



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

August 18, 2023

Gina Dillon  
Chandler Pines, LLC  
1435 Coit Ave NE  
Grand Rapids, MI 49505

RE: License #: AM410390297  
Investigation #: 2023A0583038  
Chandler Pines

Dear Mrs. Dillon:

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. 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, appearing to read "Toya Zylstra".

Toya Zylstra, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 333-9702

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM410390297
<b>Investigation #:</b>	2023A0583038
<b>Complaint Receipt Date:</b>	08/15/2023
<b>Investigation Initiation Date:</b>	08/16/2023
<b>Report Due Date:</b>	09/14/2023
<b>Licensee Name:</b>	Chandler Pines, LLC
<b>Licensee Address:</b>	1435 Coit Ave NE Grand Rapids, MI 49505
<b>Licensee Telephone #:</b>	(616) 745-4675
<b>Administrator:</b>	Gina Dillon
<b>Licensee Designee:</b>	Gina Dillon
<b>Name of Facility:</b>	Chandler Pines
<b>Facility Address:</b>	Unit A 7555 Chandler Dr. NE Belmont, MI 49306
<b>Facility Telephone #:</b>	(616) 745-4675
<b>Original Issuance Date:</b>	04/22/2019
<b>License Status:</b>	1ST PROVISIONAL
<b>Effective Date:</b>	07/11/2023
<b>Expiration Date:</b>	01/10/2024
<b>Capacity:</b>	12
<b>Program Type:</b>	PHYSICALLY HANDICAPPED, ALZHEIMERS, DEVELOPMENTALLY DISABLED, AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Medications are not administered as prescribed.	No

**III. METHODOLOGY**

08/15/2023	Special Investigation Intake 2023A0583038
08/16/2023	Special Investigation Initiated - On Site
08/17/2023	APS Referral
08/18/2023	Exit Conference Licensee Designee Bridget Lutzke

**ALLEGATION: Medications are not administered as prescribed.**

**INVESTIGATION:** On 08/15/2023 the above complaint allegation was received from the BCAL Online reporting system alleging that, 'sometimes the 7AM meds aren't passed until noon'.

On 08/16/2023 I completed an unannounced onsite investigation at the facility and privately interviewed Licensee Designee Bridget Lutzke, staff Sarah Sease, staff Rubi Romero, staff Sara Ruiz, staff Jelaine Naffziger, and Resident A.

Licensee Designee Bridget Lutze stated she has not observed incidents in which residents were administered their medications outside of their prescribed administration time frames.

Staff Sarah Sease stated she administers residents' medications within the prescribed administration time frames, and she has not observed incidents in which residents were administered their medications outside of their administration time frames.

Staff Rubi Romero stated she administers residents' medications within the prescribed administration time frames, and she has not observed incidents in which residents were administered their medications outside of their administration time frames.

Staff Sara Ruiz stated she administers residents' medications within the prescribed administration time frames and she has not observed incidents in which residents were administered their medications outside of their administration time frames.

Staff Jelaine Naffziger stated she administers residents' medications within the prescribed administration time frames, and she has not observed incidents in which residents were administered their medications outside of their administration time frames.

Resident A stated that staff administer his medications as the prescribed administration time frames. Resident A stated he is happy with care provided by staff at the facility.

While onsite I observed the August 2023 Medication Administration Record. I observed residents were administered their medications within their prescribed administration time frames.

On 08/17/2023 I emailed complaint allegations to Adult Protective Services Centralized Intake.

On 08/17/2023 I completed an Exit Conference with Licensee Designee Bridget Lutzke via telephone. Ms. Lutzke stated she agreed with the Special Investigation findings.

<b>APPLICABLE RULE</b>	
<b>R 400.14312</b>	<b>Resident medications.</b>
	<b>(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being {333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.</b>
<b>ANALYSIS:</b>	The August 2023 Medication Administration Record indicated residents were administered their medications within their prescribed administration time frames.  All of those interviewed reported that resident medications are administered as prescribed.  A preponderance of evidence was not discovered during the course of the Special Investigation.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend the license remain unchanged.



08/18/2023

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Toya Zylstra  
Licensing Consultant

Date

Approved By:



08/18/2023

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Jerry Hendrick  
Area Manager

Date