



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 7, 2023

Ramon Beltran
DuNord, Inc
Suite 110
890 North 10th Street
Kalamazoo, MI 49009

RE: License #: AM390259947
Investigation #: 2023A1024036
Beacon Home at River Run

Dear Ramon 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 (616) 356-0183.

Sincerely,

A handwritten signature in black ink that reads "Ondrea Johnson". The signature is written in a cursive style with a large initial "O".

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**

I. IDENTIFYING INFORMATION

License #:	AM390259947
Investigation #:	2023A1024036
Complaint Receipt Date:	05/15/2023
Investigation Initiation Date:	05/16/2023
Report Due Date:	07/14/2023
Licensee Name:	DuNord, Inc
Licensee Address:	555 Railroad Street Bangor, MI 49013
Licensee Telephone #:	(269) 344-7972
Administrator:	Aubry Napier
Licensee Designee:	Ramon Beltran
Name of Facility:	Beacon Home at River Run
Facility Address:	716 Leenhouts Kalamazoo, MI 49048
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	05/12/2006
License Status:	REGULAR
Effective Date:	01/20/2023
Expiration Date:	01/19/2025
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Direct care staff members mistreat residents in the home.	Yes

III. METHODOLOGY

05/15/2023	Special Investigation Intake 2023A1024036
05/16/2023	Special Investigation Initiated – Telephone left voicemail for RRO Stephanie Short
05/16/2023	Contact - Telephone call received- from RRO Stephanie Short
05/16/2023	Contact - Telephone call made with administrator Aubry Napier
05/25/2023	Contact - Document Received additional allegations received from <i>AFC Licensing Division-Accident/Incident Report</i>
06/05/2023	Contact - Telephone call made with direct care staff member Megan DeYoung
06/05/2023	Inspection Completed On-site with direct care staff members Teneasha Starling, Catherine Russell, April Smith, Ann Wiley and Residents A, B, C, D, and E
06/05/2023	Contact - Telephone call made with administrator Aubry Napier and licensee designee Ramon Beltran
07/05/2023	Exit Conference with licensee designee Ramon Beltran

ALLEGATION: Direct care staff members mistreat residents in the home.

INVESTIGATION:

On 5/15/2023, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged direct care staff members mistreat residents in the home. The complaint further specified direct care staff member Shaquisha Anderson pushed Resident A towards her bedroom and yelled it was time to go to bed.

On 5/16/2023, I conducted an interview with Recipient Rights Officer (RRO) Stephanie Short who stated Resident A often calls her office to make complaints when she is upset about things at the adult foster care home. Stephanie Short stated she has not been able to substantiate any of Resident A's complaints and have found no substantial

evidence to support Resident A's current accusation against direct care staff member Shaquisha Anderson.

On 5/16/2023, administrator Aubry Napier stated that it was reported to her Resident A accused direct care staff member Shaquisha Anderson of pushing her and yelling at her to go to bed. Administrator Aubry Napier stated she spoke with direct care staff member Shaquisha Anderson who denied this accusation. Administrator Aubry Napier stated she has worked with direct care staff member Shaquisha Anderson in the past and has not observed any mistreatment from her against the residents. Administrator Aubry Napier stated Resident A has accused multiple staff members of being mean to her or mistreating her when she does not get her way like when she is not able to smoke cigarettes during certain times of the day or in specific areas of the home. Administrator Aubry Napier stated she does not believe direct care staff member Shaquisha Anderson mistreated any residents in the home.

On 5/25/2023, I received additional allegations from incident reports involving Resident B and Resident C. According to *AFC Licensing Division-Accident/Incident Report* dated 5/20/2023 Resident B was observed screaming that direct care staff member Rebecca McAfee had thrown water all over her and on her bed. When direct care staff member Megan DeYoung entered Resident B's room, she was wet, her bed was soaked, and Resident B was crying. The report stated when Resident B came up to talk to direct care staff member Rebecca McAfee about the alleged incident, direct care staff member Rebecca McAfee acted like she did not know what Resident A was talking about. Direct care staff member Megan DeYoung went to Resident B's bedroom with clean, dry sheets to change her bed after the incident.

I also reviewed *AFC Licensing Division-Accident/Incident Report* dated 5/20/2023 which stated Resident C received mail from her mother with \$40 in it. The report stated direct care staff member Rebecca DeYoung told Resident C that she could not spend the money because she had stolen something from another resident's purse. The report stated Resident C denied stealing from another resident and direct care staff member Rebecca McAfee slapped the money out of her Resident C's hand causing the bills to rip apart. According to the *AFC Licensing Division-Accident/Incident Report*, direct care staff member Rebecca McAfee continued to verbally abuse Resident C stating that she was going to "beat her ass." The report stated direct care staff member Rebecca McAfee hovered over Resident C and held her hands over Resident C's head in a threatening stance being verbally aggressive and threatening. This incident was observed by direct care staff member Megan DeYoung.

On 6/5/2023, I conducted an interview with direct care staff member Megan DeYoung who stated that while working with direct care staff member Rebecca McAfee on 5/20/2023 Resident C received a greeting card that contained \$40 from her mother via mail. Direct care staff member Megan DeYoung stated she observed direct care staff member Rebecca McAfee slap this money out of Resident C's hand and ripping the money. Direct care staff member Megan DeYoung stated direct care staff member Rebecca McAfee then became verbally aggressive towards Resident C and stated that

she should “beat her ass.” Direct care staff member Megan DeYoung stated Rebecca McAfee did not want Resident C to have the money because she stated Resident C stole something from another resident. Direct care staff member Megan DeYoung stated she observed direct care staff member Rebecca McAfee to be mean and rude to Resident C and other residents in the home by yelling at residents by ordering them to do chores or activities of daily living. Direct care staff member Megan DeYoung stated she is new to working in the facility and normally does not work with direct care staff member Rebecca McAfee. Direct care staff member Megan DeYoung stated she was very disappointed to see how direct care staff member Rebecca McAfee treated Resident C and it made her very uncomfortable which is why she reported this behavior to management and RRO immediately after her shift. Direct care staff member Megan DeYoung stated on this same day Resident B was heard screaming in her bedroom. Direct care staff member Megan DeYoung stated she entered the bedroom and found Resident B wet with water on her torso and bed. Direct care staff member Megan DeYoung stated Resident B told her direct care staff member Rebecca McAfee threw water on her. Direct care staff member Megan DeYoung stated Resident B then came out of the room and stated to Rebecca McAfee “you just poured water on me” at which time Rebecca McAfee denied pouring water on Resident B and acted as if she did not know what she was talking about. Direct care staff member Megan DeYoung stated she saw Rebecca McAfee go down towards Resident B’s bedroom however she or no other staff member witnessed Rebecca McAfee throw water on Resident C therefore it was unknown if Rebecca McAfee actually poured water on Resident B. Direct care staff member Megan DeYoung stated she believes direct care staff member Rebecca McAfee is not a nice staff member towards residents based on her observation of direct care staff member Rebecca McAfee interacting with Resident C.

On 6/5/2023, I conducted an onsite investigation at the facility with direct care staff members Teneasha Starling, Catherine Russell, April Smith, and Ann Wiley who all stated that they have never witnessed any direct care staff member including Rebecca McAfee or Shaquisha Anderson mistreat any of the residents. Ann Wiley stated on 5/20/2023 Megan DeYoung called her and informed her that she observed Rebecca McAfee slap money out of Resident C’s hand and make threats towards Resident C therefore she informed Megan DeYoung to notify RRO. Ann Wiley stated she has no reason to believe that Megan DeYoung would make a false report against any staff members. Ann Wiley stated Residents A, B, and C have all been known to make false complaints against staff members when they do not their way or when they are asked to follow their behavior treatment plan.

Direct care staff member Teneasha Starling stated Resident A has been experiencing delusions lately and has been making delusional statements involving other residents and staff members. Direct care staff member Teneasha Starling stated she has no reason to believe direct care staff members Shaquisha Anderson or Rebecca McAfee mistreated any residents in the facility as she has never witnessed any direct care staff act inappropriately toward residents. Direct care staff member Teneasha Starling stated she spoke with direct care staff member Rebecca McAfee after the incident involving Resident B having water spilled in her bed and direct care staff member Rebecca

McAfee denied doing this informed her that Resident B was falsely accusing her of throwing water at her and on her bed. Direct care staff member Teneasha Starling stated Rebecca McAfee explained she was removed old glasses of water from Resident B's bedroom when Resident B forcefully grabbed two cups out of her hand causing the water to spill. Direct care Rebecca McAfee stated not being aware the water spilled on Resident B's bed. Direct care staff member Teneasha Starling stated she does not believe Rebecca McAfee would throw water on Resident B however she was not present during this incident.

Direct care staff member Catherine Russell stated that she was working with direct care staff members Rebecca McAfee and Megan DeYoung when Resident B came out of her room and accused direct care staff member Rebecca McAfee of pouring water on her and began to call her derogatory names on 5/20/2023. Direct care staff member Catherine Russell stated prior to this she saw Rebecca McAfee take out about six cups from Resident B's bedroom when she was cleaning her room however does not know if liquids were in the cups. Catherine Russell stated Resident B did not appear to be wet anywhere on her body when she accused direct care staff member Rebecca McAfee poured water on her therefore, she and direct care staff member Rebecca McAfee thought Resident B was making delusional statements. Direct care staff member Catherine Russell stated these types of statements were part of Resident B's baseline behavior. Direct care staff member Catherine Russell stated Resident B tends to target specific staff members and will make accusations against them. Direct care staff member Catherine Russell stated direct care staff member Rebecca McAfee denied throwing water on Resident B and she has no reason to believe direct care staff member Rebecca McAfee would throw water or mistreat any resident. Direct care staff member Catherine Russell stated she has not heard of any reports from Resident A or Resident C regarding staff members mistreating them.

Direct care staff member April Smith stated Resident A and Resident B will falsely accuse staff members of mistreating them when they are not satisfied or get upset about something. Direct care staff member April Smith stated she has not heard any complaints from any residents regarding being mistreated by a staff member and direct care staff member April Smith denied ever mistreating any residents in the facility.

While at the facility I also interviewed Residents A, B, C, D, and E. Resident A stated she is from Arizona and wants to move out of her adult foster care setting because her roommate cusses at her. Resident A stated she does get along with two residents in the facility who likes to argue with her. Resident A stated she gets along with staff members and has not had any issues with staff members mistreating her and she has not seen any staff members mistreat any other resident in the facility.

Resident B stated staff members are always pouring water on her and staff does not listen to her. Resident B stated direct care staff member April Smith, and two other staff members have poured water on her for no reason. Resident B stated the staff will just come up to her and throw water on her and without saying anything else. Resident B stated other residents have seen the staff members throw water on her.

Resident C stated she has not seen any staff member mistreat a resident or be mean to a resident. Resident C stated her roommate is Resident B and she accuses staff of being mean to her when no staff member has been mean to Resident B. Resident C stated she does not recall an incident involving her money being slapped out of her hand and if this happened, she does not want to talk about it. Resident C stated things have been good and she has no complaints.

Resident D stated she has not seen any resident be mistreated by staff members and she has not been mistreated by any staff member. Resident D stated she has heard other residents complain to her about staff however she has not seen anything inappropriate and believes the residents are just complaining when they can't have their way.

Resident E stated she has not been mistreated by any staff member and she has not seen any resident be mistreated by staff. Resident E stated Resident C is very moody and has her "ups and downs". Resident E stated she "stays out of people's business" and does not know what is going on with any other resident. Resident E stated she has not had any issues at this adult foster care home.

On 6/5/2023, I conducted interviews with administrator Aubry Napier and licensee designee Ramon Betran. Administrator Aubry Napier stated direct care staff member Megan DeYoung contacted her on 5/20/2023 and reported to her that she observed direct care staff member Rebecca McAfee slap money out of Resident C's hands and be verbally aggressive towards her. Direct care staff member Aubry Napier stated she instructed direct care staff member Megan DeYoung to contact RRO and to write an incident report on what she observed. Administrator Aubry Napier also stated direct care staff member Megan DeYoung reported to her that Resident B stated direct care staff member Rebecca McAfee poured water on her therefore administrator Aubry Napier also advised direct care staff member Megan DeYoung to write an incident report on this incident. Administrator Aubry Napier stated direct care staff member Megan DeYoung is a good worker, and she does not believe Megan DeYoung would make a false statement towards any staff member. Administrator Aubry Napier stated Megan DeYoung was very upset and bothered on what she witnessed. Administrator Aubry Napier further stated there are some residents who will make false complaints against staff members including Resident A, Resident B and Resident C however in this incident, Megan DeYoung actually witnessed Rebecca McAfee mistreat Resident C.


Ramon Beltran stated direct care staff member Rebecca McAfee has been suspended from working until Licensing and Regulatory Affairs (LARA) completes their special investigation and if substantial findings are found, Rebecca McAfee will be terminated from employment.

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 my investigation which included interviews with direct care staff members Megan DeYoung, Teneasha Starling, Catherine Russell, April Smith, Ann Wiley, administrator Aubry Napier, licensee designee Ramon Beltran, Residents A, B, C, D, and E there is evidence to support the allegation that staff members mistreated residents in the home by being disrespectful. Direct care staff member Megan DeYoung observed direct care staff member Rebecca McAfee slap money out of Resident C's hand causing the money to rip apart and also observed direct care staff member Rebecca McAfee be verbally aggressive towards Resident C and make threatening statements towards her. Administrator Aubry Napier and direct care staff member Ann Wiley both stated they were contacted by Megan DeYoung who reported this incident to them and was advised to contact RRO. Aubry Napier and Ann Wiley also both stated that they have no reason to believe that Megan DeYoung would make a false report against any staff member. Megan DeYoung also completed an incident report on the day of the incident describing events consistent with the allegation. Consequently, I determined Resident C was mistreated and disrespected by direct care staff member Rebecca McAfee.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 7/5/2023, I conducted an exit conference with licensee designee Ramon Beltran. I informed Ramon Beltran of my findings and allowed him an opportunity to ask questions or make comments.

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the current license status remain unchanged.



Ondrea Johnson
Licensing Consultant

7/5/2023
Date

Approved By:



07/07/2023

Dawn N. Timm
Area Manager

Date