



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 16, 2022

Ramon Beltran II
Beacon Specialized Living Services, Inc.
Suite 110
890 N. 10th St.
Kalamazoo, MI 49009

RE: License #: AS390406162
Investigation #: 2022A0578024
Beacon Home at Sprinkle

Dear Mr. Beltran:

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) 284-9727.

Sincerely,

A handwritten signature in black ink, appearing to read "Eli DeLeon". The signature is fluid and cursive, with a long horizontal stroke at the end.

Eli DeLeon, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 251-4091

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS390406162
Investigation #:	2022A0578024
Complaint Receipt Date:	03/22/2022
Investigation Initiation Date:	03/22/2022
Report Due Date:	05/21/2022
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110, 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Melissa Williams
Licensee Designee:	Ramon Beltran II
Name of Facility:	Beacon Home at Sprinkle
Facility Address:	6457 N. Sprinkle Rd. Kalamazoo, MI 49004
Facility Telephone #:	(269) 488-8118
Original Issuance Date:	02/18/2021
License Status:	REGULAR
Effective Date:	08/18/2021
Expiration Date:	08/17/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

ALLEGATION(S)

	Violation Established?
A smoke alarm was continually beeping from 03/17/2022 until 03/21/2022, preventing residents from being able to sleep.	Yes

II. METHODOLOGY

03/22/2022	Special Investigation Intake 2022A0578024
03/22/2022	Special Investigation Initiated - Telephone With Complainant.
03/22/2022	APS Referral Completed.
03/23/2022	Contact-Email. -With Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta.
03/25/2022	Special Investigation Completed On-site. -Interview with staff member Amanda Wilson. Interview with Resident B and Resident C.
03/29/2022	Contact-Document Received. - <i>EPS Service Ticket</i> related to the allegations, dated 03/22/2022.
04/09/2022	Contact-Email. -With Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta.
05/10/2022	Exit Conference. -Completed with the licensee designee, Mr. Ramon Beltran.

ALLEGATION:

A smoke alarm was continually beeping from 03/17/2022 until 03/21/2022, preventing residents from being able to sleep.

INVESTIGATION:

On 03/22/2022, I received this complaint through the BCHS on-line complaint system. Complaint reported that on 3/17/22, Complainant visited the home and

could hear the smoke alarms in the facility “beeping consistently.” Complainant reported being informed that facility maintenance would be contacted and would replace the batteries on these smoke alarms that same day. Complainant alleged that on 3/21/22, Complainant called the facility and could hear that the smoke alarms were still beeping. Complainant alleged being informed by Resident A the smoke alarms had been beeping all weekend and Resident A could not sleep as a result.

On 03/22/2022, I interviewed Complainant regarding the allegations. Complainant confirmed the allegations and described the alarm beeping as a “shrill noise” that caused Complainant pain and discomfort. Complainant reported the alarms at this facility are “hard wired” to the facilities electrical system and alarm beeping is audible on both levels of the facility.

On 03/22/2022, I reviewed the details of the allegations with Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta. Ms. Suchyta reported that she first directly observed the constant alarm beeping in this facility on 03/08/2022 but did not address the issue at the time. Ms. Suchyta reported that after visiting the facility several days later and finding the alarms still constantly beeping, Ms. Suchyta reviewed the concerns with staff member Amanda Wilson on 03/17/2022. Ms. Suchyta reported she was informed the alarms would be fixed by the afternoon that same day. Ms. Suchyta reported making a phone call to the facility on 03/21/2022 and noted the alarms were still beeping and was informed the alarms had been beeping all weekend. Ms. Suchyta reported contacting district director Aubrey Napier. Ms. Suchyta reported that Ms. Napier informed her that a “ticket” was submitted to their maintenance staff, but Ms. Napier was unaware of when maintenance staff would be able to address the constant alarm beeping. Ms. Suchyta reported that on 03/22/2022, she requested an update on the status of resolving the alarm issue and she was informed by Ms. Napier this issue was still not addressed and Ms. Napier still did not have an expected date for when maintenance staff would resolve the constant alarm beeping. Ms. Suchyta reported that she was informed by residents they could not sleep over the weekend due to the constant alarm beeping.

On 03/23/2022, Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta reported the constantly beeping smoke alarms had been repaired.

On 03/25/2022, I completed an unannounced investigation on-site at this facility and interviewed staff member Amanda Wilson regarding the allegations. Ms. Wilson reported serving as the home manager at this facility. Ms. Wilson reported she was informed of the allegations by the Office of Recipient Rights on 03/16/2022. Ms. Wilson reported that she called EPS (Fire Protection Provider) right away to obtain service but was unable to coordinate a service call without a security code. Ms. Wilson reported she then notified facilities coordinator Jeanne Bodfish to arrange a call for service with EPS. Ms. Wilson reported that EPS came out and changed the batteries on most of the smoke detectors and replaced a carbon monoxide detector. Ms. Wilson reported that she was unaware the alarm had been beeping since

03/08/2022 and clarified that she started in the role of home manager on 03/09/2022, and if the alarm had been beeping before then, she didn't notice. While at the facility, I did not hear any audible beeping.

While at the facility, I interviewed Resident B regarding the allegations. Resident B reported living at this facility for one or two months. Resident B denied being aware of any consistent smoke alarms or related sounds. Resident B reported the only alarms that he hears on occasion is the localized motion alarms installed on all the exiting doors of the facility. Resident B denied having any additional concerns.

While at the facility, I interviewed Resident C regarding the allegations. Resident C denied being aware of any consistent smoke alarms or related sounds. Resident C denied having any additional concerns.

On 03/29/2022, I received an *EPS Service Ticket* from licensee designee Ramon Beltran. Mr. Beltran reported the issue was a low battery which caused the alarm to chirp.

On 03/29/2022, I reviewed the *EPS Service Ticket* related to the allegations, dated 03/22/2022. The *EPS Service Ticket* documented that Ms. Jeanne Bodfish had contacted EPS on 03/22/2022 and requested emergency service to replace the carbon monoxide detectors due to attempting to change the batteries and finding them expired.

On 04/09/2022, Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta confirmed that Resident A reported to her that he could not sleep over the weekend due to the smoke alarms constantly beeping. Ms. Suchyta reported that she was not surprised the residents during the investigation on-site could not recall the alarms beeping several days prior. Ms. Suchyta reported that she heard the alarms in the facility for more than an hour and had also heard them during a phone call to the facility several days later.

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.

	(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.
ANALYSIS:	During this investigation, Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta reported that an audible alarm was heard in this facility on 03/08/2022, 03/17/2022 and 03/21/2022. Ms. Suchyta reported this alarm was not resolved until 03/22/2022. Ms. Suchyta reported interviewing Resident A who informed her that he could not sleep due to the alarm beeping over the weekend. In an interview, Complainant described this alarm as being "shrill" and causing Complainant pain and discomfort. I reviewed the <i>EPS Service Ticket</i> related to the allegations which documented that EPS was not contacted until a request for emergency service was coordinated on 03/22/2022. The <i>EPS Service Ticket</i> documented that carbon monoxide detectors were replaced after being expired in January 2022. As such, residents at this facility were not treated with consideration or respect when an audible alarm in the facility was not resolved from 03/08/2022 until 03/22/2022.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.

ANALYSIS:	During this investigation, Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta reported that an audible alarm was heard in this facility on 03/08/2022 and was still heard on 03/17/2022 when she informed the home manager. Ms. Suchyta reported this alarm continued to be unresolved as she heard this alarm again on 03/21/2022. Ms. Suchyta reported being informed on two different occasions that a maintenance “ticket” was generated regarding this maintenance issue, but no expected date for when the alarm would be addressed. Ms. Suchyta reported this alarm was not resolved until 03/22/2022. I reviewed the <i>EPS Service Ticket</i> related to the allegations which documented that EPS was not contacted until a request for emergency service was coordinated on 03/22/2022. The <i>EPS Service Ticket</i> documented that EPS replaced all carbon monoxide detectors at this facility, as the batteries in these carbon monoxide detectors had expired in January 2022. As such, the carbon monoxide detectors in this facility were not maintained to provide adequately for the health, safety, and well-being of the residents and disrupted the integrity of the smoke detection system.
CONCLUSION:	VIOLATION ESTABLISHED

III. RECOMMENDATION

Contingent upon receipt of an acceptable written plan of correction, it is recommended that this license continues on regular status.



05/10/2022

Eli DeLeon
Licensing Consultant

Date

Approved By:



05/16/2022

Dawn N. Timm
Area Manager

Date