



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 5, 2025

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

RE: License #: AS140393999  
Investigation #: 2025A1032016  
Beacon Home At Niles

Dear Nichole VanNiman:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If 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 dark ink, appearing to read "Dwight Forde".

Dwight Forde, 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>	AS140393999
<b>Investigation #:</b>	2025A1032016
<b>Complaint Receipt Date:</b>	02/05/2025
<b>Investigation Initiation Date:</b>	02/12/2025
<b>Report Due Date:</b>	04/06/2025
<b>Licensee Name:</b>	Beacon Specialized Living Services, Inc.
<b>Licensee Address:</b>	890 N. 10th St. Suite 110 Kalamazoo, MI 49009
<b>Licensee Telephone #:</b>	(269) 427-8400
<b>Administrator:</b>	Nichole VanNiman
<b>Licensee Designee:</b>	Nichole VanNiman
<b>Name of Facility:</b>	Beacon Home At Niles
<b>Facility Address:</b>	970 Ruth Layne, Niles, MI 49120
<b>Facility Telephone #:</b>	(269) 427-8400
<b>Original Issuance Date:</b>	10/08/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/16/2023
<b>Expiration Date:</b>	10/15/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
Resident A was disrespected by an employee.	No
Resident A's special diet was ignored by an employee.	No
Additional Findings	No

## III. METHODOLOGY

02/05/2025	Special Investigation Intake 2025A1032016
02/07/2025	Contact - Telephone call made I left a voicemail for the complainant
02/12/2025	Special Investigation Initiated - On Site
02/20/2025	Contact - Telephone call made Interview with employee Tammy Laviolette
02/28/2025	Exit Conference

### ALLEGATION:

**Resident A was disrespected by an employee.**

### INVESTIGATION:

I received this complaint as an Adult Protective Services screen out.

On 2/12/25, I interviewed Resident A in the facility. Resident A stated that employee Tammy Laviolette is often rude to her. She made reference to another investigation

where another employee allegedly cursed at the residents over cigarettes. Resident A did not provide examples of how Ms. Laviolette was rude to her.

I interviewed Resident B in the facility. Resident B stated that employee Tammy Laviolette is very nice and denied that she was disrespectful to Resident A or any one else in the facility. Resident B expressed that her observations of and interactions with Ms. Laviolette are positive and hoped that she continued to work at the facility.

I interviewed employee Alexandra Tabler in the facility, along with home manager Crystal Jennings, who participated by telephone. They denied being in receipt of any reports that employee Tammy Laviolette had verbally abused Resident A. Ms. Jennings stated that she was aware of a previous investigation where an employee used profanity at residents over cigarettes, but that this incident occurred several months ago and had been prosecuted by recipient rights, resulting in a corrective action plan for that employee.

On 2/20/25, I interviewed employee Tammy Laviolette by telephone. Ms. Laviolette stated that on the day in question, when a fish meal was prepared, Resident A inquired of Ms. Laviolette if she was angry with her, and Ms. Laviolette stated that she told Resident A that she was somewhat irritated with the behavior that Resident A displayed, since she was not in contravention of the rules and had provided a meal substitute. Ms. Laviolette explained that Resident A had made threats to have her fired because fish had been prepared, because Resident A made a claim that she had a fish allergy. Ms. Laviolette denied raising her voice at Resident A. I asked if fish had been cooked since, and Ms. Laviolette stated that she had prepared fish subsequently, and had let Resident A know that fish was being cooked, and she advised me that Resident A had been satisfied with being notified.

<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>	Interviews with Resident B and employee seemed to contradict Resident A's account of the interaction with employee. Based on this information, there is insufficient evidence to establish a violation.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

--	--

**ALLEGATION:**

**Resident A's special diet was ignored by an employee.**

**INVESTIGATION:**

On 2/12/25, Resident A stated that employee Tammy Laviolette recently prepared fish, despite her having a food allergy to the fish. Resident A denied eating the fish and reported that a substitute was provided. Resident A stated that as a result of the employee cooking the fish, she left the facility voluntarily to escape the smell.

I interviewed Resident B in the home. Resident B acknowledged being aware of an incident where employee Tammy Laviolette cooked fish for dinner and Resident A had expressed dissatisfaction with the choice of meal. Resident B recalled that Resident A did not eat the fish that day.

I interviewed employee Alexandra Tabler in the facility, along with home manager Crystal Jennings, who participated by telephone. They reported being aware of an incident where employee Tammy Laviolette cooked fish for dinner but denied that Resident A had consumed the meal. They stated that Resident A had been provided a substitute meal.

I reviewed Resident A's assessment plan and healthcare appraisal. Neither document detailed a fish allergy. There were other items listed that included allergies to certain medications and animals.

On 2/20/25, Ms. Laviolette stated that on the day in question, she went shopping with another resident who reminded her that she had promised to cook salmon patties for lunch. Ms. Laviolette did so but purchased egg rolls for Resident A since she required a meal substitute for the fish. Ms. Laviolette reported that once she started cooking, Resident A grew agitated and directed her to stop cooking the fish, since she was reportedly allergic to it. Ms. Laviolette advised Resident A that since a substitute was going to be provided, that she was allowed to prepare the salmon patties, since other residents enjoyed the meal. Ms. Laviolette reported that Resident A began issuing threats about contacting management to get her fired.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(3) Special diets shall be prescribed only by a physician. A resident who has been prescribed a special diet shall be provided such a diet.</b>
<b>ANALYSIS:</b>	I reviewed Resident A's health care appraisal and assessment plan. Neither document reflected a fish allergy. In addition, interviews conducted revealed that Resident A was provided an alternative meal.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 2/28/25, I attempted to share my findings with licensee designee Nicole VanNiman. I left a voicemail for Ms. VanNiman to make contact. I also shared my findings with home manager Crystal Jennings.

#### **IV. RECOMMENDATION**

I recommend no change to the status of this license.

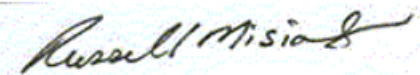


3/5/25

\_\_\_\_\_  
Dwight Forde  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:



3/12/25

\_\_\_\_\_  
Russell B. Misiak  
Area Manager

\_\_\_\_\_  
Date