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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 16, 2021

Kent VanderLoon
McBride Quality Care Services, Inc.
P.O. Box 387
Mt. Pleasant, MI 48804-0387

RE: License #: AS590012177
Investigation #: 2021A1029009
McBride Corlisa Jade Home

Dear Mr. VanderLoon:

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 (231) 922-5309.

Sincerely,

Jennifer Browning

Jennifer Browning, Licensing Consultant
Bureau of Community and Health Systems
1919 Parkland Drive
Mt. Pleasant, MI 48858-8010

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS590012177
Investigation #:	2021A1029009
Complaint Receipt Date:	04/27/2021
Investigation Initiation Date:	04/27/2021
Report Due Date:	06/26/2021
Licensee Name:	McBride Quality Care Services, Inc.
Licensee Address:	3070 Jen's Way Mt. Pleasant, MI 48858
Licensee Telephone #:	(989) 772-1261
Administrator:	Kent VanderLoon
Licensee Designee:	Kent VanderLoon
Name of Facility:	McBride Corlisa Jade Home
Facility Address:	610 S Fifth Street Edmore, MI 48829
Facility Telephone #:	(989) 427-3244
Original Issuance Date:	09/27/1991
License Status:	REGULAR
Effective Date:	04/08/2020
Expiration Date:	04/07/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A was punched in the face by direct care staff member, Mary Wotring and sustained a contusion on her face.	No

III. METHODOLOGY

04/27/2021	Special Investigation Intake 2021A1029009
04/27/2021	Special Investigation Initiated – Telephone call to complainant
04/27/2021	Contact - Telephone call made to Guardian A1.
04/29/2021	Contact - Face to Face with Resident A, APS worker Katie Harper, Mary Wotring, Cassandra Peterson at McBride Corlisa Jade home.
04/30/2021	Contact - Telephone call made to Guardian A1
05/10/2021	Contact – Telephone call to Miranda Irwin (voicemail full), Ann Foster - left voicemail, Nick Allen (voicemail not set up), Toni Johnson
05/10/2021	Contact – Telephone call to Amy Ward, Kaycie Heroy
05/17/2021	Contact - Telephone call received from Cathie Griffis, ADOS McBride
05/17/2021	Contact - Document Sent - Email from Katelynn Harper, APS worker.
05/24/2021	Contact – Telephone call to Angela Loiselle, MCN Recipient Rights
05/26/2021	Contact - Document Received - Treatment plan was sent from MCN for Resident A.
05/26/2021	Contact - Telephone call made to Angela Loiselle
05/27/2021	Contact –Email from Cathie Griffis, ADOS for McBride Quality Care Services with the dates of the CPI training.
06/07/2021	Contact - Telephone call made to Corlisa Jade home - Spoke with Mary Wotring

06/07/2021	Contact - Telephone call made - TC to Miranda Irwin, Voice mail was full, and a voice mail was left at Todd's House for her.
06/14/2021	Contact – Email to Todd's place to contact Miranda Irwin.
06/15/2021	Contact – Telephone call to direct care staff member, Miranda Irwin.
06/15/2021	Exit conference with licensee designee, Kent VanderLoon.

ALLEGATION:

Resident A was punched in the face by direct care staff member, Mary Wotring and sustained a contusion on her face.

INVESTIGATION:

On April 27, 2021, a complaint was received alleging Resident A was punched in the face by direct care staff member, Mary Wotring at McBride Corlisa Jade AFC.

On April 27, 2021, a telephone call was made to Guardian A1, and a voice mail was left for her.

On April 29, 2021, I conducted an unannounced investigation at McBride Corlisa Jade home. When I arrived, adult protective services worker, Katelynn Harper was also present, and we interviewed Resident A. Resident A was observed with a small scab on her nose and small scratch marks on her right arm near her wrist. Resident A stated that she was punched in the nose on Sunday. She said direct care staff member "Mary" did this to her. Resident A said that she did this after she took off from the house. Resident A stated she was taken to the doctor to get checked out. She did not tell any of the other staff or home manager when this happened to her nose. Resident A stated she likes living there but did not like being hit on her nose. Resident A stated that she normally wears glasses, but she broke them on Sunday because she was mad. Resident A was not able to give additional details regarding the incident and did not know how she received the marks on her wrist.

I interviewed direct care staff member, Mary Wotring. She has been employed at the home for four years. She stated that on Sunday, Resident A had a behavior and ended up eloping from the facility. Direct care staff working were able to redirect Resident A back to the home. When she came back to the facility, the direct care staff members had to use crisis intervention because Resident A started to pull direct care staff member, Miranda Irwin's hair and was attempting to bite the direct care staff members involved in the incident. Eventually Resident A released Ms. Irwin's hair according to Ms. Wotring.

After the crisis intervention was implemented Ms. Wotring stated Resident A went to her room to calm down but instead was hitting her head on the door trying to break her glasses. When she came out of her room, Resident A had a spot of blood on her nose. They gave her a tissue and helped to clean it up. She also twisted her glasses to break them. She was mad about losing a star on her star chart they utilize to track her behaviors.

According to Ms. Wotring, she typically has these behaviors once per month. She normally has a good rapport with Resident A. There were three other direct care staff members on shift when this incident occurred, Ann Foster, Maranda Irwin, and Kaycie Heroy. Ms. Wotring denied ever hitting, pushing, or punching Resident A or any of the other residents. She was trained in "CPI" crisis intervention in the past and she did not feel that any of the staff engaged in any inappropriate de-escalation techniques during the incident.

I interviewed home manager, Cassandra Peterson. She stated that she was on the phone with the direct care staff members during the incident, but she was not present. She has never had any issues with Mary Wotring around any of the residents. Resident A has an extensive history of accusing staff in the past. She is not sure how she received the marks on her arm but believes the mark on her nose is from hitting her head on her bedroom door to break her glasses.

I was able to review the resident record for Resident A. On her *Assessment Plan for AFC Residents (BCAL-3265)* dated July 6, 2020, the following statements are documented:

- Gets along well with others most of the time, other times [Resident A] needs verbal reminders of personal boundaries with consumers and staff.
- Wears eyeglasses. Will break them during a behavior.
- [Resident A] will elope from anywhere.
- Follow behavioral treatment plan and call Mom once weekly.
- They are required to follow her behavioral treatment plan through Montcalm Care Network from December 3, 2020.

After the interviews, I observed Resident A and Ms. Wotring coloring together at the dining room table. It did not appear that Resident A had any fear or distrust with Ms. Wotring, and they were laughing and joking around together.

On April 30, 2021, I interviewed Guardian A1 who stated Resident A has been in this home for at least 10 years. She does not know who was all involved but was told by Resident A that she was punched in the nose. She transported Resident A to Sheridan Hospital after this occurred and there was no Xray done but the doctor could see dried blood on her nose. Guardian A1 stated was told after the incident by the home manager, Ms. Peterson that Resident A was banging her head on the door trying to break her glasses, but she feels she could have also been head butted during the

incident. Guardian A1 stated this is a common behavior for Resident A when she is upset, and Resident A has a history of trying to break her glasses. This incident started because she tried to elope from the home. Guardian A1 stated she also has scratches on her arm likely from trying to get her hand away while she was pulling the staff member's hair.

On May 10, 2021, I attempted to call direct care staff members, Miranda Irwin (her voice mail was full), Ann Foster, Nick Allen, and Toni Johnson.

On May 10, 2021, I interviewed direct care staff member, Amy Ward who has worked at the Corlisa Jade Home for a couple months. Ms. Ward was not there during the incident. She typically works third shift so she does not see a lot of the behaviors from Resident A. Ms. Ward did observe the mark on her face and was told she was hitting the door repeatedly with her head and she broke her glasses. She is familiar with Ms. Wotring. She described her as being "good with the residents and very patient." She has not had any concerns regarding any of the staff punching Resident A.

On May 10, 2021, I interviewed direct care staff member, Kaycie Heroy. Ms. Heroy was outside when Resident A eloped from the house. She was able to convince her to come back into the home. Ms. Heroy stated that was when the incident started where Resident A grabbed Ms. Irwin by the hair. She stated Ms. Wotring and she were trying to release the grip that she had on her hair. She does not know how Resident A received the scratches on her. She said after the crisis intervention, Resident A went into her room to calm down on her own. Ms. Wotring and she heard a thud and Resident A told them she was hitting her face on the door trying to break her glasses. Ms. Heroy stated Resident A took them off her face when she was not able to break her glasses by hitting her face on the door and snapped her glasses.

Ms. Heroy stated direct care staff members checked Resident A's nose observing a small mark so they gave her ice and everything calmed down the rest of the afternoon. Resident A has a history of breaking her glasses when she is upset. Ms. Heroy stated they used the hair releasing technique to get Resident A to release her grip. They are all trained in crisis intervention. She did not observe Ms. Wotring or any other staff punch Resident A. Although Resident A raised her arm during the incident attempting to hit and was trying to bite, she did not contact any of the direct care staff members other than pulling Ms. Irwin's hair. Ms. Heroy asked Resident A if it was a good idea when she started to punch them and she put her fist down while continuing to grab Ms. Irwin's hair.

On May 10, 2021, I interviewed former direct care staff member, Toni Johnson. She worked for McBride Corlisa Jade home for almost three years. She has never had an incident with Ms. Wotring but she rarely worked with her. She has never had an issue with any of the staff being physically abusive with the residents.

On May 17, 2021, I interviewed Cathie Griffis, Associate Director of Services for McBride Quality Care. She stated that Resident A has a history of aggression. She

stated the techniques are different that are used in CPI than what they used in the incident. Resident A goes in and out of psychosis throughout the day. Ms. Wotring has never had any discipline or been accused of physically abusing a resident. Resident A was in her room trying to calm down after the incident. She stated that for a hair pulling incident, they are trained to push the hand into the direct care staff member head to try and get the resident to let go of the hair. In this incident, a nose swipe would be used if a resident is biting direct care staff members. She does not believe that Ms. Wotring would punch a resident and does not have concerns that she punched Resident A during this incident.

On May 26, 2021, I interviewed Angela Loisselle from Montcalm Care Network. She stated that Resident A has a history of false accusations against staff members. She has known Resident A for eight years. She knows that the technique used in the crisis intervention of the finger sweep under the nose while holding the forehead should have been use for a biting situation, not an incident with hair pulling. Using crisis intervention is not in her behavior treatment plan through Montcalm Care Network because they no longer list this in the behavior treatment plans. She knows that Mary Wotring went back through training and Miranda Irwin transferred to another McBride home to work because she no longer felt safe working in the home.

On May 27, 2021, I received an email from Cathie Griffis with the dates of the CPI training for all staff involved in the incident.

- Miranda Irwin attended training February 10, 2021.
- Ann Foster is scheduled for August 19, 2021.
- Mary Wotring originally took the class February 10, 2021 and retook the class May 25, 2021.
- Kaycie Heroy is scheduled to take again crisis intervention on June 24, 2021.

On June 7, 2021, I contacted McBride Todd's Place to interview Miranda Irwin. She was unavailable and a voice mail was left requesting a return call.

On June 9, 2021, I reviewed the Behavior Treatment Plan from Montcalm Care Network authored by Julie Rasmussen, M.A. effective from August 4, 2020 to August 4, 2021. According to her Treatment Plan, Resident A has the following target behaviors:

- Self-abusive behavior: Includes any incident of scratching her face or banging her head on the floor or various objects in her environment.
- Eloping: Leaving the AFC home unaccompanied and without permission. Does this with little regard to safety and has ran into the road.
- Verbal Outbursts: Includes any incident of yelling, screaming, swearing, verbal threats
- Physical aggression: Any episode of hitting, biting, kicking, pulling hair, spitting, throwing objects directly at others, or being aggressive.
- Grabbing glasses: Any incident of grabbing another person's glasses and / or breaking them.

- Accepting redirection to an alternate activity: Includes being offered a particular activity and beginning to actively engage in the activity for 1-2 minutes.
- Resident A has required use of “emergency physical management due to imminent risk of injury to herself or others while in the midst of an acting out behavior.”

On June 15, 2021, I spoke with direct care staff member, Miranda Irwin. She stated that Resident A ran out the door. Ms. Irwin stated she went to go out the door after Resident A. While she was walking back into the house, she was in front of Resident A when Resident A grabbed Ms. Irwin’s hair around the back middle of her hair. Ms. Irwin’s stated she kept asking Resident A to let go and she did not. The other staff members were also encouraging her to let go of her hair. Ms. Irwin stated Resident A finally let go and she went to her room to calm down. Ms. Irwin stated Resident A started hitting her head on the door and wall resulting in her nose bleeding. She was given ice and tissues and they checked her nose. Resident A raised her fist at another resident’s head but did not punch him. She calmed down after that and then went on a visit with Relative A1. When Resident A was pulling her hair, she could not see exactly what the other staff were doing because her head was down, and it happened so fast. She did not see the staff punch Resident A. She has never seen any of the direct care staff member physically abuse any of the residents. Ms. Irwin stated that this is not the first incident with Resident A. Ms. Irwin has observed her trying to break her glasses by hitting her head and self-harming in the past.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Resident A received an injury to her nose and scratches on her arm however, there is no evidence showing that Resident A was punched in the face. Resident A was in her room hitting her head on the door after the crisis intervention which likely caused the injury. Resident A’s Behavior Treatment Plan, Assessment plan, and interviews all have documentation that she has a history of self-harm, eloping, and breaking her glasses during a behavior. All staff members treated her with dignity during the incident and her protection and safety were attended to at all times.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change in the license status.

Jennifer Browning

6/15/2021

Jennifer Browning
Licensing Consultant

Date

Approved By:

Dawn Timm

06/16/2021

Dawn N. Timm
Area Manager

Date