



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 20, 2026

Angela Snyder
ADAPT, Inc.
202 Morse Street
Coldwater, MI 49036

RE: License #: AS120359236
Investigation #: 2026A1030021
Rosewood Home

Dear Ms. Snyder:

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 (616) 356-0100.

Sincerely,

A handwritten signature in black ink that reads "Nile Khabeiry, LMSW". The signature is written in a cursive style.

Nile Khabeiry, 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

License #:	AS120359236
Investigation #:	2026A1030021
Complaint Receipt Date:	03/02/2026
Investigation Initiation Date:	03/02/2026
Report Due Date:	05/01/2026
Licensee Name:	ADAPT, Inc.
Licensee Address:	202 Morse Street Coldwater, MI 49036
Licensee Telephone #:	(517) 279-7531
Administrator:	Angela Snyder
Licensee Designee:	Angela Snyder
Name of Facility:	Rosewood Home
Facility Address:	240 Morse Street Coldwater, MI 49036
Facility Telephone #:	(517) 278-5143
Original Issuance Date:	02/01/2015
License Status:	REGULAR
Effective Date:	08/01/2025
Expiration Date:	07/31/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A was left unattended while in a mechanical lift.	Yes
Additional Findings	No

III. METHODOLOGY

03/02/2026	Special Investigation Intake 2026A1030021
03/02/2026	Special Investigation Initiated – Telephone call made. Interview with referral source.
03/02/2026	APS Referral- APS referral made
03/03/2026	Inspection Completed On-site
03/03/2026	Contact - Face to Face- Attempted interview with Resident A
03/03/2026	Contact - Face to Face- Interview with Brittany Towery
03/04/2026	Contact - Telephone call made- Interview with Valeen McQueen
03/05/2026	Contact - Telephone call made- Interview with Barbara McBride
03/10/2026	Contact - Telephone call made- Interview with Cassandra Putnum
03/10/2026	Exit Conference with licensee designee Angela Snyder by phone

ALLEGATION: Resident A was left unattended while in a mechanical lift.

INVESTIGATION:

On 3/3/26, I interviewed the referral source (RS) by phone. The RS reported she interviewed three direct care staff members (DCSM) and they all indicated DCSM Cassandra Putnum left Resident A in the Hoyer unattended. The RS reported Resident A has a seizure disorder and there is a risk of harm of she was to have a seizure while in the Hoyer unattended.

On 3/3/26, I attempted to interview Resident A, however she is nonverbal and non-ambulatory. Resident A appeared to be neat, clean and dressed appropriately.

On 3/3/26, I interviewed DCSM, whose role is home supervisor, Brittany Towery. Ms. Towery reported DCSM Cassandra Putnum works third shift. Ms. Towery reported there were three staff members who had similar concerns about Ms. Putnum however one of them no longer works for the agency. Ms. Lowery reported that Ms. Putnum is a long-term employee and generally does a good job with the residents. Ms. Towery reported Ms. Putnum is properly trained on using a Hoyer lift and provided her most recent training record from 10/10/25. Ms. Towery reported the licensee wrote Ms. Putnum up for not following proper protocols with the Hoyer lift.

On 3/4/26, I interviewed DCSM Valeen McQueen. Ms. McQueen reported she works third shift and works with DCSM Cassandra Putnum. Ms. McQueen reported she witnessed Ms. Putnum leave Resident A in the Hoyer lift unattended on one occasion. Ms. McQueen reported Ms. Putnum got Resident A into the Hoyer lift and walked into the bathroom to grab something and then walked back to Resident A. Ms. McQueen reported she was only gone for 10-15 seconds but they are trained never to walk away from someone in the Hoyer. Ms. McQueen reported she has heard that other staff members have witnessed Ms. Putnum leave Resident A in the Hoyer lift on other occasions.

On 3/4/26, I interviewed DCSM Barbara McBride by phone. Ms. McBride reported that she witnessed Ms. Putnum leaving Resident A in the Hoyer unattended several times. Ms. McBride reported that Ms. Putnum would not leave her unattended very long but should not have left her unattended for any amount of time. Ms. McBride reported that she offered to assist Mr. Putnum but she declined her offer to help. Ms. McBride reported they all trained to use the Hoyer lift as a few residents in the home are non-ambulatory.

On 3/10/26, I interviewed DCSM Cassandra Putnum by phone. Ms. Putnum reported she is aware of the investigation. Ms. Putnum denied ever leaving Resident A unattended in the Hoyer even though other staff members have reported her. Ms. Putnum reported she has worked at the facility for seven years and has been trained how to properly use the Hoyer.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.

ANALYSIS:	It was alleged that Resident A was left unattended in a mechanical lift. Based on interviews with several staff members, this violation will be established. Although staff member Cassandra Putnum denied leaving Resident A in a Hoyer lift unattended, two staff members witnessed Ms. Putnum leave Resident A unattended on more than one occasion.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Based on the submission of an acceptable corrective action plan, I recommend no change to the current license status.

Nile Khabeiry, LMSW

3/20/26

 Nile Khabeiry Date
 Licensing Consultant

Approved By:

Dawn Jimm

for

03/30/2026

 Russell B. Misiak Date
 Area Manager