February 17, 2022, I interviewed Resident C who reported he was in the living room while Resident A was screaming, swearing, and kicking the walls. Resident C reported he was not in the area that long as Resident A's behavior escalated Resident C went to his bedroom. Resident C reported during the time he was in the living room area; he did not see staff use any form of physical intervention on Resident A or swear. Resident C reported he did hear a sound as if someone was hitting something so Resident C did come out of his bedroom, Resident C was standing by the office door and Resident A was sitting on the floor by the dining room. Resident C reported he is not sure why Resident A was on the floor.

Resident D was interviewed on February 17, 2022 and reported he saw staff be aggressive with Resident A, stating, “they are always pushing [Resident A] around, staff are the aggressor.” Resident D stated, “Ashley Pearson does things to get gets everyone going.” Resident D reported he was in the living room, sitting in the corner chair, Resident A was by the door to the office while Ashley Pearson and Adrianna Pantano were in the office, with the bottom half of the office door shut. Resident D reported Resident A was wanting attention and staff said get out of here. Resident D reported he heard Ms. Pearson say to Resident A, “I am going to quit my job, how would you feel about that.” Resident D reported Resident A started kicking the doors, walls, breaking cabinets, and throwing books. Resident D reported he heard Resident A say he was going to kick staff’s ass, but did not hear staff say anything to Resident A. Resident D reported he saw Ms. Pearson holding Resident A by his shoulders, pinning him to the wall, by the office. Resident D reported he does not remember Resident A trying to spit, does not remember seeing staff put their hands near Resident A mouth. Resident D reported Ms. Pearson is aggressive physically with residents but does not them at the resident swear. Resident D reported Ms. Pearson will start things with residents and then the other staff follow her.

While completing the onsite investigation on February 17, 2022, Resident E reported he does not remember Resident A having a behavior. Resident E reported staff are nice to Resident E and most of the time staff get along with Resident A, but sometimes Resident A does have behaviors. Resident E reported he heard DCS Ashley Pearson saying to Resident A, if Resident A hits her, she is going to hit Resident A back. Resident E reported he also heard Ms. Pearson say to A that Resident B is going to hit Resident A if Resident A hits her and then said, “I would not mind losing my job over it.” Resident E reported during the incident he did witness Resident A trying to spit on DCS-ASM Adrianna Pantano and Ms. Pantano covered Resident A’s mouth with her hand. Resident E reported Ms. Pearson swears at Resident A, she says, “fuck you, shut up, go to your room.”

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>

ANALYSIS:	<p>Based on the information gathered during the investigation it has been found Ashley Pearson does not treat the residents with consideration and respect. During the investigation it was reported by Resident E, Resident D, direct care staff Alexis Gallop and Adrianna Pantano that direct care staff member Ashley Pearson made inappropriate comments to Resident A such as, "I am going to lose my job if you don't stop, I would not mind losing my job over it, do you want [Resident B] to know this is happening and that you are treating women like this, I am going to quit my job, how would you feel about that." It was also reported of Ms. Pearson putting her arm up in a blocking motion while walking Resident A towards the wall in which Resident A was seen leaning against the wall with Ms. Pearson standing in front of Resident A.</p> <p>There was insufficient evidence found to support the allegations of Ms. Pearson using in physical force towards residents or swearing at residents.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, I recommend continuation of the current status of the license of this AFC adult medium group home 12.

Bridget Vermeesch

02/22/2022

 Bridget Vermeesch
 Licensing Consultant

 Date

Approved By:

Dawn Timm

03/21/2022

 Dawn N. Timm
 Area Manager

 Date