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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 3, 2023

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

RE: License #: AS250412239
Investigation #: 2023A0779015
Beacon Home at Swartz Creek

Dear Ms. Rawlings:

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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Christopher A. Holvey".

Christopher Holvey, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5659

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 #:	AS250412239
Investigation #:	2023A0779015
Complaint Receipt Date:	12/19/2022
Investigation Initiation Date:	12/21/2022
Report Due Date:	02/17/2023
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Kimberly Rawlings
Licensee Designee:	Kimberly Rawlings
Name of Facility:	Beacon Home at Swartz Creek
Facility Address:	5263 W. Maple Ave., Swartz Creek, MI 48473
Facility Telephone #:	(810) 339-6812
Original Issuance Date:	05/02/2022
License Status:	REGULAR
Effective Date:	11/02/2022
Expiration Date:	11/01/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Resident A recently did not want to go to the store to get personal items and staff got loud with her. Staff yelled and used profanity toward Resident A.	Yes

III. METHODOLOGY

12/19/2022	Special Investigation Intake 2023A0779015
12/19/2022	APS Referral Complaint was referred to AFC licensing by APS centralized intake.
12/21/2022	Special Investigation Initiated - Telephone Interview conducted with staff person, Amanda Rondo.
01/05/2023	Inspection Completed On-site
01/10/2023	Contact - Telephone call made Interview conducted with staff person, Sherika Lewis.
01/10/2023	Contact - Telephone call made Interview conducted with staff person, Courtney Edwards.
02/02/2023	Exit Conference Held with licensee designee, Kimberly Rawlings

ALLEGATION:

Resident A recently did not want to go to the store to get personal items and staff got loud with her. Staff yelled and used profanity toward Resident A.

INVESTIGATION:

On 12/21/23, licensing consultant, Kathryn Huber, spoke to staff person, Amanda Rondo. Ms. Rondo reported that she is not aware of any incidents of verbal abuse by staff during any of the shifts that she has worked.

On 1/5/23, an on-site inspection was conducted and Resident A was interviewed. Resident A stated that staff person, Sherika Lewis, wanted her to go to the store and that she told Ms. Lewis that she did not want to go. Resident A reported that she asked Ms. Lewis multiple times to leave her room, but that Ms. Lewis refused to leave, was yelling at her, and kept telling her that she had to go. Resident A stated that Ms. Lewis seemed to be mad at her and that she felt disrespected by the incident. When asked if Ms. Lewis used any profanity toward her during this incident, Resident A said, "Maybe the word damn", but she could not remember how Ms. Lewis used that word. Resident A stated that Ms. Lewis has yelled at her before, but could not remember how many times or what was said. She stated that all the other staff at this home are nice to her, are not mean and do not yell.

On 1/5/23, Resident B stated that Ms. Lewis can be loud sometimes, but is not mean or disrespectful. She stated that she does remember the incident in question where Ms. Lewis yelled at Resident A, but she couldn't provide any further details regarding the incident, Resident B reported that all the other staff are nice and do not yell at residents.

On 1/5/23, Resident C stated that Ms. Lewis is loud, does yell at residents and can get mean sometimes. Resident C explained by saying that when trying to get them to do stuff, Ms. Lewis will yell and use cuss words. She could not provide any details of specific incidents involving Ms. Lewis using cuss words or say what cuss words Ms. Lewis has used towards residents. Resident C claims that she remembers the incident regarding Ms. Lewis wanting Resident A to go to the store with the rest of the residents and stated that Ms. Lewis did yell at Resident A. Resident C could not remember what was said between Ms. Lewis and Resident A and stated that she does remember if any cuss words were used.

On 1/5/23, home manager, Jacqueline Wilson, confirmed that Ms. Lewis does have a loud voice and that she has spoken to Ms. Lewis about that issue. Ms. Wilson stated that it is her understanding that Ms. Lewis was a little too persistent with Resident A and that it should have not taken Resident A several times to ask Ms. Lewis to leave her bedroom. Ms. Wilson reported that she is always telling the residents to say something if they feel that they are disrespected and that no other residents have had any complaints about Ms. Lewis.

On 1/10/23, a phone interview was conducted with staff person, Courtney Edwards, who confirmed that she was working with Ms. Lewis at the time of the incident in question. Ms. Edwards stated that she witnessed the confrontation between Ms. Lewis and Resident A and that Ms. Lewis was trying to force Resident A into going on the outing. She stated that Ms. Lewis seemed agitated, was raising her voice more than normal and was telling Resident A that she had to go on the outing. Ms. Edwards reported that Resident A asked Ms. Lewis to leave her bedroom several times before Ms. Lewis finally left. She stated that she did not hear Ms. Lewis use any profanity during this incident. She stated that Resident A later told her that Ms. Lewis said to her, "You are always in this damn room" and "You need to get out sometimes".

On 1/10/23, a phone interview was conducted with staff person, Sherika Lewis. She stated that she asked Resident A if she wanted to go to the store with the other residents and admitted that when Resident A said that she did not want to go, she did keep trying to encourage her to go. Ms. Lewis admitted to having a loud tone but denied that she yelled at Resident A or used any profanity. Ms. Lewis admitted that Resident A asked her more than once to leave her bedroom and she did not leave.

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 style="padding-left: 40px;">(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p>
ANALYSIS:	<p>It was confirmed that staff person Sherika Lewis and Resident A had a verbal confrontation regarding Resident A not wanting to go on an outing with the other residents. Resident A stated that Ms. Lewis seemed mad, was yelling at her, and refused to leave her bedroom. Resident A stated that she felt disrespected by Ms. Lewis. Staff person, Courtney Edwards, witnessed the confrontation and confirmed that Ms. Lewis seemed agitated, was raising her voice more than usual and had to be asked several times before she would leave Resident A's bedroom. Resident B and Resident C stated that they remember the incident in question and confirmed that Ms. Lewis was yelling at Resident A. There was sufficient evidence found to prove that staff person, Sherika Lewis, yelled at Resident A and failed to treat Resident A with consideration and respect.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 2/2/23, an exit conference was held with licensee designee, Kimberly Rawlings. She was informed that a written corrective action plan was required to address the above licensing rule violation.

IV. RECOMMENDATION

Upon receipt of an approved written corrective action plan, it is recommended that the status of this home's license remain unchanged.

Christopher A. Holvey

2/3/2023

Christopher Holvey
Licensing Consultant

Date

Approved By:

Mary Holton

2/3/2023

Mary E. Holton
Area Manager

Date