



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 3, 2023

Kent Vanderloon
McBride Quality Care Services, Inc.
3070 Jen's Way
Mt. Pleasant, MI 48858

RE: License #: AS540255143
Investigation #: 2023A0790018
McBride #3

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. If 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 "Rodney Gill". The signature is written in a cursive style with a large initial 'R' and a distinct 'G'.

Rodney Gill, 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
 THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS540255143
Investigation #:	2023A0790018
Complaint Receipt Date:	01/03/2023
Investigation Initiation Date:	01/05/2023
Report Due Date:	03/04/2023
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 #3
Facility Address:	3414 W. 17 Mile Road Barryton, MI 49305
Facility Telephone #:	(989) 382-7399
Original Issuance Date:	05/30/2003
License Status:	REGULAR
Effective Date:	11/30/2021
Expiration Date:	11/29/2023
Capacity:	6

Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL
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II. ALLEGATION(S)

	Violation Established?
Direct care staff member (DCSM) Christina Roberts yelled at Resident A to “shut the fuck up and go to your room.” Ms. Roberts “slapped the table with an open palm” to get Resident A’s attention.	Yes

III. METHODOLOGY

01/03/2023	Special Investigation Intake 2023A0790018
01/05/2023	Special Investigation Initiated - On Site- Interviewed direct care staff members (DCSMs) Fred Todd who functions as the house manager, Calista Michaud who functions as the assistant house manager, Ashley Hardenburgh, Haley Niles, Resident A, Resident B, and Rebekah Lindsey who functions as the assistant director of services for McBride AFC homes in the area.
01/05/2023	Inspection Completed On-site
01/06/2023	Contact - Telephone call made to recipient rights advisor Sarah Watson. Requested Ms. Watson contact me via phone on 01/09/2023 prior to interviewing DCSM Christina Roberts.
01/10/2023	Contact – Document Received from recipient rights advisor Sarah Watson. Ms. Watson emailed indicating she interviewed DCSM Christina Roberts on 01/09/2023 and Ms. Roberts admitted the allegations were true.
01/11/2023	Contact -Document Received from assistant director Rebecca Lindsey.
01/23/2023	APS Referral - not necessary as the allegations do not meet the criteria for assignment.
01/23/2023	Inspection Completed-BCAL Sub. Compliance
01/23/2023	Exit Conference with licensee designee Kent Vanderloon.

01/23/2023	Corrective Action Plan Requested and Due on 02/07/2023
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ALLEGATION:

Direct care staff member (DCSM) Christina Roberts yelled at Resident A to “shut the fuck up and go to your room.” Ms. Roberts slapped the table with an open palm to get Resident A’s attention.

INVESTIGATION:

I conducted an unannounced onsite inspection on 01/05/2023 and interviewed direct care staff member (DCSM) Fred Todd who functions as the house manager. Mr. Todd indicated DCSM Christina Roberts is currently suspended without pay pending the outcome of an internal investigation. He said assistant director Rebecca Lindsey is conducting the investigation which involves the same allegations. Mr. Todd stated the Office of Recipient Rights is also investigating the allegation. Mr. Todd stated he has no direct knowledge of the allegation. He said he heard about the allegations from DCSM Calista Michaud who functions as one of the assistant house managers. He said Ms. Michaud has firsthand knowledge as she witnessed the incidents.

I interviewed DCSM Calista Michaud who functions as an assistant house manager, and she said it has happened several times. Ms. Michaud explained DCSM Christina Roberts will ask Resident A to do something and when Resident A does not immediately comply with the request, Ms. Roberts will yell at her and tell her to get up and “go to the fucking bathroom” or “go to your fucking room.” Ms. Michaud said she has heard Ms. Roberts yell at Resident A to “go to the fucking bathroom” once and “go to your fucking room” twice.

Ms. Michaud stated Resident A talks to herself and will narrate out loud what she sees DCSMs doing. She said when Ms. Roberts hears Resident A do this it upsets Ms. Roberts, and she tells Resident A to “talk in her head” or “do it internally.” Ms. Michaud said when Resident A does not comply with Ms. Roberts’ request, Ms. Roberts yells at Resident A to stop narrating what she is witnessing DCSMs doing out loud. Ms. Michaud stated she has witnessed this happen approximately twice a week for the past three weeks. Ms. Michaud said she has also witnessed Ms. Roberts smack the table to get Resident A’s attention twice and both times it startled her and the residents. She said she first witnessed Ms. Roberts smack the table to get Resident A’s attention approximately two months ago and again last month. Ms. Michaud stated she could not recall the specific dates these two incidents occurred. Ms. Michaud said Mr. Roberts told her she smacked the table because Resident A was not listening when Ms. Roberts was telling Resident A to eat slower and take a drink. Ms. Michaud acknowledged DCSMs often must speak up so Resident A hears them. She said this is so Resident A can hear them over the voices in her head. Ms. Michaud stated there is a distinction between speaking up and yelling and Ms. Roberts yells at Resident A.

Ms. Michaud said she confronted Ms. Roberts when she heard her yell and cuss at Resident A. She also verbally redirected Ms. Roberts when witnessing Ms. Roberts smack the table to get Resident A's attention. Ms. Michaud stated she did not complete an *AFC Licensing Division – Incident / Accident Report* after witnessing the abovementioned incidents but did inform management.

I reviewed the written information emailed from Ms. Michaud to assistant director Rebecca Lindsey regarding the incidents she witnessed. The email was dated 12/31/2022. Ms. Michaud disclosed hearing Ms. Roberts call Resident A “a pig” (in reference to how Resident A ate her dinner). Ms. Michaud documented hearing Ms. Roberts tell Resident A to “shut up”, “go to your fucking room”, and “go to the fucking bathroom.” Ms. Michaud added she heard Ms. Roberts tell Resident A to “shut up” even when Ms. Roberts had not interacted with Resident A the entire shift. Ms. Michaud said Ms. Roberts often takes Resident A's puzzles or magazines away from her “almost immediately” after asking Resident A to do something, then continues to follow Resident A around the facility, badgering and yelling at her while Resident A is doing what Ms. Roberts had asked her to do.

Ms. Michaud reported having to stand between Resident A and Ms. Roberts while Resident A eats meals, so Ms. Roberts does not yell at Resident A. Ms. Michaud reported Ms. Roberts has stated she has no patience for Resident A when it comes to Resident A having conversations out loud with herself. Ms. Michaud reported Ms. Roberts disclosed to her, while giving Ms. Roberts a ride to work the week of 01/10/2023, “[Resident A] lives to eat another day and I mean it in the nicest way possible.” Ms. Michaud reported Ms. Roberts repeated this statement again in the living room and added comments about Resident A coming back and talking too much and anticipating bad behavior from Resident A. Ms. Michaud reported Ms. Roberts disclosed to her she loves to complete Resident A's daily notes and most of them say Resident A was “ornery or disrespectful” when other DCSMs indicate Resident A was pleasant overall and had a good day.

I interviewed DCSM Ashley Hardenburgh who functions as an assistant house manager. Ms. Hardenburgh said she has heard Ms. Roberts raising her voice at Resident A on multiple occasions. Ms. Hardenburgh stated one time she was washing dishes and heard Ms. Roberts slap the table with an open palm to get Resident A's attention. She said it startled her when Ms. Roberts slapped the table so she could not imagine how Resident A felt. Ms. Hardenburgh said she told Ms. Roberts never to slap the table to get Resident A's attention again. She said Ms. Roberts does not have patience when working with Resident A. Ms. Hardenburgh said she has never heard Ms. Roberts use vulgar language when raising her voice at Resident A.

I interviewed DCSM Haley Niles. Ms. Niles stated she has seen Ms. Roberts yell at Resident A and heard her tell Resident A to “shut her damn mouth.” Ms. Niles said Resident A tends to talk to herself and it bothers Ms. Roberts. She said Ms. Roberts is always saying she does not know how Ms. Niles can handle Resident A talking to herself all the time. Ms. Niles stated she tells Ms. Roberts to “block it out, [Resident A]

is being good, keeping to herself, and is not bothering anybody.” Ms. Niles stated Ms. Roberts responded, “Well it bothers me.”

I interviewed Resident B and she said she has not heard Ms. Roberts use vulgar or offensive language when speaking to Resident A. Resident B said she has not heard Ms. Roberts yell at Resident A.

I interviewed Resident A two separate times during the onsite investigation. During the initial interview, Resident A requested Mr. Todd be present. Resident A stated she gets along well with Ms. Roberts. She said Ms. Roberts is “nice” and has never used vulgar or offensive language when speaking to her. Resident A stated Ms. Roberts is the “kindest and sweetest” DCSM working at the facility.

I interviewed Rebekah Lindsey who functions as the assistant director of services for McBride AFC homes in the area and she said she suspended Ms. Roberts pending the outcome of the investigation. She said Ms. Roberts was suspended on 12/29/2022.

I interviewed Resident A a second time and Ms. Lindsey was present during the interview. Resident A once again indicated Ms. Roberts is “nice” to her. Resident A stated Ms. Roberts may have told her to “shut the fuck up and go to her room” and/or “shut the fuck up and go to the bathroom” on several occasions but stated “she did not mean it.” Resident A again said Ms. Roberts “didn’t mean it if she did.” Resident A said she could not remember Ms. Roberts slapping the table with the palm of her hand to get her attention.

Recipient rights advisor Sarah Watson interviewed DCSM Christina Roberts on 01/09/2023 and emailed me her interview notes on 01/10/2023. The notes indicated Ms. Watson asked Ms. Roberts to tell her what happened. Ms. Roberts said, “I am human, I make mistakes, I love my job.” Ms. Roberts continued by stating when she said Resident A “lives to eat another day”, she did not say it in front of Resident A nor any of the other residents. Ms. Roberts told Ms. Watson she smacked the counter to get Resident A to listen or slow down so she would not choke on her food. Ms. Roberts continued by stating she “never tried to interfere with [Resident A]’s right to eat and it was never her intention to scare anyone.”

Ms. Roberts told Ms. Watson, “Yes, I have yelled at [Resident A] when she was being difficult.” Ms. Roberts went on to explain to Ms. Watson Resident A will scream, yell, and swear. Ms. Roberts told Ms. Watson, “Yes, I have told [Resident A] to “shut the fuck up and go to her room”. Ms. Roberts told Ms. Watson she has been told by other DCSMs to back off. Ms. Roberts admitted to Ms. Watson she does “get aggressive with her words and loses her patience with [Resident A].”

I received an email from assistant director Rebecca Lindsey on 01/11/2023 indicating a decision was made to terminate Christina Roberts’ employment with McBride Quality Services. Ms. Roberts was terminated on 01/10/2023.

I conducted an exit conference with licensee designee Kent Vanderloon informing him a violation was established because of this special investigation and requesting a corrective action plan (CAP) be provided to licensing within the required timeframe.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	<p>(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:</p> <p>(f) Subject a resident to any of the following:</p> <p>(i) Mental or emotional cruelty.</p> <p>(ii) Verbal abuse.</p> <p>(iv) Threats.</p>
ANALYSIS:	<p>Based on the information gathered during this special investigation through review of documentation and interviews with direct care staff members (DCSMs) Fred Todd, Calista Michaud, Ashley Hardenburgh, Haley Niles, Resident A, Resident B, assistant director of services for McBride AFC Homes in the area Rebekah Lindsey, and recipient rights advisor Sarah Watson there is evidence indicating DCSM Christina Roberts used derogatory remarks and inappropriate language when speaking to Resident A on multiple occasions. DCSM Christina Roberts also physically slapped the table to get Resident A's attention rather than speaking with her in an appropriate manner.</p>
CONCLUSION:	VIOLATION ESTABLISHED

