



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

April 6, 2022

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

RE: License #: AS540305481  
Investigation #: 2022A0577028  
McBride Sherman Street 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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Bridget Vermeesch".

Bridget Vermeesch, Licensing Consultant  
Bureau of Community and Health Systems  
1919 Parkland Drive  
Mt. Pleasant, MI 48858-8010  
(989) 948-0561

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT  
THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS540305481
<b>Investigation #:</b>	2022A0577028
<b>Complaint Receipt Date:</b>	03/14/2022
<b>Investigation Initiation Date:</b>	03/15/2022
<b>Report Due Date:</b>	05/13/2022
<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>Licensee Designee:</b>	Kent VanderLoon
<b>Administrator:</b>	Kent VanderLoon
<b>Name of Facility:</b>	McBride Sherman Street Home
<b>Facility Address:</b>	825 Sherman Big Rapids, MI 49307
<b>Facility Telephone #:</b>	(231) 796-3643
<b>Original Issuance Date:</b>	02/25/2010
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/02/2020
<b>Expiration Date:</b>	10/01/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Jamey Haywood put his hands over Resident A's mouth, told Resident A to "shut up" and hit Resident B in the chest.	Yes

## III. METHODOLOGY

03/14/2022	Special Investigation Intake 2022A0577028
03/15/2022	Special Investigation Initiated - Telephone Interview with the complainant.
03/15/2022	Referral - Recipient Rights
03/15/2022	APS Referral Kristi Barron, Mecosta Co APS.
03/18/2022	Inspection Completed On-site Interviews with staff and observed residents.
03/23/2022	Inspection Completed-BCAL Sub. Compliance
03/23/2022	Exit Conference with Kent VanderLoon, LD/Administrator.

**ALLEGATION: Staff Jamey Haywood put his hands over Resident A's mouth, told Resident A to "shut up" and hit Resident B in the chest.**

### **INVESTIGATION:**

On March 14, 2022, a complaint was received reporting Resident A is non-verbal but makes noises and shouts out to communicate. Direct care staff member James Haywood came out of the medication room on March 12, 2022 and said, "I can't stand her ass" and went over to Resident A's mouth, put his hand over it and told Resident A to "shut up." The complaint alleged a second incident occurred with direct care staff member James Haywood and Resident B when Mr. Haywood came out of Resident B's bedroom after putting Resident B to bed and told another staff person that Resident B did something so Mr. Haywood hit Resident B in the chest. The complaint documented that the Office of Recipient Rights had been notified.

On March 15, 2022, I spoke with Complainant who reported direct care staff member (DCS) James Haywood was removed from the staff schedule pending the outcome of

the investigation. Complainant reported being unaware of previous complaints against Mr. Haywood and the treatment of residents. Complainant reported DCS Abigail Maguire witnessed the events.

On March 18, 2022, I completed an onsite investigation with Jane Gilmore, Office of Recipient Right-Community Mental Health Central Michigan, and we interviewed DCS Vicki Burden. Ms. Burden reported on Sunday March 13, 2022, at 8:00am during shift change DCS Abigail Maguire reported to Ms. Burden that she witnessed DCS James Haywood put his hand over Resident A's mouth. Ms. Burden stated DCS Maguire reported observing DCS James Haywood come out of the medication room while Resident A was sitting on the couch making noises and put his hand over Resident A's face/nose and told Resident A to "shut the fuck up." Ms. Burden reported Ms. Maguire went on to report Mr. Haywood was bragging to Ms. Maguire how when Mr. Haywood helped Resident B to bed Mr. Haywood hit Resident B in the chest really hard.

On March 18, 2022, Ms. Burden provided me with a copy of a written statement completed by Abigail Maguire on March 13, 2022, documenting the following, "On 3/12/22, I came in at 8pm to work the midnight shift with [Resident A] and [Resident B] still in the living room. After the day shift left, he went into the med room to get night meds and [Resident A] was trying to communicate and he came out of the med room saying, "can't stand her ass" and then walked over to the couch and covered [Resident A]'s mouth with his hand and told [Resident A] to shut up. After he put [Resident B] to bed, he verbally told me that [Resident B] did something and then Jimmy said he hit [Resident B] in the chest."

On March 18, 2022, Jane Gilmore and I interviewed DCS Abigail Maguire who reported she worked on March 12, 2022, at 8:00pm with DCS James Haywood. Ms. Maguire reported Resident A was on the couch making noises while Mr. Haywood was in the medication room when Mr. Haywood came out of the medication room saying, "I can't stand her ass." Ms. Maguire reported Mr. Haywood walked over to the back of the couch while Resident A was laying down and put his hand over Resident A's mouth and told Resident A to "shut up." Ms. Maguire reported she did not see Mr. Haywood's hand on Resident A's mouth but stated, "[Resident A]'s sounds became muffled and she whined." Ms. Maguire reported she told Mr. Haywood that is unnecessary and walked over to Resident A to calm her down. Ms. Maguire reported Mr. Haywood returned to the medication room. Ms. Maguire reported later after Mr. Haywood gave Resident B his evening medication in Resident B's bedroom, Mr. Haywood reported Resident B had "swung" at him. Ms. Maguire stated Mr. Haywood reported that in response to this behavior, Mr. Haywood stated, "I hit his ass back, right in the chest." Ms. Maguire reported Mr. Haywood demonstrated how he hit Resident B by hitting his own chest with his hand. Ms. Maguire reported she asked Mr. Haywood why he hit Resident B to which Mr. Haywood stated, "because he hit me." Ms. Maguire reported Mr. Haywood made a comment "I can't stand it or deal with it." Ms. Maguire reported she went into Resident B's bedroom to ensure his safety and Resident B was sleeping but Ms. Maguire stated she examined Resident B and did not observe any marks on Resident B's chest.

On March 18, 2022, Jane Gilmore and I interviewed DCS James Haywood who reported that on March 12, 2022, he worked from 8:00pm-8:00am with Abigail Maguire. Mr. Haywood reported around 9:00pm he was passing medications and Resident A was on the couch making whining noises. Mr. Haywood reported he walked over to the couch to assist Resident A to sit up and to take her medications. Mr. Haywood reported once Resident A got to the table she refused to leave, stating, "she started to throw a fit" and Mr. Haywood reported he needed to use the gait belt to get Resident A to move from the table, stating, "I used the gait belt to make her get up." Mr. Haywood denied putting his hand over Resident A's mouth and stated, "I do not tell [Resident A] to shut up, I just tell her to stop." Mr. Haywood admitted to telling Resident A and other residents to be quiet at times when they are loud. When Mr. Haywood was asked about Resident B, Mr. Haywood stated, "[Resident B] can be a pain, he likes to scratch and hit." Mr. Haywood initially denied Resident B hitting him and Mr. Haywood hitting Resident B back but as the interview continued Mr. Haywood admitted on two separate occasions when Resident B hit Mr. Haywood and Mr. Haywood swatted back at Resident B.

On March 18, 2022, we interviewed Resident C who reported all staff are nice but Mr. Haywood. Resident C reported Mr. Haywood tells them to "shut up" and talks loudly toward the residents.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (a) Use any form of punishment.</b>
<b>ANALYSIS:</b>	Direct care staff member James Haywood admitted to swatting at Resident B's hands on two separate occasions to stop him from hitting Mr. Haywood. This was also not an approved method to address aggressive behaviors with Resident B. Mr. Haywood denied telling Resident A to "shut up" but did report telling Resident A and other residents to be quiet. Ms. Maguire and Resident C both reported Mr. Haywood tells residents, including Resident A, to "shut up" which is not an appropriate way to speak to residents. There was enough evidence that direct care staff member James Haywood used forms of punishment on the residents at the facility.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

