



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

April 2, 2024

Regina Williams  
Beacon Harbor Homes, Inc.  
Suite 1  
3689 Fashion Square Blvd  
Saginaw, MI 48603

RE: License #: AS090087350  
Investigation #: 2024A0572023  
Beacon Harbor # 3

Dear Regina Williams:

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 black ink that reads "Anthony Humphrey". The signature is written in a cursive style with a large, looping flourish at the end.

Anthony Humphrey, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(810) 280-7718

enclosure

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

**This Special Investigation Report Contains Quoted Profanity**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS090087350
<b>Investigation #:</b>	2024A0572023
<b>Complaint Receipt Date:</b>	02/06/2024
<b>Investigation Initiation Date:</b>	02/09/2024
<b>Report Due Date:</b>	04/06/2024
<b>Licensee Name:</b>	Beacon Harbor Homes, Inc.
<b>Licensee Address:</b>	Suite 1 3689 Fashion Square Blvd Saginaw, MI 48603
<b>Licensee Telephone #:</b>	(989) 792-1888
<b>Administrator:</b>	Regina Williams
<b>Licensee Designee:</b>	Regina Williams
<b>Name of Facility:</b>	Beacon Harbor # 3
<b>Facility Address:</b>	2076 Garfield Pinconning, MI 48650
<b>Facility Telephone #:</b>	(989) 879-7386
<b>Original Issuance Date:</b>	10/01/1999
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/22/2022
<b>Expiration Date:</b>	03/21/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Brittany Parrish yells and is rude towards the residents. Resident A was grabbed by the arm and sent to bedroom without dinner.	Yes
There has been a previous issue of staff, Brittany Parrish sleeping on job.	No
Last week, night shift staff refused to pass medications as there was a snowstorm and 1 <sup>st</sup> shift was running late.	No

## III. METHODOLOGY

02/06/2024	Special Investigation Intake 2024A0572023
02/09/2024	Special Investigation Initiated - Telephone Complainant.
02/09/2024	Inspection Completed On-site
02/09/2024	Contact - Face to Face Staff, Brady Schlink; Staff, Lorraine Strobel; Resident B, Resident C and Resident A.
03/22/2024	Contact - Telephone call made Staff, Brittany Parrish.
03/25/2024	Contact - Telephone call made Resident A's Guardian.
03/25/2024	Inspection Completed-BCAL Sub. Compliance
03/26/2024	Contact - Telephone call made Recipient Rights, Joy Mathias.
03/26/2024	Contact - Telephone call made Home Manager, Crystal Nichols.
03/27/2024	Contact - Telephone call received Resident A's Case Manager, Jamie Zimmer.
03/27/2024	Contact - Telephone call made Staff, Amanda Griffinham.
03/27/2024	Exit Conference

	Licensee Designee, Regina Williams.
03/28/2024	APS Referral APS Referral made.
04/01/2024	Contact - Telephone call made Licensee Designee, Regina Williams.

**ALLEGATION:**

Staff Brittany Parrish yells and is rude towards the residents. Resident A was grabbed by the arm and sent to bedroom without dinner.

**INVESTIGATION:**

On 02/06/2024, the local licensing office received a complaint for investigation.

On 02/09/2024, I interviewed the Complainant regarding the allegations to confirm that there was no additional information needed. The Complainant informed that the complaint is true and that the Home Manager, Crystal Nichols was notified of the issues. Staff member, Brittany Parrish was upset with Resident A because Resident A was having a behavior which consisted of calling another resident an (Explicit) and slamming hands on the dining room table. Brittany Parrish proceeded to grab Resident A by the arm, knocking over Resident A's food onto the floor and forcefully took Resident A to bedroom. Brittany Parrish was already going off on all of the residents for eating too fast, prior to her grabbing Resident A by the arm. There were other residents that witnessed the incident.

On 02/09/2024, I made an unannounced onsite at Beacon Harbor #3, located in Bay County Michigan. Interviewed were, Staff, Brady Schlink; Staff, Lorraine Strobel; Resident B and Resident C. Resident A was in bed, sleeping. Resident A is non-verbal.

On 02/09/2024, I interviewed Staff, Brady Schlink regarding the allegation. Brady Schlink informed that he was not really aware of the incident between Resident A and Brittany Parrish because he was working 3<sup>rd</sup> shift at the time, but because his shift would sometimes overlap, he knew that Resident A and Brittany Parrish did not get along. Brady Schlink found out about the incident from Home Manager, Crystal Nichols and then was put on 1<sup>st</sup> shift as both Brittany Parrish and Sara Miller were both taken off the schedule.

On 02/09/2024, I interviewed Staff, Lorraine Strobel regarding the allegation. Lorraine Strobel was not employed with the company at the time of the alleged incident. She was rehired by the company a couple weeks ago. She had not heard about the incident and informed that both Brittany Parrish and Sara Miller are not on the work schedule.

On 02/09/2024, I interviewed Resident B regarding the allegation. Resident B remembers Staff, Brittany Parrish and indicated that no one liked her. Brittany Parrish pushed Resident A onto the bed. Brittany Parrish has also come after Resident B before. The current group of staff are good now.

On 02/09/2024, I interviewed Resident C regarding the allegation. Resident C informed that Staff, Brittany Parrish used to yell at the residents. Brittany Parrish recently snatched Resident A's plate and slammed it onto the floor and pushed Resident A around.

On 03/22/2024, I contacted Staff, Brittany Parrish regarding the allegation. Brittany Parrish informed that she never yells at any of the residents because yelling doesn't help anything. All it does is scares the residents. Brittany Parrish denied grabbing Resident A by the arm and knocking Resident A's plate onto the floor. Brittany Parrish explained that Resident A was having behaviors while at the dining table, slamming hands onto the table and cursing. Brittany Parrish informed that she tried to calm Resident A down but decided to isolate Resident A from the other residents, because after name calling, Resident A usually starts throwing things next. She assisted Resident A by the arm and had her arm under Resident A's arm in order to be a guide. Resident A's plate was on top of Resident A's bib, so when Resident A stood up, the plate slid and fell onto the floor. Brittany Parrish continued to guide Resident A into bedroom with no problem. Brittany Parrish explained that if she had grabbed Resident A's arm like it is claimed, Resident A would have had a bruise because Resident A bruises very easily. Brittany Parrish informed that she has been in this field for 10 years and has a good relationship with all of the residents.

On 03/25/2024, I interviewed Resident A's Guardian regarding the allegation. The Guardian was unaware of this complaint. Prior to learning about this incident, the Guardian had no concerns with this home. The Guardian did not find out about incident from the home nor the case manager.

On 03/26/2024, I interviewed Home Manager, Crystal Nichols regarding the allegation. Crystal Nichols was not working at the time of the alleged incident, but received a text message from both staff, explaining their version of the story. Crystal Nichols informed that this was not typical behavior of Brittany Parrish. Crystal Nichols went to the home the next morning and completed a skin assessment and there were no marks or bruises noted. Crystal Nichols informed that Resident A bruises very easily, so she's uncertain whether or not this incident actually occurred. Brittany Parrish is currently suspended until further notice.

On 03/26/2024, I received the text message that Staff, Sara Miller sent to Home Manager, Crystal Nichols. It reads, "I'm so f\*\*\*\*\* behind irritated Crystal (Nichols) we are having dinner "Resident B" ate first really fast so Britney (Brittany Parrish) took (Resident B's) cigarettes fine whatever next thing I know (Resident A) started hitting the table Brittany (Parrish) got pissed off grabbed (Resident A's) arm (Resident A's) whole plate of food fell on the floor and she put (Resident A) to bed

and hasn't even ate not once yet today and didn't even give (Resident A) any more food yet.”

On 03/26/2024, I received the text message that Staff, Brittany Parrish sent to Home Manager, Crystal Nichols. It reads, “Hey so (Resident A) was hitting and slapping the couch table today as well as literally looking at another resident repeatedly saying bitch bitch bitch bitch bitch bitch bitch so any way like we normally do I got (Resident A) up from the table Sara (Miller) swear I yanked Resident A away from the table I absolutely did not and I redirected (Resident A) to room like we normally do well when I got (Resident A) from the table (Resident A’s) food was on bib and then it all got the floor. I just wanted you to know because Sara (Miller) is saying ripped (Resident A) from the table like a rag doll. I did tell the girls if (Resident A) woke up and was hungry to go ahead make something cause (Resident A) only ate a quarter piece but (Resident A) did ask to go to bed so finally after her calling another resident that repeatedly I just took (Resident A) to bed and (Resident A) went to sleep.”

On 03/26/2024, I contacted Recipient Rights Investigator, Joy Mathias regarding the allegation. Joy Mathias informed that she was aware of the allegations and interviewed two of the residents in the home who appeared to corroborate what was alleged in the allegations.

On 03/27/2024, I contacted Resident A's Case Manager, Jamie Zimmer regarding the allegations. Jamie Zimmer informed that she had not heard about the allegations until after I called her and left a message with her a couple days ago. Jamie Zimmer has two residents in the home. She finally heard about the incident from Resident C during a recent visit. Jamie Zimmer is unsure if she has ever met Staff, Brittany Parrish. Resident A appears to be receiving adequate care and supervision during her visits to the home. Resident A has mood swings and is unsure if the staff knew how to handle Resident A during those situations. According to Jamie Zimmer, Resident A is diagnosed with Mild Intellectual Disability, Other Specified Schizophrenia Disorder, Other Psychotic Disorder, PTSD, Other Persuasive Developmental Disorder, Paroxysmal and Oligomenorrhea.

On 03/27/2024, Resident A's Case Manager, Jamie Zimmer emailed me Resident A's IPOS Crisis Plan. This plan details cues prior to mood escalation that could result in aggression, things that will help when Resident A's symptoms becomes worse, and things to look out for when Resident A is at-risk of harm to hurt self or others. There is nothing in Resident A's plan indicating that staff shall grab Resident A by the arm and escort into bedroom.

On 03/27/2024, I made an attempt to contact Staff, Amanda Griffinham regarding the allegation.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.</b>
<b>ANALYSIS:</b>	Based on the interviews during my investigation, there is enough evidence to establish a violation of licensing rules. Staff Brittany Parrish denied grabbing Resident A by the arm and forcefully sending Resident A in bedroom, however; Staff, Sara Miller indicated that this did happen because she was frustrated with all of the residents. Resident B and Resident C correlated with Sara Miller. Recipient Rights Investigator, Joy Mathias interview two other residents whose stories also correlated with Sara Miller views on what happened.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

There has been a previous issue of staff, Brittany Parrish sleeping on job.

**INVESTIGATION:**

On 02/09/2024, I interviewed the Complainant regarding the allegations to confirm that there was no additional information needed. The Complainant informed that Staff, Brittany Parrish was sleeping on the job and it was reported to management. They are not supposed to sleep on the job, especially since it's a 7am to 7pm shift which is the busiest times of the day. Took a picture of Brittany Parrish sleeping on the job and sent it to Licensee, Regina Williams.

On 02/09/2024, I interviewed Staff, Brady Schlink regarding the allegation. Brady Schlink informed that he can only speak for himself and that he was working 11pm to 7am at the time and he never slept on the job. Brady Schlink also has never seen anyone on 1<sup>st</sup> shift sleeping on the job.

On 02/09/2024, I interviewed Staff, Lorraine Strobel regarding the allegation. Lorraine Strobel was not employed with the company at the time of the alleged incident. She was rehired by the company a couple weeks ago. There was never an issue with any staff sleeping on the job during her previous employment with the company. She had worked all three shifts and sleeping on the job was never an issue with the staff.



On 02/09/2024, I interviewed Resident B regarding the allegation. Resident B informed that staff are always awake and never witnessed anyone asleep.

On 02/09/2024, I interviewed Resident C regarding the allegation. Resident C denied that any staff has been sleeping on the job.

On 03/22/2024, I contacted Staff, Brittany Parrish regarding the allegation. Brittany Parrish denied ever sleeping on the job. Brittany Parrish explained that there apparently was a picture taken of her with her head laid back on the couch and eyes closed. Brittany Parrish informed that she always came to work 30 to 45 minutes early so it's possible that she nodded on the couch prior to her shift starting, but never during her shift.

On 03/25/2024, I interviewed Resident A's Guardian regarding the allegation. The Guardian has never witnessed or heard of any staff members sleeping on the job. It gets very busy during the day and does not believe that staff would be able to sleep while working.

On 03/26/2024, I interviewed Home Manager, Crystal Nichols regarding the allegation. Crystal Nichols informed that Staff, sent Licensee Designee, Regina Williams a pic of Staff, Brittany Parrish with her head leaned back on the sofa.

On 03/26/2024, I contacted Recipient Rights Investigator, Joy Mathias regarding the allegation. Joy Mathias was not aware of any staff members sleeping on the job.

On 03/27/2024, I contacted Resident A's Case Manager, Jamie Zimmer regarding the allegations. Jamie Zimmer usually conducts home visits at around 3pm and has never seen any staff sleeping and no one has never reported it to her.

On 03/27/2024, I made an attempt to contact Staff, Amanda Griffinham regarding the allegation.

On 04/01/2024, I spoke with Licensee, Regina Williams regarding the allegations. Regina Williams informed that on 02/06/2024, staff sent her pictures of Staff, Brittany Parrish sleeping at the home during working hours because the staff felt as if the Home Manager wasn't doing anything about it. There were two pics sent and they appeared to be on different days because one picture had a Christmas Tree in the background and the other one didn't. Regina Williams is unsure on the exact date and not certain if this was during work hours or prior to start time.

<b>APPLICABLE RULE</b>	
<b>R 400.14206</b>	<b>Staffing requirements.</b>
	<b>(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and</b>

	<b>protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.</b>
<b>ANALYSIS:</b>	Based on my interviews during my investigation, there is not enough evidence to establish a rule violation. Staff, Brittany Parrish denies ever sleeping on the job. None of the residents interviewed, staff, Guardian or case manager has ever witnessed or heard about Staff, Brittany Parrish sleeping on the job. It wasn't brought to management's attention until Sara Miller ended her employment with the company.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

Last week, night shift staff refused to pass medications as there was a snowstorm and 1<sup>st</sup> shift was running late.

**INVESTIGATION:**

On 02/09/2024, I interviewed the Complainant regarding the allegations to confirm that there was no additional information needed. The Complainant informed that Staff, Brittany Parrish was running late and was not at work on time for 1<sup>st</sup> shift because of a bad snow day. The night shift staff didn't want to pass meds because they said they did not know what they were doing, although they pass meds at night. The 3<sup>rd</sup> shift staff just didn't want to pass meds, which threw the entire morning off because it made breakfast and everything else late.

On 02/09/2024, I interviewed Staff, Brady Schlink regarding the allegation. Brady Schlink informed that he just came off 3<sup>rd</sup> shift and he does not recall there being an issue with not wanting to pass medications because the morning shift was running late for work. They can pass 8am meds within an hour and does not recall 1<sup>st</sup> shift being that late where they couldn't pass meds on time.

On 02/09/2024, I interviewed Staff, Lorraine Strobel regarding the allegation. Lorraine Strobel was not employed with the company at the time of the alleged incident. She was rehired by the company a couple weeks ago. Lorraine Strobel never heard of 3<sup>rd</sup> shift staff not passing meds for 1<sup>st</sup> shift because they were running late. 1<sup>st</sup> shift would still have an hour to pass meds and does not believe that staff would be that late for work. 1<sup>st</sup> shift starts at 7am and they have until 9am to pass morning meds.

On 02/09/2024, I interviewed Resident B regarding the allegation. Resident B informed staff always pass medications on time.

On 02/09/2024, I interviewed Resident C regarding the allegation. Resident C denied that any staff has passed meds late or not passing medications at all.

On 02/09/2024, I reviewed the medication sheet during the of January and first week of February with Staff, Brady Schlink. It appears that the medications were passed during the timeframe in which the snowstorm would have occurred.

On 03/22/2024, I contacted Staff, Brittany Parrish regarding the allegation. Brittany Parrish informed that no one refused to pass meds that day. Staff, Amanda Griffenham was very tired that morning after working 3<sup>rd</sup> shift. Amanda Griffenham didn't feel confident enough to pass medications because she was so tired but would if she had to. Brittany Parrish told her that if she was not confident in her ability to pass the morning meds, then she will pass them when she makes it to work.

On 03/25/2024, I interviewed Resident A's Guardian regarding the allegation. The Guardian has never heard of any issues regarding staff not passing meds on time. Resident A can be very stubborn at times and will initially refuse, but staff has been very good in making sure that Resident A gets medications within the hour.

On 03/26/2024, I interviewed Home Manager, Crystal Nichols regarding the allegation. Home Manager, Crystal Nichols informed that the only thing she can remember is that 3<sup>rd</sup> shift staff did not know when a resident was supposed to get their injection, so she called her and asked. Staff, Amanda Griffinham was informed that the injection was during breakfast and it was taken care of.

On 03/26/2024, I contacted Recipient Rights Investigator, Joy Mathias regarding the allegation. Joy Mathias was not aware of any 3<sup>rd</sup> shift staff members refusing to pass morning medications because 1<sup>st</sup> shift staff were running late.

On 03/27/2024, I contacted Resident A's Case Manager, Jamie Zimmer regarding the allegations. Jamie Zimmer informed that it was never reported to her that meds weren't passed or were late due to 3<sup>rd</sup> staff refusing to pass them.

On 03/27/2024, I made an attempt to contact Staff, Amanda Griffinham regarding the allegation.

<b>APPLICABLE RULE</b>	
<b>R 400.14312</b>	<b>Resident medications.</b>
	<b>(2) Medication shall be given, taken, or applied pursuant to label instructions.</b>

<b>ANALYSIS:</b>	Based on my interviews and review of the med sheets during my investigation, there is not enough evidence to support a licensing rule violation. Staff, Brittany Parrish was the staff who was running late and had correspondence with the 3 <sup>rd</sup> shift staff to ensure that the meds were passed on time. The residents interviewed indicated that their meds have always been passed on time. In review of the med sheets during the timeframe in which the snowstorm would have occurred, there is no indication that the meds were not passed.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 03/28/2024, I held an Exit Conference with Licensee Designee, Regina Williams. Regina Williams was in agreement with the findings and will submit a corrective action plan within 15 days of receiving the special investigation report.

**IV. RECOMMENDATION**

I recommend that no changes be made to the licensing status of this small adult foster care group home, pending the receipt of an acceptable corrective action plan (Capacity 1-6).



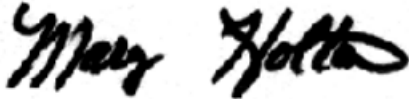
04/02/2024

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Anthony Humphrey  
Licensing Consultant

Date

Approved By:



04/02/2024

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Mary E. Holton  
Area Manager

Date