



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 14, 2026

Lela Shank
Country House Care, L.L.C.
1395 Seneca Street
Adrian, MI 49221

RE: License #: AL460342573
Investigation #: 2026A1032021
Country House Care

Dear Lela Shank:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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, appearing to read "Dwight Forde".

Dwight Forde, 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 #:	AL460342573
Investigation #:	2026A1032021
Complaint Receipt Date:	03/04/2026
Investigation Initiation Date:	03/04/2026
Report Due Date:	05/03/2026
Licensee Name:	Country House Care, L.L.C.
Licensee Address:	1395 Seneca Street, Adrian, MI 49221
Licensee Telephone #:	(517) 442-2161
Administrator/ Licensee Designee:	Lela Shank
Name of Facility:	Country House Care
Facility Address:	3339 Parr Highway, Adrian, MI 49221
Facility Telephone #:	(517) 264-9520
Original Issuance Date:	09/07/2013
License Status:	REGULAR
Effective Date:	05/06/2024
Expiration Date:	05/05/2026
Capacity:	15
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Staff swear at residents and threatened Resident A to prevent him from leaving the facility.	No
The facility smells of cat urine.	No

III. METHODOLOGY

03/04/2026	Special Investigation Intake 2026A1032021
03/04/2026	Special Investigation Initiated - Telephone
03/10/2026	Inspection Completed On-site
03/10/2026	Contact - Telephone call made Interview with Guardian A1
03/19/2026	Inspection Completed On-site Interview with Resident C regarding new complaint.
04/14/2026	Exit Conference

ALLEGATION:

Staff swear at residents and threatened Resident A to prevent him from leaving the facility.

INVESTIGATION:

On 3/4/26, I obtained Resident A's contact information and verified the complaint information with the source.

On 3/10/26, I interviewed Resident A in the facility. Resident A reported being bothered by a stipulation that he place his scrap iron in a bin outside of the home.

He stated that he was not allowed by his guardian to roam freely and does not like to be confined to the home. I asked Resident A what he uses as a coping skill when he gets upset and he stated that he walks around the property. He acknowledged that he shouts at staff a lot. He advised that he wants to move in with relatives who are staying in a hotel.

I interviewed Home Manager Kirsty Ouellette in the facility. Ms. Ouellette advised that Resident A's guardian did not want him walking around the neighborhood in extreme weather. She advised that he is given prompts to stay if the weather is extreme; she denied that anyone physically restrains Resident A if he wants to leave. She stated that when Resident A gets upset, he is offered a PRN but will often decline the medication.

I interviewed Resident B in the facility. Resident B was preparing a sandwich while we spoke. He reported that he will be leaving the facility soon to return home with relatives. Resident B stated that the staff are polite and handle stressful situations appropriately. He denied hearing staff use profanity toward the residents.

On 3/10/26, I interviewed Guardian A1 by telephone. Guardian A1 stated that she does not want Resident A to leave the facility during times of extreme weather. She reported that he has done so in the past. She mentioned him leaving to go to one place then calling her to be picked up from another location. She reported that he does not utilize his PRNs and makes poor decisions as a result. According to Guardian A1, on one occasion Resident A left the home during very cold weather and had later called her to pick him up because he was freezing.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following: (f) Subject a resident to any of the following: (i) Mental or emotional cruelty. (ii) Verbal abuse. (iii) Derogatory remarks. (iv) Threats.
ANALYSIS:	Interviews with Resident B and staff contradict the allegation that staff curse at Resident A or threaten him. Guardian A1 and the staff reported that Resident A is not confined to the home but that there is a measure in place to encourage him not to leave the facility during times of extreme weather.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The facility smells of cat urine.

INVESTIGATION:

On 3/19/26, I interviewed Resident C in the facility. Resident C stated that he did not fully understand the circumstances of his admission. He advised that he has a mental condition that interferes with his memory. He provided a tour of his room and from my observations, the room was clean and appropriately furnished. There was no odor of cat urine.

I interviewed Home Manager Kirsty Ouellette in the facility. Ms. Ouellette stated that Resident C was a recent admission. She stated that Resident A was living with family but there was a concern that due to Resident A's mental status, he required more supervision than the family could provide. She explained that on a recent visit, the family was outside in the porch area, where cat litter boxes are kept.

APPLICABLE RULE	
R 400.647	Safety and maintenance of premises.
	(2) Home furnishings and housekeeping standards must present a comfortable, clean, and orderly appearance.
ANALYSIS:	During my onsite inspection, the housekeeping standards were orderly and clean. There were cat litter boxes outside in the porch area, which could account for the smell indicated in the complaint, however, there was no odor present in the facility.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 4/14/26, I conducted an exit conference with licensee designee Lela Shank, where I shared my findings.

IV. RECOMMENDATION

I recommend no change to the status of this license.

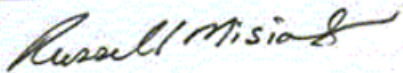


4/14/26

Dwight Forde
Licensing Consultant

Date

Approved By:



4/17/26

Russell B. Misiak
Area Manager

Date