



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 31, 2022

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

RE: License #: AM030402102
Investigation #: 2022A0578049
Beacon Home at Bridge Street

Dear Ms. White:

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
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AM030402102
Investigation #:	2022A0578049
Complaint Receipt Date:	09/08/2022
Investigation Initiation Date:	09/08/2022
Report Due Date:	11/07/2022
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Jamara White
Licensee Designee:	Jamara White
Name of Facility:	Beacon Home at Bridge Street
Facility Address:	691 West Bridge Street Plainwell, MI 49080
Facility Telephone #:	Unknown
Original Issuance Date:	07/16/2020
License Status:	REGULAR
Effective Date:	01/16/2021
Expiration Date:	01/15/2023
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff member Kristian Jones used vulgar and derogatory language with Resident A when Resident A attempted to elope from this facility.	Yes

III. METHODOLOGY

09/08/2022	Special Investigation Intake 2022A0578049
09/08/2022	Special Investigation Initiated - Telephone -With Integrated Services of Kalamazoo Recipient Rights Officer Michele Schiebel.
09/08/2022	APS Referral
09/08/2022	Contact-Document Received -Integrated Services of Kalamazoo recipient rights officer Michelle Schiebel's <i>Interview Notes</i> .
09/12/2022	Contact-Telephone -Interview with Integrated Services of Kalamazoo recipient rights officer Michele Schiebel and staff member Kristian Jones.
10/24/2022	Special Investigation Completed On-site -Interview with Resident A.
10/26/2022	Exit Conference -With licensee designee Jamara White.

ALLEGATION:

Staff member Kristian Jones used vulgar and derogatory language with Resident A when Resident A attempted to elope from this facility.

INVESTIGATION:

On 09/08/2022, I received this complaint through the BCHS On-line Complaint System. Complainant reported that on 08/31/2022, Resident A was upset as soon as staff member Kristian Jones arrived at this facility and said, "I am not doing this shit" before eloping from the facility. Complainant reported that staff member Logan Null

attempted to get Resident A to sign out and while doing so, heard Mr. Jones say, "I don't care if his goofy ass elopes. I hope he doesn't come back because it is one less problem for me." Complainant reported Resident A refused to remain in the facility, so Mr. Null walked with Resident A until Resident A was calm and returned to the AFC. Complainant reported that once returned to the facility, Resident A refused his medications from Mr. Jones, who told Resident A, "I don't give a shit if you take your meds or not." Complainant reported Resident A responded by telling Mr. Jones he would get him fired, to which Mr. Jones replied, "I hope they do fire me. They will be doing me a favor."

On 09/12/2022, I reviewed the details of the investigation with Integrated Services of Kalamazoo recipient rights officer Michelle Schiebel. Ms. Schiebel reported that during her interview with Resident A, Resident A reported Mr. Jones had called him a "goofy ass" and said Resident A was wearing "shitty drawers (undergarments)." Ms. Schiebel reported that in an interview, staff member Victoria Glass had acknowledged hearing Mr. Jones say, "I wish you would" and call Resident A, "mother fucker" and "goofy ass." Ms. Scheibel reported that in an interview, staff member Ryan Top acknowledged hearing Mr. Jones call Resident A "goofy ass" and "motherfucker". Ms. Scheibel reported that in an interview, Resident B acknowledged hearing a commotion on the day of the allegations and hearing Mr. Jones say, "goofy ass." Ms. Schiebel reported not only substantiating the allegations regarding Mr. Jones but also substantiating rights violations against Ms. Glass and Mr. Top for failing to report the allegations.

On 09/08/2022, I reviewed Integrated Services of Kalamazoo recipient rights officer Michelle Schiebel's *Interview Notes* regarding the allegations. Michelle Schiebel's *Interview Notes* documented Resident A reported not getting along with Mr. Kristian Jones but could not explain why. Michelle Schiebel's *Interview Notes* documented Resident A reported Mr. Jones is "not nice" and does not like how Mr. Jones talks to him. Michelle Schiebel's *Interview Notes* documented Resident A recalled Mr. Jones had called him "goofy" but denied that Mr. Jones had ever cursed at him or other residents.

Michelle Schiebel's *Interview Notes* documented that in an interview, direct care staff Victoria Glass acknowledged that on 08/31/2022, Resident A attempted to elope from this facility when Mr. Jones called Resident A, "goofy ass" or something similar. Michelle Schiebel's *Interview Notes* documented that Ms. Glass recalled Mr. Jones saying, "I don't give a shit you mother fucker, I hope I do get fired." Michelle Schiebel's *Interview Notes* documented Ms. Glass was unsure who Mr. Jones had made this comment to, and she did not think Mr. Jones was making eye contact with Resident A.

Michelle Schiebel's *Interview Notes* documented that in an interview, direct care staff Logan Null acknowledged that Resident A was upset and was cursing and exchanging words with Mr. Jones before Resident A attempted to elope from the facility. Michelle Schiebel's *Interview Notes* documented that Mr. Null reported

having difficulty redirecting Resident A back to the facility, and that Mr. Jones had commented Resident A sits in his own, “shitty diapers or drawers” and called Resident A, “goofy ass.” Michelle Schiebel’s *Interview Notes* documented that Mr. Null said it was very loud when the incident occurred and concluded when Resident A went to his room and slammed the door.

On 09/12/2022, through virtual audio and video conferencing, Integrated Services of Kalamazoo recipient rights officer Michelle Schiebel and I interviewed direct care staff Kristian Jones regarding the allegations. Mr. Jones reported that as soon as he arrived at work on the day of the allegations, Resident A was upset and saying that he would kick Mr. Jones in the face or kick Mr. Jones’ ass. Mr. Jones reported he initially ignored Resident A but replied, “I would like to see you do it.” When asked for more details, Mr. Jones acknowledged he also stated to Resident A, “go ahead, I know you can’t kick my ass” and “stay out of my face” and “If you don’t want to talk to me, why do you keep coming back?” Mr. Jones reported this was the first time he’s had any issues with Resident A and reported that he has worked at this facility for over four years. Mr. Jones denied ever calling Resident A “goofy ass” and stated this allegation was a “blatant lie.” Mr. Jones clarified that he had told another staff that Resident A was behaving “on that goofy ass” and this comment was not directed towards Resident A.

Mr. Jones denied informing Resident A that he did not “give a shit” if Resident A refused to take his medications. Mr. Jones reported he informed Resident A this was one less medication he had to pass and did not affect him or any of the other staff.

Mr. Jones denied informing Resident A he wished he would get him “fired” and clarified Resident A was commenting he would get Mr. Jones fired and Mr. Jones replied “okay, go ahead.”

When asked why the incident was described by other staff and residents as “yelling” or “being loud,” Mr. Jones denied this and reported that he was laughing, and that Resident A was yelling. Mr. Jones reported he is not a person that gets “flustered.”

Prior to conducting this interview, Ms. Scheibel reported she was informed by management at this facility that Mr. Jones had confronted Resident A and asked Resident A what information Resident A provided during his interview. When asked by Ms. Scheibel if this is what occurred, Mr. Jones denied this and reported that Resident A had told him good morning and Mr. Jones replied by saying “be quiet until I’m done with this interview.” Mr. Jones clarified that he and Resident A have a good relationship based on humor.

On 10/24/2022, I completed an unannounced investigation onsite at this facility and interviewed staff member Kimberly Scott regarding the allegations. Ms. Scott reported direct care staff Victoria Glass and direct care staff Ryan Top no longer work at this facility. Ms. Scott reported staff member Kristian Jones was transferred to a different facility.

While at this facility, I interviewed Resident A regarding the allegations. Resident A acknowledged that one staff had used vulgar and derogatory language with him and identified this staff member as Mr. Jones. Resident A could not recall the details of the words Mr. Jones had used but clarified he suspected that Mr. Jones was trying to be funny but Resident A reported he was not amused.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(1) Care and services that are provided to a resident by the home shall be designed to maintain and improve a resident's physical and intellectual functioning and independence. A licensee shall ensure that all interactions with residents promote and encourage cooperation, self-esteem, self-direction, independence, and normalization.
ANALYSIS:	During an interview, direct care staff Kristian Jones acknowledged that when he arrived to work at this facility on the day of the allegations, Resident A was upset and began making threats to Mr. Jones, to which Mr. Jones acknowledged making several antagonizing comments to Resident A, such as, "go ahead, I know you can't kick my ass" and "I'd like to see you do it." As such, the interactions and care provided by staff member Kristian Jones to Resident A did not encourage or promote Resident A's cooperation and were not designed to maintain and improve Resident A's independence.
CONCLUSION:	VIOLATION ESTABLISHED

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 an interview with Integrated Services of Kalamazoo

	<p>recipient rights officer Michelle Schiebel, direct care staff Victoria Glass and direct care staff Ryan Top confirmed hearing staff member Kristian Jones call Resident A, “goofy ass.” During Ms. Schiebel’s interview of Resident A, Resident A confirmed that Mr. Jones had called him “goofy” but denied that Mr. Jones had used any vulgar language. During an interview, Mr. Jones denied ever calling Resident A “goofy ass” and clarified that he had told another staff that Resident A was behaving “on that goofy ass” and this comment was not directed towards Resident A. Mr. Jones explained he and Resident A have a good relationship based on humor. In an interview, Resident A could not recall the exact language Mr. Jones had used but identified Mr. Jones’ language as vulgar and derogatory and directed towards Resident A. Resident A clarified he interpreted Mr. Jones language as attempts to be funny but clarified he was not amused. As such, Resident A was not treated with consideration or respect.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



10/27/2022

Eli DeLeon
Licensing Consultant

Date

Approved By:



10/31/2022

Dawn N. Timm
Area Manager

Date