



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 18, 2025

Satish Ramade
Margarets Meadows, LLC
5257 Coldwater Rd.
Remus, MI 49340

RE: License #: AL370264709
Investigation #: 2025A1033055
Margarets Meadows

Dear Mr. Ramade:

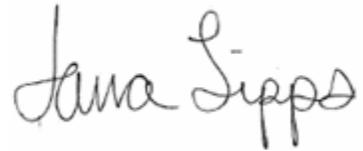
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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) 335-5985.

Sincerely,

A handwritten signature in cursive script that reads "Jana Lipps". The signature is written in a dark ink and is positioned below the word "Sincerely,".

Jana Lipps, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

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

License #:	AL370264709
Investigation #:	2025A1033055
Complaint Receipt Date:	08/25/2025
Investigation Initiation Date:	08/28/2025
Report Due Date:	10/24/2025
Licensee Name:	Margarets Meadows, LLC
LicenseeAddress:	5257 Coldwater Rd. Remus, MI 49340
Licensee Telephone #:	(248) 470-4862
Administrator:	Satish Ramade
Licensee Designee:	Satish Ramade
Name of Facility:	Margarets Meadows
Facility Address:	5257 Coldwater Road Remus, MI 49340
Facility Telephone #:	(989) 561-5009
Original Issuance Date:	10/11/2004
License Status:	REGULAR
Effective Date:	10/23/2023
Expiration Date:	10/22/2025
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Direct care staff, Ashley Selley & Emma Johnson, spoke with Resident A in a derogatory manner and refused to get him extra butter for his potatoes.	Yes

III. METHODOLOGY

08/25/2025	Special Investigation Intake 2025A1033055
08/25/2025	APS Referral- Denied APS referral.
08/28/2025	Special Investigation Initiated - On Site- Interviews conducted with direct care staff/home manager, Pam Pardee, and direct care staff, Ashley Selley. Review of Resident A's resident record initiated.
09/16/2025	Exit Conference- Conducted via email with licensee designee, Satish Ramade.

ALLEGATION: Direct care staff, Ashley Selley & Emma Johnson, spoke with Resident A in a derogatory manner and refused to get him extra butter for his potatoes.

INVESTIGATION:

On 8/25/25 I received an online complaint regarding the Margarets Meadows, adult foster care facility (the facility). The complaint alleged that the direct care staff are rude to Resident A. The complaint detailed that on 8/20/25 the police were called to the facility because Resident A did not have enough butter on his potatoes for his meal. The complaint alleged that Relative A1 called the police because Resident A had called her to complain and the telephone receiver had not been hung up properly and Relative A1 could hear the direct care staff yelling at Resident A.

On 8/28/25 I conducted an unannounced, on-site investigation at the facility. I interviewed direct care staff/home manager, Pam Pardee. Ms. Pardee reported that she was aware of the incident which she noted occurred on 8/21/25. Ms. Pardee reported that Resident A moved out of the facility on 8/25/25 because he and Relative A1 had concerns about the care and were not happy with the care provided at the facility. Ms. Pardee reported that Relative A1 had a specific complaint about an interaction between Resident A, and direct care staff, Ashley Selley & Emma Johnson, on 8/21/25. Ms. Pardee reported that the negative interaction between Resident A, Ms. Selley & Ms. Johnson, was pertaining to Resident A asking for more butter on his potatoes for dinner. Ms. Pardee reported that Resident A was insistent that he did not receive an adequate amount of butter on his potatoes and he wanted more butter. Ms. Pardee reported that Resident A requested to call Relative A1 because he was upset by this. She reported

that he left Relative A1 a voicemail message, as she did not answer the telephone. Ms. Pardee reported that Resident A gave the telephone back to Ms. Selley and Ms. Johnson, and they thought he had hung up the receiver after leaving Relative A1 the message about not having enough butter on his potatoes. Ms. Pardee reported that the receiver had not been hung up properly and Relative A1's voicemail continued to record the interactions occurring at the facility. Ms. Pardee reported that Relative A1 received this voicemail message and Ms. Selley and Ms. Johnson could be heard being disrespectful to Resident A on the voicemail message. She reported that Ms. Selley had stated in a "sharp" tone, "It's not gonna do you no good!" as Resident A was complaining in the background about not receiving enough butter. Ms. Pardee reported that Resident A was trying to get the other residents worked up about the situation and was talking loudly at his table. Ms. Pardee reported that when she heard the voicemail recording that Relative A1 provided, she could identify the voices on the recording as Ms. Selley and Ms. Johnson. She reported that she has spoken with licensee designee, Satish Ramade, about the situation and it was agreed that they need to do additional training for the direct care staff on treating residents with respect. She reported that Resident A has dementia and direct care staff should have spoken to him in a kinder tone of voice. I inquired whether Resident A had any health restrictions, or diet restrictions, that would hinder him receiving an extra portion of butter. Ms. Pardee reported that she was not aware of any restrictions and direct care staff could have provided extra butter, but they were busy trying to serve the rest of the residents dinner. Ms. Pardee reported that Relative A1 had also made statements of concern about direct care staff, Jordan Wilson. She reported that Resident A was afraid of Ms. Wilson because she speaks loudly. Ms. Pardee reported that Ms. Wilson always speaks loudly as this is how she communicates and it's not meant in a threatening or derogatory manner.

During the on-site investigation on 8/28/25, I listened to the voicemail recording from 8/21/25. I heard Resident A leave a message for Relative A1, asking her to contact the police because he was not given enough butter on his potatoes. I heard a voice state, in a loud manner, "It's not gonna do you no good!", which was repeated three times. Ms. Pardee identified this voice as that of Ms. Selley. I could hear Resident A in the background speaking loudly but he was too far away from the receiver to accurately make out his statements. I heard another voice state, "Shut the fuck up", in a softer tone. Ms. Pardee confirmed that this voice was that of Ms. Johnson. She reported that Ms. Johnson stated she made this statement under her breath because Resident A would not stop carrying on about the amount of butter he was provided.

During the on-site investigation on 8/28/25 I interviewed Ms. Selley, regarding the allegation. Ms. Selley reported that she and Ms. Johnson had been working together the night of the alleged incident. She reported that Resident A was requesting extra butter on his potatoes. She reported that she told him to be patient as everyone received the same amount of butter for their potatoes. She reported that the direct care staff were busy serving dinner to the other residents and could not get Resident A more butter. She reported that Resident A asked for the telephone to call Relative A1. She reported that she handed him the telephone, and he dialed and made the call. Ms. Selley

reported that this interaction happened in the direct care staff office just outside of the dining room. She reported that after Resident A completed his telephone call, he gave the receiver back to Ms. Selley and she thought she hung up the receiver. She reported that the receiver never disconnected the telephone call and continued to record the interactions at the facility on Relative A1's voicemail. Ms. Selley reported that Resident A continued to complain about the amount of butter he received, and she can be heard on the voicemail responding to him, "It's not gonna do you no good!". She reported that she did not mean for this to sound like she was "scolding" Resident A but when the recording was played back for her, later, she realized that her voice did sound this way. Ms. Selley reported that she did not say anything further to Resident A. She reported that she thinks someone eventually got Resident A extra butter, but she is not certain about this fact. Ms. Selley reported that Ms. Wilson does have a tendency to speak loudly with all residents at the facility. She reported that this is her regular tone of voice and she is not using derogatory comments toward residents or scolding them in any way.

During the on-site investigation I requested to interview a resident regarding direct care staff behaviors. Ms. Pardee reported that due to the facility providing care to residents who are diagnosed with dementia, they have no current residents on the *Resident Register* who are capable of being interviewed due to communication and cognitive difficulties.

During the on-site investigation on 8/28/25 I reviewed the following documents:

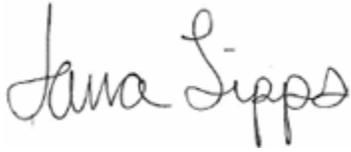
- *AFC Licensing Division – Incident/Accident Report*, for Resident A, dated 8/21/25. The date of the incident is noted to be 8/20/25. This document is signed by Ms. Pardee. Under the section, *Explain What Happened/Describe Injury*, it reads, "[Resident A] was upset because there wasn't enough butter on his potatoes. He called his daughter [Relative A1] and left a voicemail when he was finished talking the phone wasn't hung up so the following conversation was also recorded. [Relative A1] felt the conversation was abusive toward [Resident A] so she called the police. The State Police came to the facility to talk to [Resident A]." There is no documentation on this form in the area, *Action taken by Staff/Treatment Given, or Corrective Measures Taken to Remedy and/or Prevent Recurrence*.
- I reviewed a personal written statement from Ms. Johnson, dated 8/20/25. Ms. Johnson identified in this statement that Resident A was upset that he did not receive enough butter on his potatoes. She indicated that Resident A was screaming at Ms. Selley about this issue. Ms. Johnson reported that she was in the kitchen preparing plates for other residents. She reported that Resident A requested to call his daughter and left her a voicemail message. She reported that she and Ms. Selley were sitting in the office when Resident A made this telephone call and left the voicemail message. She reported that Ms. Selley continued to yell at Resident A stating his yelling was not going to do anything. Ms. Johnson reported that she told Ms. Selley to shut up because she was yelling. She reported that Resident A then retreated to his bedroom.

- I reviewed a personal written statement from Ms. Selley, dated 8/20/25. This statement read, “[Resident A] was mad about staff not giving him butter but staff had already put butter on his potatoes but he was not happy he called his daughter and told her that we was being mean to him and he was upset with staff and to get him out of here because this place is bad and wanted her to call the cops.”
- *Assessment Plan for AFC Residents*, for Resident A, dated 7/11/25. On page two, under section, *III. Health Care Assessment*, subsection, *B. Special Diets*, the document is marked with an “X” between the “yes” and “no” options. Neither are clearly marked. There is a narrative which reads, “He does not like to follow it. Recommended low sodium diet.”

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>Based upon interviews conducted, documentation reviewed, and the submitted voicemail message heard, it can be determined that Ms. Selley & Ms. Johnson did not provide Resident A with consideration and respect, with due recognition of his personal dignity. From all accounts reported, Resident A requested to have an extra portion of butter on his potatoes. Instead of providing Resident A with a positive response and meeting this need, Resident A was met with hostility from Ms. Selley and publicly scolded in front of anyone present in the dining room. Ms. Selley and Ms. Johnson could have handled Resident A's request for more butter in a kind and caring manner, and instead ignored this request and chose to participate in a negative verbal exchange with Resident A. As a result a violation has been established.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an approved corrective action plan, no change to the status of the license recommended at this time.

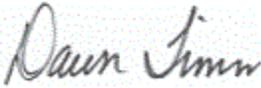


9/16/25

Jana Lipps
Licensing Consultant

Date

Approved By:



09/18/2025

Dawn N. Timm
Area Manager

Date