GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 12, 2026

Crystal Bader
Country Comfort, Spectrum Of Light LLC
1356 East Dayton Rd.
Caro, MI 48723

RE: License #: AS790418348
Investigation #: 2026A0576052
Country Comfort

Dear Crystal Bader:

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.
- Be signed and dated.

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,



Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS790418348
Investigation #:	2026A0576052
Complaint Receipt Date:	08/16/2026
Investigation Initiation Date:	08/18/2026
Report Due Date:	10/15/2026
Licensee Name:	Country Comfort, Spectrum Of Light LLC
Licensee Address:	1356 East Dayton Rd., Caro, MI 48723
Licensee Telephone #:	(989) 672-9326
Administrator:	Crystal Bader
Licensee Designee:	Crystal Bader
Name of Facility:	Country Comfort
Facility Address:	4748 Schwegler, Cass City, MI 48226
Facility Telephone #:	(989) 286-3088
Original Issuance Date:	08/06/2024
License Status:	REGULAR
Effective Date:	02/06/2025
Expiration Date:	02/05/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, ALZHEIMERS, AGED, TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Resident C was given incorrect medications.	Yes
Resident A is not being treated with dignity and respect, and Resident A's rights are being violated.	No

III. METHODOLOGY

08/16/2026	Special Investigation Intake 2026A0576052
08/16/2026	APS Referral
08/18/2026	Special Investigation Initiated - Telephone Call to Complainant
08/31/2026	Inspection Completed On-site Interviewed Home Manager Kadee Browning, Staff Bonnie Browning, Resident A and Resident B
10/12/2026	Contact - Telephone call made Interviewed Guardian A1
10/12/2026	Contact - Telephone call made Interviewed Relative C1
10/12/2026	Contact - Telephone call made Interviewed Licensee Designee Crystal Bader
10/12/2026	Exit Conference

ALLEGATION:

Resident C was given incorrect medications.

INVESTIGATION:

On August 31, 2026, I conducted an unannounced on-site inspection at Country Comfort and interviewed Home Manager Kadee Browning regarding the allegations.

Home Manager Browning reported that there was a medication error with Resident C's medication. Staff gave Resident C the wrong medications. Resident C was given his nighttime medication in the morning. The medication error was discovered by second shift staff as they noticed Resident C's nighttime medications were gone. Home Manager Browning could not recall when the medication error occurred and denied there was an incident report written. According to Home Manager Browning, Resident C is currently at a rehabilitation facility.

On August 31, 2026, I interviewed Staff Bonnie Browning regarding the allegations. Staff Browning confirmed there was a medication error with Resident C's medications, and she was the staff person who made the error. Staff Browning explained that most of Resident C's medications are the same for the morning and evening times, however Resident C receives a stronger dose of one medication during the evening time. Resident C did not have any adverse effects from taking the wrong medications. Staff Browning was addressed by management about this error and given a warning.

On August 31, 2026, I reviewed Resident C's medication and medication administration sheets. No concerns or issues were found.

On October 12, 2026, I interviewed Resident C's relative, Relative C1 who reported Resident C has returned to Country Comfort. Relative C1 was made aware of a medication error. Resident C has resided at his home since February 2026, and Relative C1 believes the home provides Resident C adequate care.

October 12, 2026, I conducted an exit conference with Licensee Designee Crystal Bader. Licensee Designee Bader was unaware of the medication error and Licensee Designee Bader was provided technical assistance. I advised Licensee Designee Bader of the findings of my investigation and that I would be requesting a corrective action plan for the cited rule violation.

APPLICABLE RULE	
R 400.675	**Resident medications.**
	(1) Medication must be given, taken, or applied as prescribed, ordered, or directed by an appropriately licensed health care professional.
ANALYSIS:	It was alleged that there was a medication error involving Resident C. Upon completion of an unannounced on-site inspection and investigative interviews there is a preponderance of evidence to conclude a rule violation. Home Manager Kadee Browning and Staff Bonnie Browning confirmed there was a medication error involving Resident C.

	Staff Browning reported she gave Resident C his nighttime medications in the morning. Staff Browning was given a warning about the medication error. There is a preponderance of evidence to conclude Resident C was not given his medication as prescribed by his doctor.
CONCLUSION:	**VIOLATION ESTABLISHED**

ALLEGATION:

Resident A is not being treated with dignity and respect, and Resident A's rights are being violated.

INVESTIGATION:

It was alleged that Resident A is not treated with dignity and respect, she is not safe at her home, and her rights as a resident are being violated. Specifically, it was alleged that staff mistreated Resident A by becoming physical with her and calling her names. It was alleged that Resident A is refused showers, telephone access, denied movement, and her clothing is taken from her.

On August 31, 2026, I conducted an unannounced on-site inspection at Country Comfort and interviewed Home Manager Kadee Browning regarding the allegations. Home Manager Browning reported that the allegations are not true. Manager Browning reported the allegations are the result of an ex-employee who was recently terminated. Manager Browning reported there are currently 5 residents who live in the home and 1 of these residents, Resident C, is currently in a rehabilitation facility. Resident A is diagnosed with down syndrome and has a new guardian, Guardian A1. Regarding Resident A's clothing, Home Manager Browning reported that some of Resident A's clothing is kept in bathroom cabinets so staff can assist her with dressing in clean clothing every day. Sometimes Resident A will change into dirty clothes, and staff are making efforts to ensure she is wearing clean clothing. Resident A has a television in her bedroom, and she can watch television whenever she wants. Resident A can leave the home when she wants and is not made to stay in her bedroom. Staff encourage Resident A to come out of her bedroom and Resident A's old guardian will take Resident A to church or other outings Resident A enjoys. On August 21, 2026, Resident A got her nails done and on August 25, 2026, Resident A went bowling. Home Manager Browning denied that anyone is mistreating Resident A or being physical with her as alleged. Staff do not swear at Resident A or call her names. Resident A showers almost every day and sometimes Resident A does not want to shower. Staff will prompt Resident A to shower, and staff do not refuse Resident A showers. Resident A and all the residents can use the facility telephone whenever they want or need according to Home Manager Browning.

On August 31, 2026, I interviewed Resident A who reported she has lived at her home for 2 years. Resident A's home is "okay" and she likes staff who work at her home. Resident A reported that staff treat her well. Resident A confirmed her home has a telephone and Resident A can use the telephone when she wants. Resident A has a bedroom, and she can go to her bedroom and leave her bedroom whenever she wants. No one makes Resident A stay in her bedroom and she can come out of her room when she wants. Staff do not hit Resident A or swear at her. Resident A takes showers and she can take showers when she wants. Resident A has clothes and staff take her clothes to wash them. Resident A can watch television when she wants, and she has her own television. Resident A feels safe at her home and denied any concerns.

On August 31, 2026, I interviewed Staff Bonnie Browning regarding the allegations. Staff Browning reported that the allegations are not true and an ex-employee is making false allegations. None of Resident A's belongings are taken from her. Sometimes Resident A would not give staff her dirty clothing to be washed and would wear dirty clothes. Staff are ensuring Resident A's soiled clothing is washed and that she is wearing clean clothing. Resident A can watch television in her bedroom or in the living room when she wants. Resident A can leave the home and go on outings when she wants, and Resident A is not threatened or punished by staff. Staff Browning does not scream or swear at Resident A or get physical with her as alleged. Staff Browning has never witnessed any staff mistreat Resident A. According to Staff Browning, Resident A can go to her bedroom when she wants, and she can leave her bedroom when she wants. Resident A and all the residents can use the facility phone when they like or need to.

On August 31, 2026, I interviewed Resident B who reported she has lived at her home for almost one year. Resident B reported things are good so far and staff are nice to her. The home has a telephone, and Resident B can use the telephone when she wants. Resident B does not use the telephone much and sometimes gets calls from her children. Resident B denied staff mistreat her and no staff have become physical with Resident B. Resident B reported she gets along well with Home Manager Kadee Browning and Staff Bonnie Browning, and these 2 staff do not mistreat any residents. Resident B showers twice per week and Resident B could shower more if she wanted or needed to. Resident B can watch television when she wants, and she can come and go freely from her room. Resident B denied any concerns regarding her home.

On August 31, 2026, I reviewed Resident A's AFC Assessment Plan which revealed Resident A is 54 years old. Resident A can communicate her needs and understands verbal communication. Staff provide Resident A reminders about changing her clothes and wearing undergarments. Staff assist Resident A with bathing 2 times per week.

On October 12, 2026, I interviewed Resident A's guardian, Guardian A1, regarding the allegations. Guardian A1 reported that sometimes it appears that staff are strict with Resident A. There were things that the previous guardian allowed when Resident A was exhibiting behaviors. Guardian A1 reported they have been Resident A's guardian

for a few months, and Resident A has not reported that she is unable to use the phone or shower. Resident A has not reported that her clothes were taken from her and Guardian A1 has asked Resident A if staff are mean to her to which Resident A denied.

On October 12, 2026, I interviewed Resident C's relative, Relative C1 who reported Resident C has never reported mistreatment by staff or any other concerns regarding his home. Resident C has never reported that he is unable to leave his bedroom, that he is unable to shower, or that he cannot use the telephone. Relative C1 reported that the care Resident C is receiving is adequate.

On August 31, 2026, while at the home, I viewed Resident A and Resident B's respective bedrooms. The bedrooms were neat and clean in appearance with no concerns noted. I viewed Resident D sitting at the dining room table and I viewed Resident E sleeping in a chair in the living room.

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 is not treated with dignity and respect, she is not safe at her home, and her rights as a resident are being violated. Specifically, it was alleged that staff mistreated Resident A by becoming physical with her and calling her names. It was alleged that Resident A is refused showers, telephone access, denied movement, and her clothing is taken from her. Upon conclusion of investigative interviews there is not a preponderance of evidence to conclude a rule violation. Home Manager Kadee Browning and Staff Bonnie Browning were interviewed and denied the allegations. Both reported that the allegations are the result of a disgruntled ex-employee. Resident A was interviewed and she denied the allegations. Resident A's guardian was interviewed and denied being aware of any time that Resident A was not allowed to shower, use the telephone, or that Resident A's clothes were taken from her. Resident B and Relative C1 were interviewed and denied any concerns with staff.

	There is not a preponderance of evidence to conclude Resident A has not been treated with dignity and respect, that her rights as a resident are being violated, or that she was not protected and safe.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

On October 12, 2026, I conducted an exit conference with Licensee Designee Crystal Bader. I advised Licensee Designee Bader of the findings of this investigation and that I would be requesting a correction action plan for the cited rule violation.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan no change in the license status is recommended.



10/12/2026

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Christina Garza Date
Licensing Consultant

Approved By:



10/12/2026

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Mary E. Holton Date
Area Manager