



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 27, 2026

Nigel Jordon
Above and Beyond Care, LLC
3287 Stormy Creek Dr., SE
Kentwood, MI 49512

RE: License #: AS410409367
Investigation #: 2026A0579035
Above & Beyond Care 2

Dear Nigel Jordon:

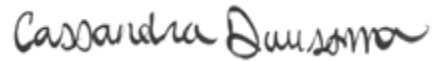
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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 "Cassandra Duursma". The signature is written in a cursive, flowing style.

Cassandra Duursma, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W., Unit 13
Grand Rapids, MI 49503
(269) 615-5050

enclosure

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

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|--|
| License #: | AS410409367 |
| Investigation #: | 2026A0579035 |
| Complaint Receipt Date: | 04/22/2026 |
| Investigation Initiation Date: | 04/22/2026 |
| Report Due Date: | 06/21/2026 |
| Licensee Name: | Above and Beyond Care, LLC |
| Licensee Address: | 3287 Stormy Creek Dr., SE, Kentwood, MI 49512 |
| Licensee Telephone #: | (508) 203-0654 |
| Administrator: | Nigel Jordon |
| Licensee Designee: | Nigel Jordon |
| Name of Facility: | Above & Beyond Care 2 |
| Facility Address: | 2215 Bentbrook Ct SE, Kentwood, MI 49508 |
| Facility Telephone #: | (616) 246-1144 |
| Original Issuance Date: | 08/24/2021 |
| License Status: | REGULAR |
| Effective Date: | 02/24/2026 |
| Expiration Date: | 02/23/2028 |
| Capacity: | 6 |
| Program Type: | PHYSICALLY HANDICAPPED/ MENTALLY ILL/ DEVELOPMENTALLY DISABLED/ ALZHEIMERS TRAUMATICALLY BRAIN INJURED/ AGED |

II. ALLEGATION(S)

| | Violation Established? |
|---|-----------------------------------|
| Over the counter medications are being left in Resident A's room. | Yes |

III. METHODOLOGY

| | |
|------------|--|
| 04/22/2026 | Special Investigation Intake 2026A0579035 |
| 04/22/2026 | Special Investigation Initiated - Letter Complainant |
| 04/23/2026 | Contact- Face to Face Nigel Jordan, Licensee Designee Christina Jordan, Direct Care Worker |
| 04/23/2026 | Exit Conference Nigel Jordan, Licensee Designee |
| 04/23/2026 | Contact- Document Sent Kelli Bandstra, Reliance Caseworker |
| 04/24/2026 | Contact- Telephone Call Made Resident A |

ALLEGATION: Over the counter medications are being left in Resident A's room.

INVESTIGATION: On 4/22/26, I received this referral which alleged Resident A was observed to have over the counter medications in her room. Staff are aware that she has them. Resident A's name was not initially provided.

On 4/22/26, I contacted the complainant to confirm receipt of the allegation. The complainant provided Resident A's name. It was reported Resident A's caseworker from Reliance has direct knowledge of the allegation.

On 4/23/26, I completed an unannounced on-site investigation at the home. Resident A was reported to be at day program and not present for interviewing. Interviews were completed with Nigel Jordan (Licensee Designee) and Christina Jordan (Direct Care Worker).

I observed Resident A's room and found a bottle of Tylenol, a topical lidocaine spray, a bottle of vitamins for eye health, and a bottle of turmeric in the open in Resident A's room.

Mr. Jordan acknowledged knowing Resident A has medication bottles in her room. He stated Resident A's Reliance caseworker advised him Resident A could not have medication bottles in her room earlier this week. He reported there is "nothing he can do" to stop Resident A from purchasing over the counter medication when she goes out independently and then storing it in her room.

I advised Mr. Jordan it is a licensing rule requirement for AFC homes that over the counter medication must be prescribed by a physician and stored in a secure area. I advised him he is required to remove the medication bottles, store them in the medication cabinet when he sees them in Resident A's room, and they cannot be passed until a physician's order is obtained per licensing rules. He requested I discuss this with Resident A on his behalf as he believes she would be compliant.

Ms. Jordan stated Resident A goes to the store independently and returns with bottles of medications. She stated Resident A has purchased more medication since her caseworker was in the home earlier this week. She stated Resident A reported having a lot of back pain that her prescription medications are not helping with. She stated she has suggested Resident A discuss this with her physician to see if she could get additional prescription medications. She stated Resident A does not have a guardian.

On 4/23/26, I contacted Resident A's Reliance caseworker, Kelli Bandstra. I discussed my on-site contact at the home today.

On 4/24/26, I placed a telephone call to Resident A. A voicemail message was left discussing that it is a licensing requirement that resident medications must be prescribed by a physician and stored in a locked area so Mr. Jordan and staff must comply with this and medications cannot be left in her room. A return phone call was requested if she had any additional questions.

| APPLICABLE RULE | |
|------------------------|---|
| R 400.675 | Resident medications. |
| | (2) Prescribed medication must be kept in the original pharmacy container and labeled for a specific resident. Over-the-counter medication must be kept in the original manufacturer's container. Prescription and over-the-counter medication must be kept in a locked cabinet or drawer and refrigerated if required. Equipment necessary to administer a medication must be easily accessible and used only for the resident for whom it is prescribed unless generally used for all residents. |
| ANALYSIS: | I observed bottles of over-the-counter medication in Resident A's room. |

| | |
|--------------------|--|
| | <p>Ms. Jordan and Mr. Jordan reported Resident A goes into the community independently and purchases medications which she leaves in her room and they are aware that it is there.</p> <p>Based on the interviews completed and observations made, there is sufficient evidence that over-the-counter medication is not kept in a locked area in the home.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

On 4/23/26, I completed an exit conference with Mr. Jordan. Although he initially reported he cannot comply with the rule requirement, he later expressed understanding that Resident A could not continue to store medication in her room, that her medications must be kept in the locked medication cabinet, and her medications must be prescribed by a physician prior to being passed as a requirement of maintaining a license to provide adult foster care.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable plan of corrective action, I recommend the status of the license remains the same.

Cassandra Duursma

04/24/2026

Cassandra Duursma
Licensing Consultant

Date

Approved By:

Jerry Hendrick

04/27/2026

Jerry Hendrick
Area Manager

Date