



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 10, 2026

Jennifer Snay  
2023 W. US 10  
Scottville, MI 49454

RE: License #: AL530086068  
Investigation #: 2026A0230009  
Willowbrook Care Home

Dear Ms. Snay:

Attached is the Special Investigation Report for the above-mentioned 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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Rhonda Richards".

Rhonda Richards, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11, 701 S. Elmwood, Traverse City, MI 49684  
(231) 342-4942

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL530086068
<b>Investigation #:</b>	2026A0230009
<b>Complaint Receipt Date:</b>	12/29/2025
<b>Investigation Initiation Date:</b>	12/29/2025
<b>Report Due Date:</b>	02/27/2026
<b>Licensee Name:</b>	Jennifer Snay
<b>Licensee Address:</b>	2023 W. US 10 Scottville, MI 49454
<b>Licensee Telephone #:</b>	(231) 723-8212
<b>Administrator:</b>	Jennifer Snay
<b>Name of Facility:</b>	Willowbrook Care Home
<b>Facility Address:</b>	2023 West US 10 Scottville, MI 49454
<b>Facility Telephone #:</b>	(231) 757-3209
<b>Original Issuance Date:</b>	01/01/2000
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/25/2025
<b>Expiration Date:</b>	03/24/2027
<b>Capacity:</b>	20
<b>Program Type:</b>	AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
The licensee refused to allow Resident A to return to the facility after hospital discharge.	Yes

**III. METHODOLOGY**

12/29/2025	Special Investigation Intake 2026A0230009
01/05/2026	Inspection Completed On-site Interview with staff member Shauna Snay
02/05/2026	Contact - Telephone call made Licensee Jennifer Snay
02/05/2026	Exit Conference With Licensee Jennifer Snay

**ALLEGATION:** The licensee refused to allow Resident A to return to the facility after hospital discharge.

**INVESTIGATION:** On 01/05/2026, I conducted an unannounced on-site investigation at the facility. I spoke with staff member Shauna Snay who confirmed that Resident A had been sent to the hospital on 12/29/2025 due to aggressive behaviors toward staff members and other residents. She stated that Licensee Jennifer Snay did not accept Resident A back to the facility as she was concerned that Resident A would harm other residents.

On 02/05/2026, I spoke with Licensee Jennifer Snay who reported that Resident A had become increasingly combative over a six-week period which culminated in Ms. Snay contacting law enforcement and an ambulance to transport Resident A to the hospital. After Resident A had been at the hospital for approximately 90 minutes the hospital contacted Ms. Snay and told her Resident A was ready to return to the facility as she "was fine." Ms. Snay stated she told the hospital that she would not accept Resident A back to the AFC home as she had to protect the other residents.

Ms. Snay stated that over an approximately six-week period Resident A's behaviors were increasingly combative. She stated Resident A had entered another resident's room and sifted through his belongings. At one point she aggressively whipped clothing at Ms. Snay. Resident A was pushing and shoving other residents. She requested Ms. Snay come to her room to look at some dust on the floor then stated to Ms. Snay "I want to smash you in the face with this flashlight." Throughout all of

this Ms. Snay was communicating with Resident A’s guardian about this behavior. The guardian, who resided out of state, was not able to help the situation.

Resident A began to refuse her medications. On one occasion Resident A grabbed her medications from the staff and ran away with them. The staff member followed Resident A and was able to retrieve the medication. At this point Resident A told the staff member “I’m going to stab you in the back.” Just prior to Ms. Snay contacting the police for help, Resident A approached a wheelchair bound resident and went to her face attempting to hit her.

On 02/05/2026, I conducted an exit conference with Licensee Jennifer Snay and reviewed the findings of the investigation. Ms. Snay acknowledged that she would not take Resident A back to the facility and issued a discharge without an appropriate setting being located. Ms. Snay will provide a plan of correction.

<b>APPLICABLE RULE</b>	
<b>R 400.687</b>	<b>Resident admission and discharge policy; house rules; change of residency; provision of resident records.</b>
	<b>(6) A licensee shall take all of the following steps before discharging a resident under subrule (5) of this rule: (c) A resident shall not be discharged until an appropriate setting that meets the resident's immediate needs is located.</b>
<b>ANALYSIS:</b>	Resident A went to the hospital on 12/29/2026 via the police and ambulance due to combative behaviors at the AFC home.  When the hospital contacted Ms. Snay to facilitate Resident A’s return to the facility, Ms. Snay told the hospital personnel that Resident A could not return to the home as Ms. Snay felt she needed to protect the other residents.  Resident A was discharged without a setting located to meet her immediate needs. Ms. Snay did not accept Resident A back into the facility.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable plan of correction I recommend the license remain unchanged.

*Rhonda Richards*

02/09/2026

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Rhonda Richards  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

02/10/2026

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Jerry Hendrick  
Area Manager

Date