



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 8, 2026

Melissa Bentley
Bentley Manor Inc.
P.O. Box 460
Clio, MI 48420

RE: License #: AM250071550
Investigation #: 2026A0779033
Bentley Manor #3

Dear Melissa Bentley:

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) 643-7960.

Sincerely,

A handwritten signature in dark ink, reading "Christopher A. Holvey". The signature is written in a cursive style with a large, stylized 'C' and 'H'.

Christopher Holvey, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5659

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM250071550
Investigation #:	2026A0779033
Complaint Receipt Date:	05/28/2026
Investigation Initiation Date:	05/29/2026
Report Due Date:	07/27/2026
Licensee Name:	Bentley Manor Inc.
Licensee Address:	P.O. Box 460 Clio, MI 48420
Licensee Telephone #:	(810) 547-1763
Administrator:	Melissa Bentley
Licensee Designee:	Melissa Bentley
Name of Facility:	Bentley Manor #3
Facility Address:	14461 Clio Road, Clio, MI 48420
Facility Telephone #:	(810) 686-7677
Original Issuance Date:	06/01/1997
License Status:	REGULAR
Effective Date:	09/04/2024
Expiration Date:	09/03/2026
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL ALZHEIMERS AGED

II. ALLEGATION(S)

	Violation Established?
On the morning of 5/27/2026, staff Gwen Roberts was rude and disrespectful to Resident A.	Yes

III. METHODOLOGY

05/28/2026	Special Investigation Intake 2026A0779033
05/29/2026	Special Investigation Initiated - Telephone Spoke to ORR.
05/29/2026	APS Referral Complaint was referred to APS centralized intake.
06/02/2026	Inspection Completed On-site
07/06/2026	Contact- Telephone call made Voicemail left for staff person Gwen Roberts.
07/06/2026	Exit Conference Held with licensee designee, Melissa Bentley.

ALLEGATION:

On the morning of 5/27/2026, staff Gwen Roberts was rude and disrespectful to Resident A.

INVESTIGATION:

On 5/29/2026, a phone call was made to ORR (Office of Recipient Rights) investigator, Pat Shepard, who confirmed that she was investigating the same allegations. ORR Shepard stated that she had already spoken to Resident A and that Resident A had an audio recording between him and staff person, Gwen Roberts. ORR Shepard stated that in the recording, Resident A was asking for leftover food at 3:00am and that Staff Roberts can be heard speaking to Resident A in a rude manner. ORR Shepard reported that Staff Roberts did not yell or cuss at Resident A.

On 6/2/2026, an on-site inspection was conducted and Resident A was interviewed. Resident A stated that he got up during the night and asked if he could have a leftover burger and Staff Roberts told him he couldn't and was rude and disrespectful to him.

Resident A played the audio recording of the conversation he had with Staff Roberts. In the recording you can hear Staff Roberts telling Resident A to go back to bed and make rude comments to Resident A like, "Stop begging like a 2-year-old", "Grow up and be a man", "Don't press your luck" and several more. Resident A reported that the night before this incident, Staff Roberts cussed at him regarding the same kind of issue. Resident A stated that Staff Roberts did not like it when residents got up during the night.

On 6/2/2026, Resident B stated that Staff Roberts would become upset when anyone got up during the night, would throw fits and get mad for no reason. Resident B stated that Staff Roberts would be rude and disrespectful often, but he did not provide any further details. Resident B reported that he recently witnessed Staff Roberts cuss at Resident A and use the "F" word.

On 6/2/2026, Resident C stated that Staff Roberts will often have an attitude when someone wants a snack during the night. Resident C would not provide any detailed examples of conversations but stated that Staff Roberts was often "snarky" and "bitchy".

On 6/2/2026, home manager, Samantha Adamczewski, stated that Resident A had her listen to the recording he had of Staff Roberts and told her that Staff Roberts was like that the night prior to that incident too. HM Adamczewski stated that no other residents have complained about Staff Roberts to her, but several have asked her if they have bedtimes and if they can eat or snack during the night.

On 6/2/2026, supervisor Tiffany Thomas, stated that Staff Roberts has been a staff there for years and has a history of being firm with residents, but not disrespectful. Supervisor Thomas stated that no other residents have made any known complaints about Staff Roberts before this incident with Resident A and that Staff Roberts was the only staff working during 3rd shift on the night of this incident. Supervisor Thomas reported that after listening to Resident A's recording, Staff Roberts was terminated immediately.

On 7/6/2026, a voicemail was left for staff person, Gwen Roberts. Staff Roberts was told of the allegations and was asked to return the call if she wanted to give her side of the story. As of the date of this report, Staff Roberts has not returned the call.

On 7/6/2026, an exit conference was held with licensee designee, Melissa Bentley. LD Bentley stated that Staff Roberts had been a staff here for years and they have never received any complaints of this nature about her. LD Bentley confirmed that Staff Roberts has been terminated and no longer works at this home.

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:	Resident A made a recording of a conversation he had with staff person, Gwen Roberts. In the recording, Staff Roberts can be heard to make several rude and/or disrespectful statements toward Resident A. Two other residents have confirmed that Staff Roberts did not like it when residents got up during the night and could be rude and disrespectful. Resident A stated that Staff Roberts recently cussed at him and Resident B confirmed that he heard Staff Roberts cuss at Resident A and use the "F" word. There was sufficient evidence found to prove that staff person, Gwen Roberts, did not treat Resident A with dignity and respect.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved corrective action plan, it is recommended that the status of this home's license remains unchanged.

Christopher A. Holvey

7/8/2026

Christopher Holvey
Licensing Consultant

Date

Approved By:

Mary E. Holton

7/8/2026

Mary E. Holton
Area Manager

Date