



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 14, 2025

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

RE: License #: AL180079112
Investigation #: 2025A0360029
McBride Main Street Living

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 (866) 865-0006.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist".

Matthew Soderquist, Licensing Consultant
Bureau of Community and Health Systems
Ste 3
931 S Otsego Ave
Gaylord, MI 49735
(989) 370-8320

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL180079112
Investigation #:	2025A0360029
Complaint Receipt Date:	05/16/2025
Investigation Initiation Date:	05/19/2025
Report Due Date:	07/15/2025
Licensee Name:	McBride Quality Care Services, Inc.
Licensee Address:	3070 Jen's Way Mt. Pleasant, MI 48858
Licensee Telephone #:	(989) 772-1261
Administrator/Licensee Designee:	Kent Vanderloon, Designee
Name of Facility:	McBride Main Street Living
Facility Address:	360 E Main Farwell, MI 48622
Facility Telephone #:	(989) 588-3520
Original Issuance Date:	01/27/1998
License Status:	REGULAR
Effective Date:	12/20/2024
Expiration Date:	12/19/2026
Capacity:	14
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Residents were yelled at by staff.	No

III. METHODOLOGY

05/16/2025	Special Investigation Intake 2025A0360029
05/19/2025	Special Investigation Initiated - Letter Sarah Watson ORR
05/19/2025	Contact - Face to Face DCSM Crystal Battles, Nicole Decker, Kim Nagy, Assistant Home Manager Megan Bayes, Angela Mason, Home Manager Rachel Blain, Administrator Becky Lindsey, ORR Sarah Watson
05/19/2025	Inspection Completed On-site DCSM Stephanie Davis, Resident A, Resident B, Resident C.
07/14/2025	Exit Conference

ALLEGATION:

Residents were yelled at by staff.

INVESTIGATION:

On 5/19/25, I conducted a face-to-face interview with administrator Becky Lindsey at Central Michigan Community Mental Health with recipient rights officer Sarah Watson. Ms. Lindsey stated she was not aware of any complaints regarding staff yelling at any of the residents. Ms. Lindsey provided a staff schedule for the month of May. I then interviewed direct care staff member (DCSM) Megan Bayes. Ms. Bayes stated she works in the afternoons. She stated there are a couple of the residents who wear noise cancelling headphones for sensory issues so staff will talk loudly to those residents, however they are not yelling at them to be mean or disrespectful they are just talking louder so the residents can hear or get their attention. I then interviewed DCSM Crystal Battles. Ms. Battles stated she has never heard any of the staff being disrespectful or yelling at residents. She stated the staff do not raise their

voice or talk in a disrespectful manner. She stated no staff or residents have complained to her about any residents being yelled at. She stated she has never heard any of the staff swear at residents. She stated one resident used to wear noise cancelling headphones while helping to clean but they haven't worn them for a couple of months. I then interviewed DCSM Nicole Decker. Ms. Decker stated she gets along well with all the residents. She stated she has not witnessed any issues related to residents getting yelled at by staff. She stated she has never seen any staff raise their voice to residents, swear, or be disrespectful in any way. I then interviewed DCSM Angela Mason. Ms. Mason stated all staff get along well with the residents. She stated staff do not raise their voice to any residents. She stated she has heard staff swear but it was to each other and not related to any residents or swearing at them. Ms. Mason stated Resident A will occasionally wear noise cancelling headphones and ear plugs that impact her ability to hear staff. I then interviewed DCSM Kim Nagy. Ms. Nagy stated she has not heard of any issues related to staff yelling at residents. She stated Resident A would sometimes ignore staff when they try talking to her, but it was usually when she was wearing noise cancelling headphones while she was cleaning but that she no longer wears them. I then interviewed the home manager Rachel Blain. Ms. Blain stated that the staff are always polite to all the residents. She stated no one has ever raised their voice to Resident A or any of the other residents.

On 5/19/25, I conducted an onsite inspection at the facility. DCSM Stephanie Davis stated that staff get along well with all the residents. She stated she does not yell or swear at any of the residents. Ms. Davis stated that all the staff are very caring.

While at the facility, I interviewed Resident A. Resident A stated all the staff treat her well. She stated they do not yell or swear and that all the staff are polite. I then interviewed Resident B. Resident B stated the staff are nice. She stated there is no yelling and the staff do not swear at residents. I then interviewed Resident C. Resident C stated she likes living at the facility. She stated she loves the staff and there is no yelling or swearing.

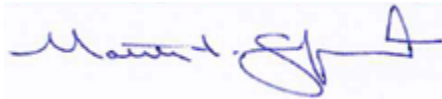
APPLICABLE RULE	
R 400.15305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.

ANALYSIS:	Interviews with Ms. Lindsey, Ms. Bayes, Ms. Battles, Ms. Decker, Ms. Mason, Ms. Nagy, Ms. Blain, Ms. Davis, Resident A, B, and C revealed that staff do not yell at residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 7/14/25 I conducted an exit conference with Kent Vanderloon. Mr. Vanderloon concurred with the findings of the investigation.

IV. RECOMMENDATION

I recommend no change in the status of the license.

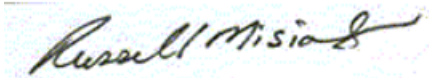


7/10/25

Matthew Soderquist
Licensing Consultant

Date

Approved By:



7/14/25

Russell B. Misiak
Area Manager

Date