



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

June 26, 2025

Felicia Evans  
Community Living Options  
626 Reed Street  
Kalamazoo, MI 49001

RE: License #: AS390396025  
Investigation #: 2025A1024031  
Bronson Circle

Dear Felicia Evans:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On June 4, 2025, you submitted an acceptable written corrective action plan. It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant  
Bureau of Community and Health Systems

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**

<b>License #:</b>	AS390396025
<b>Investigation #:</b>	2025A1024031
<b>Complaint Receipt Date:</b>	05/10/2025
<b>Investigation Initiation Date:</b>	05/12/2025
<b>Report Due Date:</b>	07/09/2025
<b>Licensee Name:</b>	Community Living Options
<b>Licensee Address:</b>	626 Reed Street Kalamazoo, MI 49001
<b>Licensee Telephone #:</b>	(269) 343-6355
<b>Administrator:</b>	Fiorella Spalvieri
<b>Licensee Designee:</b>	Felicia Evans
<b>Name of Facility:</b>	Bronson Circle
<b>Facility Address:</b>	1206 Bronson Circle Kalamazoo, MI 49008
<b>Facility Telephone #:</b>	(269) 343-6355
<b>Original Issuance Date:</b>	01/14/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/14/2023
<b>Expiration Date:</b>	07/13/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
Staff member Revelle Williams and Resident A had a physical altercation.	Yes

## III. METHODOLOGY

05/10/2025	Special Investigation Intake 2025A1024031
05/10/2025	APS Referral- APS denied investigating
05/12/2025	Special Investigation Initiated – Letter <i>AFC Licensing Division Incident/Accident Report</i> received from licensee designee Felicia Evans
05/13/2025	Contact - Telephone call made with direct care staff member Emily Ferguson
05/13/2025	Contact - Telephone call made with licensee designee Felicia Evans
05/19/2025	Inspection Completed On-site with direct care staff member Bradley Gambrel and Resident A
06/02/2025	Exit Conference with licensee designee Felicia Evans
06/02/2025	Corrective Action Plan Requested and Due on 06/26/2025
06/04/2025	Corrective Action Plan Received
06/04/2025	Corrective Action Plan Approved
06/26/2025	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION: Staff member Revelle Williams and Resident A had a physical altercation with each other.**

### INVESTIGATION:

On 5/10/2025, I received this complaint through the LARA-BCHS online complaint system. This complaint alleged staff member Revelle Williams and Resident A had a physical altercation with each other.

On 5/12/2025, I reviewed the facility's *AFC Licensing Division Incident/Accident Report* (IR) dated 5/9/2025 written by staff member Emily Ferguson which stated that during medication passing time Revelle Williams attempted to pass Resident A's oral medications however Resident A requested to take his insulin first. The IR documented Revelle Williams refused and said to Resident A "just take the pills" 5 times or more until Resident A said, "fuck this, I just want my insulin." The IR stated Revelle Williams then stated, "just be patient" and Resident A responded, "shut the fuck up" and Revelle Williams responded "you shut the fuck up." The IR stated staff member Emily Ferguson tried to take over, but Revelle Williams began walking towards Resident A while both were screaming and swearing at each other, and then both began pushing each other. The IR documented Emily Ferguson then separated Resident A and Revelle Williams and directed Revelle Williams outside who then stood in the doorway yelling "what are you going to do?" at Resident A. The IR documented Emily Ferguson then told Revelle Williams to get out of the facility. The IR stated Emily Ferguson called the home manager who called the police.

On 5/13/2025, I conducted an interview with direct care staff member Emily Ferguson who stated that on 5/09/2025 she witnessed a physical altercation take place between staff member Revelle Williams and Resident A. Emily Ferguson stated Resident A became upset because Revelle Williams was preparing medications for Resident A and when Resident A asked if he could take his insulin first, Revelle Williams refused this request and stated to Resident A that he had to take his other prescribed medications before taking his insulin. Emily Ferguson stated Resident A does not have a specific order to take his medications therefore she does not understand why Revelle Williams would not allow Resident A to take his insulin first. Emily Ferguson stated after Resident A continued to request for his insulin, Resident A yelled out "fuck you" and Revelle Williams yelled "fuck you" to Resident A. Emily Ferguson stated Revelle Williams and Resident A then started pushing and hitting each other therefore she got in between them to stop the altercation. Emily Ferguson stated Revelle Williams continued to provoke and yell at Resident A until she eventually was able to get Revelle Williams to leave the living room. Emily Ferguson stated she then called the home manager Bradley Gambrel who called the police to report staff assaulting Resident A. Resident A had some bruising on his face however refused medical attention.

On 5/13/2025, I conducted an interview with licensee designee Felicia Evans who stated that staff member Revelle Williams got into a physical fight with Resident A therefore he was immediately removed from the facility premises and no longer works at the facility. Felicia Evans also stated that APS was contacted, and a police report was made during the time police were called to the incident.

On 5/19/2025, I conducted an onsite investigation at the facility with direct care staff member Bradley Gambrel who stated that on 5/09/2025 he was contacted by staff member Emily Ferguson who reported to him that Revelle Williams and Resident A got into a physical fight. Bradley Gambrel stated while on the phone with Emily Ferguson he could hear Emily Ferguson yelling "Revelle get out of the house" and heard Revelle

Williams yelling out “what are you going to do?” in an antagonist manner therefore he hung up the phone with Emily Ferguson and called the police. Bradley Gambrel stated he then went to the facility and saw that Resident A had bruises on his face. Bradley Gambrel stated he asked Resident A if he could take him to hospital however Resident A denied wanting medical attention. Bradley Gambrel stated Revelle Williams was asked to leave the facility, and his employment was terminated.

While at the facility, I also conducted an interview with Resident A who stated that he got into a fist fight with staff member Revelle Williams and called the police on him. Resident A stated Revelle Williams no longer works at the facility. Resident A did not want to discuss the incident any further.

<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 my investigation which included interviews with direct care staff members Emily Ferguson, Bradley Gambrel, licensee designee Felicia Evans, Resident A, review of facility's incident report, there is evidence staff member Revelle Williams physically assaulted Resident A. According to the facility's incident report dated 5/9/2025, Revelle Williams and Resident A were observed yelling, swearing and pushing each other. Resident A confirmed he had a physical altercation with direct care staff member Revelle Williams, and the police was called. According to Emily Ferguson, she had to intervene by jumping in between Revelle Williams and Resident A when they were pushing, hitting and swearing at each other. In addition, Bradley Gambrel stated he was contacted by Emily Ferguson during this incident on 5/9/2025 and heard Revelle Williams yelling and antagonizing Resident A, therefore he called the police and made a police report. Bradley Gambrel and Emily Ferguson also both stated they observed Resident A to have bruising on his face caused by Revelle Williams. Therefore, Resident A was mistreated by Revelle Williams who pushed, hit and cussed at Resident A.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 6/2/2025, I conducted an onsite investigation at the facility with licensee designee Felicia Evans. I informed Felicia Evans of my findings and allowed her an opportunity to ask questions and make comments. On 6/4/2025, I approved an acceptable corrective action plan.

#### IV. RECOMMENDATION

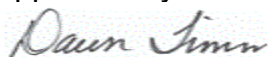
An acceptable corrective action plan was approved; therefore I recommend the current license status remain unchanged.



Ondrea Johnson  
Licensing Consultant

6/26/2025  
Date

Approved By:



06/26/2025

Dawn N. Timm  
Area Manager

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Date