



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

November 2, 2023

Delissa Payne  
Spectrum Community Services  
Suite 700  
185 E. Main St  
Benton Harbor, MI 49022

RE: License #: AS410338054  
Investigation #: 2023A0467057  
Skyway Home

Dear Mrs. Payne:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 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 cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS410338054
<b>Investigation #:</b>	2023A0467057
<b>Complaint Receipt Date:</b>	09/12/2023
<b>Investigation Initiation Date:</b>	09/14/2023
<b>Report Due Date:</b>	11/11/2023
<b>Licensee Name:</b>	Spectrum Community Services
<b>Licensee Address:</b>	Suite 700, 185 E. Main St Benton Harbor, MI 49022
<b>Licensee Telephone #:</b>	(734) 458-8729
<b>Administrator:</b>	Delissa Payne
<b>Licensee Designee:</b>	Delissa Payne
<b>Name of Facility:</b>	Skyway Home
<b>Facility Address:</b>	5626 Skyway Dr., Comstock Park, MI 49321
<b>Facility Telephone #:</b>	(616) 551-2093
<b>Original Issuance Date:</b>	02/27/2013
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/27/2023
<b>Expiration Date:</b>	08/26/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff member Heather Reamon was verbally abusive towards Resident A.	Yes

## III. METHODOLOGY

09/12/2023	Special Investigation Intake 2023A0467057
09/12/2023	APS Referral Complaint received from Kent County APS worker, Ashleigh Wassenaar
09/14/2023	Special Investigation Initiated - On Site
10/05/2023	Contact – Telephone call made to AFC staff member, Heather Reamon.
10/09/2023	Contact – Telephone call made to AFC staff member, Justin Ellis.
11/02/2023	Exit conference completed with licensee designee, Delissa Payne.

**ALLEGATION: Staff member Heather Reamon was verbally abusive towards Resident A.**

**INVESTIGATION:** On 9/12/23 I received a BCAL online complaint from Kent County Adult Protective Services (APS) stating that there is an ongoing concern that staff member Heather Reamon has been verbally and physically abusive towards Resident A. The complaint alleges that Ms. Reamon has referred to Resident A as a “psychotic bitch,” and told her that no one likes her. It was also alleged that Ms. Reamon told Resident A that she and other staff members hate her and that she “smells like rotten pussy.” The complaint alleges that Ms. Reamon has pushed Resident A, smashed her head into the door, and used a four-point harness and a seatbelt on her lap to lean her backwards in her wheelchair to the point where she was nearly in the upside-down position.

On 9/14/23, I made an unannounced onsite investigation at the facility. Upon arrival, staff member Zack Clelland stated that Resident A no longer resides at the home. Mr. Clelland stated that Resident A now resides at Lake Gerald Home.

On 9/14/23, I made an unannounced onsite investigation at Lake Gerald Home. Upon arrival, introductions were made with staff, and they allowed entry into the home. Staff introduced me to Resident A, and she agreed to discuss case

allegations on the front porch. Resident A stated that she has resided in her current home since 7/18/23 and things are going well for her. Resident A stated that she likes her current home "better than that other place," referring to Skyway Home. Resident A continued as she stated, "I always got myself in trouble there. I gave Heather (staff) and Danielle (staff) a hard time." Resident A stated that Danielle left the home because "she tried helping me, but I gave her a hard time." During her time at Skyway Home, Resident A stated that Heather and Danielle "got mad because I did something wrong." Resident A could not recall what she did wrong or exactly why staff was mad at her.

Resident A was asked if Ms. Reamon has ever made rude, degrading, or derogatory statements or comments towards her. Resident A stated, "I guess." Resident A was unable to provide specific examples of the rude comments or statements that Ms. Reamon made towards her. Resident A was asked if Ms. Reamon has ever physically assaulted her or restrained her to her wheelchair. Resident A stated that Ms. Reamon locked her in her wheelchair approximately 3-5 months ago so she couldn't move. Resident A stated that she was locked in her chair for "50 hours until I calmed down." Resident A was unable to state if any other staff members observed this incident. Prior to concluding my interview with Resident A, she spoke highly of the staff members at her current home and denied any concerns. Resident A was thanked for her time.

After speaking to Resident A, I spoke to the home manager, KC Holt. Ms. Holt confirmed that Resident A does have a seatbelt on her wheelchair that is used for transport. She also stated that it was used while at Skyway due to Resident A being a fall risk and intentionally throwing herself to the ground. Ms. Holt was unable to speak on Resident A's interactions at Skyway Home with Ms. Reamon but she stated staff member, Justin Ellis previously worked there and may be able to provide information.

On 9/14/23, I spoke with the assigned APS worker, Ashleigh Wassenaar via phone. She confirmed that she knows Resident A has moved to a different AFC home and no longer has contact with the alleged perpetrator, Heather Reamon. Ms. Wassenaar stated that she interviewed Resident A and she did not disclose any of the allegations. Ms. Wassenaar also interviewed Ms. Reamon and she denied the allegations. Ms. Wassenaar stated that she spoke to a lady who wished to remain anonymous, and she reportedly witnessed the incident. Ms. Wassenaar stated that if something happened between Resident A and Ms. Reamon, she did not have enough evidence to substantiate based on her interviews and Resident A's physical appearance when she saw her in person. Ms. Wassenaar was thanked for her time.

On 10/5/23, I spoke to staff member Heather Reamon via phone, and she agreed to discuss case allegations. Ms. Reamon immediately denied being verbally or physically abusive towards Resident A. Ms. Reamon confirmed that Resident A has accused her of things in the past such as slamming her face on the table, shoving her out of the house, and punching her in the eyes. Ms. Reamon stated that she was

never accused of anything by Resident A until a previous staff member named Danielle stopped working there, “so I was next up.” Ms. Reamon denied that she has ever told Resident A that she smells like “rotten pussy” or any other mean or degrading words. Instead, Ms. Reamon stated that she went out of her way to be nice to Resident A.

Ms. Reamon stated that a week prior to Resident A moving out of Skyway Home (approximately July 10<sup>th</sup>, 2023), she wanted to go outside. Staff reportedly told Resident A that she could go outside on the patio to spend time there like she often would. Resident A reportedly started “throwing a fit” despite being told she can go outside. Ms. Reamon stated Resident A was upset with her because she wanted her to go outside with her. Ms. Reamon stated that she stayed away from Resident A unless she had to interact with her. Ms. Reamon stated that this was due to trying to avoid being Resident A’s target. Ms. Reamon stated that staff members Tara and Myth-Ann reportedly addressed the concerns with Resident A on the day in question. Ms. Reamon stated that Resident A would often throw herself on the floor, smack herself, and bang her knees under the dining room table and accuse others of harming her. Ms. Reamon stated, “if you give her (Resident A) what she wants, it makes her angry. If you don’t give her what she wants, it also makes her angry.” Despite the several allegations that Resident A has made against Ms. Reamon, she remained adamant that she has never physically or verbally abused her. Ms. Reamon was thanked for her time.

On 10/9/23, I spoke to AFC staff member, Justin Ellis via phone and he agreed to discuss case allegations. Mr. Ellis confirmed that he previously worked at Skyway Home when Resident A resided there. Mr. Ellis now works at Lake Gerald Home. While working at Skyway Home, Mr. Ellis stated that he has heard Ms. Reamon make rude comments to Resident A. Mr. Ellis stated that when Resident A becomes upset, she cries for her mother. Mr. Ellis stated that he has heard Ms. Reamon tell Resident A that “her mom is dead and stop yelling for her.” Mr. Ellis stated that he has heard Ms. Reamon make negative comments about Resident A’s weight and the way she talks. Mr. Ellis stated that Ms. Reamon is not nice. Mr. Ellis confirmed that he has also heard Ms. Reamon tell Resident A that no one likes her and if she continues acting the way she is, she will have to move out. Mr. Ellis denied hearing Ms. Reamon tell Resident A that she smells like “rotten pussy” or referring to her as a “psychotic bitch.” Mr. Ellis also denied witnessing Ms. Reamon physically assault or restrain Resident A during his time at the home. Mr. Ellis stated that Ms. Reamon wouldn’t have done that in front of him because she knows he would have filed a complaint against her.

Mr. Ellis stated that he observed Ms. Reamon being verbally abusive towards Resident A for the duration of her time in the home, which he believes to be approximately three years. Mr. Ellis stated that he brought his concerns to management, and they didn’t seem to care about it. Mr. Ellis stated that he also filed a Recipient Rights complaint in December 2022 against Ms. Reamon’s son, Zach Clelland after he took Resident A out of her wheelchair, put her on the floor, moved

her wheelchair away from her and locked it to prevent her movement. Mr. Ellis stated that a Recipient Rights complaint was filed and substantiated from his understanding. He also stated that APS was involved for this past incident. Mr. Ellis stated that he was essentially pushed out of the home for filing a complaint, which is why he now works at Lake Gerald Home. It should be noted that I completed an investigation in December 2022 (#2023A0467016) regarding Resident A reportedly being hit by Ms. Reamon. The investigation was denied as Resident A disclosed that she hit herself. She also denied any other staff members hitting or assaulting her. Other staff members confirmed that they witnessed Resident A hit herself or that she told them that she hit herself. The investigation was not substantiated.

On 11/02/23, I conducted an exit conference with licensee designee, Delissa Payne. She was informed of the investigative findings and aware that a CAP is due within 15 days of receipt of this report.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	<p>Resident A stated “I guess” when asked if Ms. Reamon has been verbally abusive towards her. Resident A could not give any specific examples. Resident A also accused Ms. Reamon of restricting her movement for 50 hours by locking her into her wheelchair.</p> <p>Ms. Reamon denied being verbally or physically abusive towards Resident A. She also denied restraining her for any reason.</p> <p>AFC staff member Mr. Ellis denied witnessing Ms. Reamon restrain Resident A. However, he stated he has witnessed Ms. Reamon make rude comments towards Resident A. Specifically, Mr. Ellis has heard Ms. Reamon tell Resident A that her mother is dead and to stop yelling for her. Mr. Ellis has also reportedly heard Ms. Reamon make comments about Resident A’s weight, the way she talks, and that no one likes her, and she will move out of the home if she continues acting the way she has been. Based on the information provided, there is a preponderance of evidence to support the allegation.</p>

<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>
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**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend no change to the current license status.

*Anthony Mullins*

11/02/2023

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Anthony Mullins  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

11/02/2023

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Jerry Hendrick  
Area Manager

Date