



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 15, 2026

Virginia Ingle
Drews Place Of Coldwater Inc..
300 E. Washington St.
Coldwater, MI 49036

RE: License #: AL120074548
Investigation #: 2026A1032030
Drews Place Of Coldwater

Dear Virginia Ingle:

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 cursive script, 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 #:	AL120074548
Investigation #:	2026A1032030
Complaint Receipt Date:	04/08/2026
Investigation Initiation Date:	04/09/2026
Report Due Date:	06/07/2026
Licensee Name:	Drews Place Of Coldwater Inc..
Licensee Address:	300 E. Washington St., Coldwater, MI 49036
Licensee Telephone #:	(517) 398-5333
Administrator:	Stacy Morgan
Licensee Designee:	Virginia Ingle, Designee
Name of Facility:	Drews Place Of Coldwater
Facility Address:	289 E Perkins Street, Coldwater, MI 49036
Facility Telephone #:	(517) 278-9400
Original Issuance Date:	03/17/1997
License Status:	REGULAR
Effective Date:	08/14/2024
Expiration Date:	08/13/2026
Capacity:	20
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Staff are disrespecting residents.	No

III. METHODOLOGY

04/08/2026	Special Investigation Intake 2026A1032030
04/09/2026	Special Investigation Initiated - Face to Face Interview with Regional Director Stacy Morgan at Drew's Place at Village Green
05/11/2026	Inspection Completed On-site
05/19/2026	Contact - Telephone call made Interview with complainant
05/22/2026	Exit Conference with administrator Stacy Morgan

ALLEGATION:

Staff are disrespecting residents.

INVESTIGATION:

On 4/9/26, I interviewed administrator Stacy Morgan at Drews Place of Village Green. Ms. Morgan stated that she was not in receipt of any incident reports detailing staff disrespecting residents.

On 5/11/26, I interviewed nurse manager Jake Langston in the facility. Mr. Langston stated that he was not made aware of any issues or complaints of staff being discourteous toward residents. I noted that included in my complaint, was information that an incident had occurred in the activities room that drew concern, of staff being disrespectful toward residents. He denied observing employee Nikki Elliot being disrespectful toward residents. He stated that there have been issues with employees being terminated, who then turn around and seek vengeance by making complaints.

I interviewed employee Nikki Elliot in the facility. Ms. Elliot stated that she is Mr. Langston's assistant and handles logistical issues such as food purchases, and rarely has resident contact. She denied being disrespectful toward residents.

I observed activities director Laurie Swanson engaging residents in a game where they were bouncing a balloon amongst themselves. The residents appeared to be enjoying the activity and Ms. Swanson had their full attention. Otherwise, the facility was mainly quiet, with other employees going about their duties. The atmosphere seemed calm. I was able to isolate two individuals, Resident A and Resident B, who interacted with the activities director.

On 5/19/26, I interviewed the complainant by telephone. The complainant stated that he has observed staff speaking disrespectfully toward residents. He did not elaborate on how specifically this disrespect was generated, only offering that it was disparaging in nature. The complainant discussed issues related to internal policies, where management disclosed the identities of staff complaining about staff.

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:	During my onsite inspection, I observed the residents engaged in an activity that they seemed to enjoy. Mr. Langston denied being in receipt of any complaints against staff where they were disrespectful toward residents. The complainant provided vague information but seemed focused on how management dealt with staff complaints against one another. Therefore, there was insufficient evidence to establish a violation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 5/22/26, I conducted an exit conference with administrator Stacy Morgan. I shared my findings and Ms. Morgan agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend no change to the status of this license.

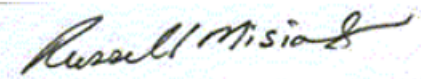


7/15/26

Dwight Forde
Licensing Consultant

Date

Approved By:



7/15/26

Russell B. Misiak
Area Manager

Date