



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 13, 2022

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

RE: License #: AS370011303  
Investigation #: 2022A1029012  
McBride #7

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,

A handwritten signature in black ink that reads "Jennifer Browning".

Jennifer Browning, Licensing Consultant  
Bureau of Community and Health Systems  
[Browningj1@michigan.gov](mailto:Browningj1@michigan.gov)  
(989) 444-9614

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS370011303
<b>Investigation #:</b>	2022A1029012
<b>Complaint Receipt Date:</b>	11/23/2021
<b>Investigation Initiation Date:</b>	11/24/2021
<b>Report Due Date:</b>	01/22/2022
<b>Licensee Name:</b>	McBride Quality Care Services, Inc.
<b>Licensee Address:</b>	3070 Jen's Way Mt. Pleasant, MI 48858
<b>Licensee Telephone #:</b>	(989) 772-1261
<b>Administrator:</b>	Kent VanderLoon
<b>Licensee Designee:</b>	Kent VanderLoon
<b>Name of Facility:</b>	McBride #7
<b>Facility Address:</b>	501 N. Coldwater, Weidman, MI 48893
<b>Facility Telephone #:</b>	(989) 644-3627
<b>Original Issuance Date:</b>	06/18/1991
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/07/2020
<b>Expiration Date:</b>	02/06/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

ALLEGATION(S)

	<b>Violation Established?</b>
Resident A did not receive personal care assistance when needed during third shift on November 17, 2021.	No

**II. METHODOLOGY**

11/23/2021	Special Investigation Intake 2022A1029012
11/24/2021	Special Investigation Initiated – Telephone to complainant
11/29/2021	Contact - Face to Face with Karen Guy and Resident A at McBride 7
12/07/2021	Contact - Telephone call made to Kent VanderLoon
12/27/2021	Contact - Telephone call made to direct care staff member Jasmine Weis
12/27/2021	Contact - Telephone call made to direct care staff member Jovani McKinney, left a message.
12/27/2021	Contact - Telephone call made to McBride Assistant Director of Services (ADOS), Bernie Myers and left a message.
12/27/2021	Contact - Telephone call made to McBride 7. Jovani McKinney and Jasmine Weis were not working. Interviewed Tara Littleton
12/28/2021	Contact - Telephone call received from McBride Assistant Director of Services, Bernie Myers
12/28/2021	Contact - Telephone call made to Angela Wend, Central Michigan Community Mental Health recipient rights advisor.
12/28/2021	Contact - Document Received - Incident / Accident Report sent by Angela Wend
12/28/2021	Contact - Telephone call made to Jovani McKinney, left a message.
12/28/2021	Contact - Telephone call made to Karen Guy at McBride 7
12/28/2021	Contact - Telephone call made to direct care staff member, Tamra Welch at McBride 7

12/28/2021	Contact - Document Sent - email to Karen Guy
01/06/2022	Contact - Telephone call made to Jovani McKinney
01/06/2022	Exit Conference with Kent VanderLoon. Left him a message and sent him an email.

**ALLEGATION:**

**Resident A did not receive personal care assistance when needed during third shift on November 17, 2021.**

**INVESTIGATION:**

On November 24, 2021 a complaint was received that Mr. McKinney did not provide personal care assistance to Resident A during third shift on November 17, 2021.

On November 24, 2021 I called the complainant to get more information. She stated she does not have phone numbers for the staff involved in the incident and did not know how long Resident A went without personal care.

On November 29, 2021, I interviewed direct care staff member Karen Guy who serves as home manager, at McBride 7. She stated she has worked for McBride homes for over five years. She stated there are several new direct care staff members but they are fully staffed. Ms. Guy stated she or her assistant manager completes the training for the new direct care staff members. She stated that they are all trained with CEN training, medications, and they shadow new direct care staff members before working on their own. During third shift on November 17, 2021, Ms. Guy stated Mr. McKinney and Ms. Weis were the only staff working. Ms. Guy stated all direct care staff members are trained to respond to personal care needed by the residents as soon as possible when they are working. In the CEN training that is completed, there is a section on personal care, hygiene, and grooming and both direct care staff member completed this training according to Ms. Guy. Ms. Guy stated there are times that Resident A will refuse assistance with personal care. When this incident occurred, Ms. Guy stated Resident A was awake and trying to get to the bathroom when he soiled himself.

Ms. Guy stated Resident A uses a walker as an assistive device because he has a foot injury and requires hand over hand supervision. She stated he needs some assistance with walking and personal care. Ms. Guy stated Resident A does not wear briefs and if he needs assistance, the direct care staff member will assist him to the bathroom and then he can toilet himself independently.

Ms. Guy stated the direct care staff members do not track when they are providing personal care to residents. Ms. Guy stated direct care staff member Ms. Weis was a

newer employee but she had completed training. Ms. Guy stated according to Ms. Weis, Mr. McKinney shut the door and walked out after learning Resident A needed assistance with toileting. Ms. Guy stated Ms. Weiss was also working and trained to provide personal care to any resident. Ms. Guy stated it is unclear if or how long Resident A may have gone without assistance. The employee file for Mr. McKinney was reviewed during the on-site investigation by this consultant. According to the file, Mr. McKinney completed training regarding personal care and supervision on October 8, 2021. There have been no reports of Mr. McKinney not providing personal care in the past. There was one incident that he was coached and counseled because he fell asleep during third shift but no report that care was needed and not provided during that time.

Resident A's resident record was reviewed during the on-site investigation. Resident A broke his foot recently resulting in him needing additional assistance. According to his *Assessment Plan for AFC Residents* signed on October 28, 2021 he did not require any assistance with toileting and he "needs prompting and reminding sometimes" for personal hygiene. There were three bowel movements tracked for Resident A in the medication log for November 17, 2021. There was a prescription for Personal Care Services in his resident record signed by Chelsea Miller, BAS, LPN from October 20, 2020 which indicated that he did not need assistance with toileting, bathing, and needed guidance/direction for grooming and dressing.

On November 29, 2021, I interviewed Resident A at McBride 7. Resident A stated he was not feeling well. He was able to transfer with assistance of a walker and a direct care staff member walking beside him to sit on the couch in the living room. He said that he broke his foot because he fell going down the stairs and was needing extra help around the AFC. He said that he needed to be guided while walking and some assistance with showering. He stated he wanted to go back to the mental health unit. He stated he had an accident during the night and needed to receive help and knows that a direct care staff member helped but he did not remember who. He said that also happened a couple weeks prior and a staff member helped him but also did not remember who helped him during that incident. When he needs help, Resident A stated a direct care staff member will normally assist him. Resident A did not recall if there was a time he needed assistance and direct care staff member Mr. McKinney did not assist him. Resident A described the care as "pretty good" but then started to cry and again stated he wanted to go back to the mental health unit. Resident A mentioned that he was fearful that he wanted to kill himself and maybe others. He said he had been in the psychiatric hospital for concerns in the past and needed to go back. He stated he told Dr. Lyons how he was feeling. The interview was concluded at this time and home manager Ms. Guy was informed about the statements from Resident A. She described that as being a regular statement that he makes and that they have been in regular contact with Resident A's doctor to inform them.

On December 7, 2021, I spoke with licensee designee, Kent VanderLoon. Mr. VanderLoon was not familiar with the incident but McBride Assistant Director of Services, Bernie Myers was aware of the concern. Mr. VanderLoon said that Mr.

McKinney was getting the sheets together to change the bedding for Resident A when he walked out of the room.

On December 27, 2021, I called direct care staff member, Jasmine Weis. She stated she started working at McBride 7 as a direct care staff member on November 9, 2021 and completed her training by November 17, 2021. She was working with Jovani McKinney on November 17, 2021. She stated that typically there is one direct care staff member upstairs and one downstairs. During that shift, she was working downstairs and Mr. McKinney was upstairs. She stated that during that night, Resident A had a bowel movement that soiled his clothes and bedding. She stated Mr. McKinney did not do anything to help Resident A get out of the soiled clothes. Ms. Weis stated she offered Resident A her help but he did not want her help. She stated she was not sure if it was because she was new or a female. Ms. Weis stated Resident A was not changed until first shift arrived at 7:00AM but she was already gone. Ms. Weis stated she asked Resident A multiple times to assist him with changing and cleaning up but he refused to allow her to assist him. Ms. Weis stated Mr. McKinney should have known Resident A had a bowel accident because Resident A had feces on his arms. Ms. Weis stated Resident A did not say anything to Mr. McKinney about needing assistance or being changed. Ms. Weis stated it seems that lately Resident A soiled himself as a way of acting out because he wanted attention. She noticed that he soiled himself around 5:00 am. Mr. McKinney was the one that had found him upstairs asking for help. She came up to give assistance because he had bandages on his foot. They had both known that he soiled his bedding and his clothing. After she assisted with the bandage, she asked Resident A if they need assistance and he declined assistance and Mr. McKinney went back out into the living room upstairs and went back on his computer. She asked Mr. McKinney if he was going to help Resident A if he was going to get Resident out of his soiled clothes because he was denying her assistance and he avoided her and did not acknowledge that she was talking to him. This is a common behavior for him. She works most of her third shifts with Mr. McKinney. She has never noticed him not providing assistance in the past. She is not sure if it was a one-time occurrence or not. She does not remember who the first shift staff were the following day after this incident. She brought this up to Karen Guy about him not being changed. She stated that she should keep trying with Mr. McKinney to get him to listen. She received training when she started on personal care and providing toileting assistance. She was sure that he went over two hours at least without being changed. Ms. Guy told her that it is possible that it just takes some time to get to know her. She thinks this is true because she feels that he has been more comfortable with her since that time.

On December 27, 2021, I interviewed Tara Littleton who has worked as direct care staff member since October 18, 2021. Ms. Littleton stated Resident A needs more hands on care than he used to. She stated he does not need hand over hand but will need assistance to pull his pants on but he can take himself to and from the restroom but they will assist him walking. Ms. Littleton stated Resident A is now one on one assistance which started around mid-November 2021 and goes between 7:00 a.m. to 9:00 p.m. In mid-November he was going to the restroom on his own. She has never observed any times that he has had an accident and did not receive personal care. Sometimes

Resident A will refuse help, but if you circle back around to him in five-ten minutes, then he will agree the help according to Ms. Littleton. Ms. Littleton stated she was familiar with direct care staff member Jovani McKinney and has not had concerns of him failing to provide personal care to a resident.

On December 28, 2021, I interviewed McBride Assistant Director of Services, Bernie Myers. He stated that Recipient Rights came out and did not substantiate on these concerns because Resident A was offered assistance but refused to allow anyone to help with personal care. Resident A did have personal care provided to him but Resident A will sometimes yell and tell the direct care staff members to leave his room. Mr. Myers stated it was approximately a half hour between the time it was discovered Resident A needed personal care and the time Resident A agreed to be assisted with cleaning up. Mr. Myers stated there were no issues with direct care staff member Jovani McKinney not providing personal care to residents when needed rather Mr. Myers stated Mr. McKinney takes care of the residents really well. According to Mr. Myers Recipient Rights Officer Angela Wend did not substantiate on this incident. Mr. Myers was able to review the communication log at McBride 7 and there was an entry in the communication log for November 16, 2021 regarding him soiling himself at 4:45 am and personal care was provided by Jovani McKinney.

On December 28, 2021, I spoke to Angela Wend, Central Michigan Community Mental Health recipient rights advisor. According to Ms. Wend, Ms. Weis stated to her that she did not remember the conversation with assistant home manager, Ms. Burt. She stated Resident A was offered assistance by Ms. Weis but he declined that he needed assistance. Ms. Wend stated Mr. McKinney denied that he refused to help Resident A with personal care during that shift or any other time. According to her interviews, Resident A refused to allow help until first shift arrived at the facility which conflicts in the communication log on November 17, 2021. She received an *Incident / Accident Report* and forwarded this for review.

The *Incident / Accident Report* signed by Ms. Weis on December 6, 2021 with an incident date of November 17, 2021 at 5:30 a.m.

- Explain what happened: {Resident A} was in bed yelling for help. Mr. McKinney was standing at the door talking to {Resident A}. When Ms. Weis came to see if assistance was needed, Mr. McKinney noticed that {Resident A} had soiled himself and his bedding then left the room. Ms. Weis offered to help assist {Resident A} with changing out of his wet clothing and {Resident A} refused Ms. Weis' help and stayed in his wet clothing until morning.
- Action taken by staff: Ms. Weis kept prompting {Resident A} throughout the rest of the shift to allow her to help him. {Resident A} refused on each occasion.
- Corrective measures taken to remedy and / or prevent recurrence: Staff will continue to prompt {Resident A} to allow staff to assist him in cleaning himself up as needed.

On December 28, 2021, I called home manager, Karen Guy at McBride 7. Ms. Guy stated she arrived to work on the morning of November 17, 2021 and Resident A was wet with urine but there was no bowel movement on him at that time. On the schedule it shows that Tamara Welch also worked with her on November 17, 2021. She stated that she wonders if there is a staff conflict between the two direct care staff members. Ms. Guy talked to Mr. McKinney about helping out more and doing his share of the cleaning on third shift. Ms. Guy stated Mr. McKinney will typically agree with her when she talks to him.

On December 28, 2021, I called direct care staff member, Tamra Welch at McBride 7 who was also working day shift on November 17, 2021. She stated that Resident A broke his foot a while ago and needed more assistance. She stated that she and Karen Guy worked the following day from 7:00-3:00 p.m. She does not remember if she went in the bedroom to change Resident A's clothes when she arrived to work. If he was still in bed when they come into work, they would check Resident A and see if he needed assistance. Sometimes he will refuse to allow direct care staff members to assist him. Ms. Welch stated on average he will refuse assistance approximately three times per week. She has worked with Mr. McKinney and has not had any concerns regarding him not providing personal care to residents.

On January 6, 2022, I interviewed direct care staff member, Jovani McKinney. He is still employed at McBride 7 and works with Ms. Weiss on third shift. Around mid-November Resident A was injured and he needed assistance getting out of his bed or his chair. He stated Resident A was a fall risk and that he would need assistance getting up when he would fall. Mr. McKinney stated Resident A was able to shower or bathe on his own but he had never observed this since he works third shift. Mr. McKinney stated Resident A did not wear briefs although he has had accidents during the night but it was not a consistent issue. Mr. McKinney stated these accidents typically happens about two times per week. Mr. McKinney did not remember the specific day of this incident or if he had an accident but he has helped him clean up after a bowel movement in the past. Mr. McKinney denied that there had ever been a time Resident A asked for assistance with personal care and Mr. McKinney did not provide the assistance. Mr. McKinney stated sometimes after Resident A has an accident in the bed, he will go to the chair while his bedding is changed but then he refuse to change clothes or shower. Mr. McKinney stated he has never observed any of the direct care staff members fail to respond if a resident needed personal care assistance. The direct care staff members are responsible for bed checks throughout the night but if he needs assistance then Resident A will call out for staff and the upstairs staff member will assist him. Recently, there has been a plan to get him up to use the bathroom during the night and encouraging him so he does not have an accident. So far, Resident A has not wanted to do this and he tells him "No, I am okay" when he tries to get him to use the bathroom and then he will go back to sleep. However, he has not had as many accidents that resulted in him needing personal care in the last couple weeks.



<b>APPLICABLE RULE</b>	
<b>R 400.14303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.</b>
<b>ANALYSIS:</b>	<p>There is no indication that Resident A was not provided care according to his <i>Assessment Plan for AFC Residents</i>. According to his <i>Assessment Plan for AFC Residents</i> signed on October 28, 2021 he did not require any assistance with toileting and he “needs prompting and reminding sometimes” for personal hygiene. According to Ms. Weiss, she offered assistance to Resident A several times and he did not want her to assist with personal care before she left her shift and the day shift direct care staff members arrived to work.</p> <p>Ms. Guy, Ms. Welch, Ms. Weiss, Mr. McKinney and Associate Director of Services, Mr. Myers all reported Resident A refuses to allow the direct care staff members to provide care and they need to give him some time before he will change his mind and allow them to provide assistance. There is documentation in the communication log and the <i>Incident / Accident Report</i> that Resident A was provided personal care when he allowed the direct care staff members in his room to complete the assistance. Resident A denied that he has ever had to wait for assistance from direct care staff members during the night. He recalled two different times that he needed personal care assistance in the month prior and received help from a direct care staff member but did not recall the date or name of the direct care staff member who provided assistance.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**III. RECOMMENDATION**

I recommend no change in the license status.

*Jennifer Browning*

Jennifer Browning  
Licensing Consultant

  1/06/2022   \_\_\_\_\_  
Date

Approved By:

*Dawn Timm*

01/13/2022

\_\_\_\_\_  
Dawn N. Timm  
Area Manager  
Date