GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

November 2, 2026

John Drews
Country Living Of Hillsdale LLC
101 Village Green Blvd.
Hillsdale, MI 49242

RE: License #: AL300249260
Investigation #: 2027A1032006
Country Living Of Hillsdale LLC

Dear John Drews:

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 and time frames for completion.
- How continuing compliance will be maintained.
- 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.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W. Unit 13, 7th Floor
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 #:	AL300249260
Investigation #:	2027A1032006
Complaint Receipt Date:	10/20/2026
Investigation Initiation Date:	10/22/2026
Report Due Date:	12/19/2026
Licensee Name:	Country Living Of Hillsdale LLC
Licensee Address:	101 Village Green Blvd. Hillsdale, MI 49242
Licensee Telephone #:	(517) 398-5333
Administrator:	John Drews
Licensee Designee:	John Drews
Name of Facility:	Country Living Of Hillsdale LLC
Facility Address:	1127 N. Lake Pleasant Rd. Hillsdale, MI 49242
Facility Telephone #:	(517) 437-0239
Original Issuance Date:	09/19/2002
License Status:	REGULAR
Effective Date:	07/05/2025
Expiration Date:	07/04/2027
Capacity:	20
Program Type:	AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
Staff verbally abuse the residents.	Yes
A resident's medical needs were ignored.	No

III. METHODOLOGY

10/20/2026	Special Investigation Intake 2027A1032006
10/22/2026	Special Investigation Initiated - Telephone
10/29/2026	Inspection Completed On-site Interview with Home Manager Jodi McKibbin, Resident A and Resident B
10/29/2026	Contact - Telephone call made Interview with Regional Manager Stacy Morgan
10/29/2026	Exit Conference With Regional Manager Stacy Morgan

ALLEGATION:

Staff verbally abuse the residents.

INVESTIGATION:

On 10/22/26, I interviewed the complainant by telephone. The complaint was able to provide the names of the residents involved, whose issues of verbal abuse and medical neglect needed to be addressed. The complainant also forwarded a video of an employee speaking in a very harsh tone to a resident.

On 10/29/26, I interviewed home manager Jodi Cook in the facility. Ms. Cook denied being in receipt of any complaints about employees. I shared the video that I received with Ms. Cook. She was able to identify the employee in question speaking to a resident in a less than professional manner. She advised that there was a

previous report about the employee in question speaking harshly toward residents and that she had been counseled about the problem. She stated that this had occurred several months ago. She stated that Resident A was not at all violent but does require redirection. She advised that he has dementia and has a hard time forming sentences.

I attempted to interview Resident A in the facility. Resident A was able to provide me with his last name. He at times would respond with answers not connected to the questions asked.

I interviewed Regional Manager Stacy Morgan by telephone. Ms. Morgan stated that the employee in question received a write-up in April for speaking harshly to a resident and wondered if this complaint was part of that episode. I provided her with a time stamp for the video, which was dated October 11th, 2026. Ms. Morgan later advised that the employee had been terminated.

APPLICABLE RULE	
R 400.641	**Resident behavior interventions.**
	(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to a serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.
ANALYSIS:	Ms. Cook was able to confirm that the recording accurately identified an employee at the facility verbally abusing a resident, which is a form of mistreatment. The employee in question received a write-up earlier this year and the video presents evidence that she never changed her behavior.
CONCLUSION:	**VIOLATION ESTABLISHED**

ALLEGATION:

A resident's medical needs were ignored.

INVESTIGATION:

On 10/29/26, Ms. Cook denied that Resident B had an untreated rash. She stated that Resident B had a drug-resistant urinary tract infection that had only recently cleared up. She provided me with copies of Resident B's medication administration record and there was no indication of treatment for a rash.

I attempted to interview Resident B in the facility. Resident B was not able to provide me with her last name. She would start to answer questions then stop talking and stare off. She was unable to discuss any medical concerns.

APPLICABLE RULE	
R 400.689	**Resident health care.**
	(1) A licensee, with a resident's cooperation, shall follow the instructions and recommendations of a resident's physician or other designated health care professional.
ANALYSIS:	There was no indication, after looking at Resident A's medication administration record, that she had a rash. Ms. Cook advised that a urinary tract infection had been treated. Because the problem was addressed, there is a strong indication that generally speaking, Resident A's health issues receive attention.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

On 10/29/26, I conducted an exit conference with Regional Manager Stacy Morgan, who agreed to provide a corrective action plan.

IV. RECOMMENDATION

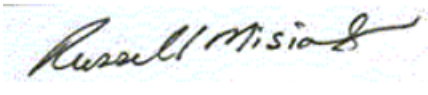
Upon receipt of an acceptable corrective action plan, I recommend that the status of this license remains unchanged.



11/2/26

Dwight Forde Date
Licensing Consultant

Approved By:



11/5/26

Russell B. Misiak Date
Area Manager