



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 21, 2022

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

RE: License #: AS590012177
Investigation #: 2022A1030012
McBride Corlisa Jade Home

Dear Mr. VanderLoon

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.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- 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. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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 (517) 284-9730.

Sincerely,

A handwritten signature in black ink that reads "Nile Khabeiry, LMSW". The signature is written in a cursive style with a large initial 'N'.

Nile Khabeiry, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

WARNING: THIS REPORT CONTAINS QUOTED PROFANITY

I. IDENTIFYING INFORMATION

License #:	AS590012177
Investigation #:	2022A1030012
Complaint Receipt Date:	12/02/2021
Investigation Initiation Date:	12/02/2021
Report Due Date:	01/31/2022
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's behavior management plan was not followed by direct care staff at McBride Corlisa Jade AFC.	Yes

III. METHODOLOGY

12/02/2021	Special Investigation Intake 2022A1030012
12/02/2021	Special Investigation Initiated - Telephone Phone call to complainant
12/02/2021	Contact - Document Received Documents received and reviewed
12/02/2021	Contact - Face to Face Interview with Judy McDonald
12/02/2021	Contact - Face to Face Interview with Casey Heroy
12/06/2021	Contact - Telephone call made Interview with Arica Quesheil
12/13/2021	Contact - Face to Face Face to face contact with Resident A
12/14/2021	APS Referral Made
12/14/2021	Exit Conference by phone with licensee designee Kent VanderLoon

ALLEGATION:

Resident A's behavior management plan was not followed by direct care staff at McBride Corlisa Jade AFC.

INVESTIGATION:

On 12/2/2021, I interviewed Complainant regarding the allegations. Complainant reported Resident A is verbal, however may not be appropriate to interview as she has mental illness and developmental disabilities. Complainant reported there were two direct care staff members that witnessed the incident and can be interviewed.

Complainant reported Resident A has a behavior management plan which was not followed by direct care staff member Casey Heroy. Complainant reported she will send a copy of Resident A's current *Person-Centered Plan*, *Behavior Treatment Plan*, staff progress notes from 12/1/2021 and an *Incident Report*.

On 12/2/2021 I received and reviewed Residents A's *Person-Centered Plan* (PCP) dated 8/22/2021, *Behavior Management Plan* (BMP) dated 12/3/2020, *Progress Note* (PN) dated 12/1/2021 and an *Incident Report* (IR) dated 12/1/2021. Resident A's PCP indicates she suffers from Schizoaffective Disorder, Bi-Polar Disorder, and a moderate Intellectual Disability. Resident A's BMP specifies the following problematic target behaviors "hitting, kicking, biting, pulling hair or throwing objects" and that an acceptable form of redirection from staff includes offering Resident A "an activity and beginning to actively engage in that activity for 1-2 minutes." Furthermore, the BMP indicates the direct care staff should "not show signs of irritation towards her, including speaking in a curt voice and maintain a calm demeanor despite any particular things she says or any targeted behavior she displays." The Progress Note and IR documented the incident between Resident A and direct care staff member Casey Heroy on 12/1/2021.

On 12/2/2021, I interviewed direct care staff member Judy McDonald via Zoom regarding the allegation. Also present was Office of Recipient Rights investigator, Angela Loiselle. Ms. McDonald reported she was working the shift when the incident occurred between Resident A and direct care staff member Casey Heroy on 12/1/2021. Ms. McDonald reported Resident A went to Ms. Heroy and stated, "I don't believe in god, and I hate you." Ms. McDonald reported Resident A then continued saying "I hate you all." Ms. McDonald reported Ms. Heroy then stated Resident A was "not going to be able to go on her outing" with staff today due to her behavior. Ms. McDonald reported she heard Ms. Heroy say "let go of my shirt" as Resident A had grabbed a hold of her shirt and would not let go. Ms. McDonald reported direct care staff member, Erica Quesnel was there too and tried using a CPI technique (Push/Pull) to get Resident A to let go of the shirt. Ms. McDonald reported they were able to walk Resident A into her bedroom in the hopes of getting Resident A to release the shirt and calm down. Ms. McDonald reported that prior to walking Resident A into her bedroom Ms. Heroy took Resident A's glasses off and Resident A asked that her glasses not be broken, and Ms. Heroy responded by saying "I don't care if I break your fucking glasses." Ms. McDonald reported Ms. Heroy also took Resident A's CD player and headphones and threw them on the counter.

Ms. McDonald reported they were able to get Resident A to let go of Ms. Heroy's shirt and Ms. Heroy kicked Resident 5 times in her leg. Ms. McDonald reported Ms. Heroy's "Croc" shoe fell off and she picked it up and began hitting Resident A "hard" in the face with the "Croc." Ms. McDonald reported Ms. Heroy then left the bedroom and yelled "I'm sick of this shit" and began slamming cupboard doors in the kitchen. Ms. McDonald reported Ms. Heroy by calling her supervisor to inform her of what had occurred.

On 12/2/2021, I interviewed Casey Heroy via Zoom regarding the allegations. Also present was Office of Recipient Rights investigator, Angela Loiselle and Michigan State

Police trooper, Bronson Mathieu. Ms. Heroy reported she was working on 12/1/2021 from 3pm-11pm. Ms. Heroy reported Resident A told her that "god told me to hate you." Ms. Heroy reported they were supposed to take Resident A for an outing and she stated she was "unsure if they should take Resident A as she was getting upset." Ms. Heroy reported she went to count medications and Resident A tried to enter the medication room, but she locked the door. Ms. Heroy reported she noticed Resident A going towards the kitchen and another staff member was in the kitchen cutting something with a knife and wanted to make sure Resident A did not try and get the knife. Ms. Heroy reported she "bumped" Resident A to keep her out of the kitchen. Ms. Heroy reported Resident A then grabbed her shirt and would not let go. Ms. Heroy denied breaking Resident A's headphones and CD player or telling her she did not care if she "broke her fucking glasses." Ms. Heroy reported she was trying to block Resident A from kicking her and did not kick or hit her with her Croc shoe. After a few minutes of being confronted with the accounts provided by the witnesses that she did kick and hit Resident A with a "Croc" shoe, Ms. Heroy admitted to doing so. Ms. Heroy reported she was not trying to injure Resident A and did not mean to hit her in the face with the "Croc" shoe.

On 12/6/2021, I interviewed assistant manager, Arica Quesheil regarding the allegations. Ms. Quesheil reported she was working the 3-11 shift with direct care staff members Casey Heroy and Judy McDonald. Ms. Quesheil reported when she arrived Resident A was already upset and per her behavior plan, they are "supposed to ignore her." Ms. Quesheil reported Resident A was saying "I hate god." Ms. Quesheil reported Ms. Heroy responded to Resident A by saying "I really don't care" and Resident A got louder. Ms. Quesheil reported she suggested Resident A try and calm down and do an activity. Ms. Quesheil reported Resident A sat on the couch and she asked Ms. McDonald to get ready to take Resident A on an outing which was already scheduled. Ms. Quesheil reported Ms. Heroy said "she doesn't need to go" which caused Resident A to get upset again and began yelling "I hate all of you." Ms. Quesheil reported Resident A continued to escalate even when Ms. Quesheil told her that she would still be able to go on the outing as long as she was able to get herself calmed down.

Ms. Quesheil reported Resident A then got her CD player and headphones as an activity that would calm her down while she went into the kitchen to begin preparing dinner. Ms. Quesheil reported Ms. Heroy then went onto the medication room and began banging things around and slammed the door to the medication room which got Resident A upset again and she went into the kitchen. Ms. Quesheil reported she was in the kitchen cutting up food for dinner and she asked Resident A to calm down so they could still go on the outing. Ms. Quesheil reported Resident A went back and sat down and then returned to the kitchen a few minutes later. Ms. Quesheil reported Ms. Heroy tried to block Resident A from coming into the kitchen and "pushed [Resident A] twice and told her to go." Ms. Quesheil reported Resident A grabbed Ms. Heroy's shirt with both hands and would not let go. Ms. Quesheil reported Ms. Heroy grabbed Resident A's CD player and headphones and threw them on the kitchen counter. Ms. Quesheil reported she tried to use the CPI technique "push/pull" to get Resident A to let go of Ms. Heroy's shirt. Ms. Quesheil reported Resident A let go and she told Ms. Heroy to leave

the area as she “got this” but Ms. Heroy did not leave and instead grabbed Resident A’s glasses and threw them. Ms. Quesheil reported Resident A asked about her glasses being broken and Ms. Heroy stated, “I don’t care if I broke your fucking glasses.” Ms. Quesheil reported Resident A responded by grabbing Ms. Heroy’s shirt again and tried to bite Ms. Heroy. Ms. Quesheil reported Resident A then sat down while still having a hold of Ms. Heroy’s shirt. Ms. Quesheil reported she and Ms. McDonald both used the “push/pull” technique and Resident A let go of Ms. Heroy’s shirt. Ms. Quesheil reported Ms. Heroy then kicked Resident A several times on legs and in the stomach. Ms. Quesheil reported during the altercation Ms. Heroy’s “Croc” fell off her foot and she then grabbed it and hit Resident A in the face several times. Ms. Quesheil reported she then used her “butt to bump” Ms. Heroy out of the way and had her leave the area. Ms. Quesheil reported after a short time they were able to get Resident A calmed down and Ms. Heroy came back in the area and yelled at Resident A which set her off again. Ms. Quesheil reported Ms. Heroy then left the area and was told to go home for the night. Ms. Quesheil reported Ms. Heroy’s and the other direct care staff are fully aware of Resident A’s Behavior Management Plan. Ms. Quesheil reported Ms. Heroy’s employment was terminated due to the incident.

On 12/13/2021, an unannounced onsite inspection was completed by Bridget Vermeesch, Adult Foster Care Licensing Consultant who interviewed Resident A. Resident A reported the staff are nice, but sometimes one staff is mean. Resident A was not able to report which staff was mean, but reported they no longer work at the home. Resident A was laughing and smiling when talking, dressed appropriately, no visible marks or bruises were seen on Resident A.

On 12/14/2021, I made a referral to Adult Protective Services.

On 12/14/2021, I spoke with licensee designee, Kent VanderLoon for an exit conference. Mr. VanderLoon agreed with the violation and will prepare a corrective action plan after he receives the special investigation report.

APPLICABLE RULE	
R 400.14307	Resident behavior interventions generally.
	(1) A licensee shall ensure that methods of behavior intervention are positive and relevant to the needs of the resident.

ANALYSIS:	Based on my investigation which included my personal observations, review of Resident A's <i>Person-Centered Plan</i> (PCP) dated 8/22/2021, <i>Behavior Management Plan</i> (BMP) dated 12/3/2020, <i>Progress Note</i> (PN) dated 12/1/2021 and an <i>Incident Report</i> (IR) dated 12/1/2021 and interviews with the complainant, Resident A, Judy McDonald, Arica Quesheil and Casey Heroy this violation will be established. Resident A's BMP specifically indicated direct care staff are to redirect and offer an alternative activity when certain behaviors are displayed as well as refraining from showing any signs of irritation. On 12/1/2021, direct care staff member, Casey Heroy repeatedly engaged in antagonizing responses, including taking Resident A's CD player and headphones, removing her glasses, and throwing them and using using profanity toward Resident A. In addition, Ms. Heroy physically assaulted Resident A by kicking and hitting her in the face with her shoe. None of these interventions were positive or relevant to the needs of Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Based on the acceptance of an approved corrective action plan, I recommend no change in the current license status.

Nile Khabeiry, LMSW

12/16/2021

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Dawn Timm

01/21/2022

Dawn N. Timm
Area Manager

Date