



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

August 8, 2025

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

RE: License #: AS290404417  
Investigation #: 2025A0622052  
Woodhaven AFC

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) 335-5985.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amanda Blasius', written in a cursive style.

Amanda Blasius, 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**

<b>License #:</b>	AS290404417
<b>Investigation #:</b>	2025A0622052
<b>Complaint Receipt Date:</b>	07/11/2025
<b>Investigation Initiation Date:</b>	07/14/2025
<b>Report Due Date:</b>	09/09/2025
<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>	Woodhaven AFC
<b>Facility Address:</b>	1015 S. St. John Ithaca, MI 48847
<b>Facility Telephone #:</b>	(989) 388-4029
<b>Original Issuance Date:</b>	11/20/2020
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/20/2025
<b>Expiration Date:</b>	05/19/2027
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On July 5, 2025, staff Danielle Racalla had a physical and verbal altercation with Resident A, requiring staff intervention.	Yes

## III. METHODOLOGY

07/11/2025	Special Investigation Intake 2025A0622052
07/14/2025	Special Investigation Initiated – email sent to Recipient Rights officer, Angela Loiselle.
07/22/2025	Inspection Completed On-site
07/24/2025	Contact - Telephone call made
08/01/2025	Inspection Completed-BCAL Sub. Compliance
08/07/2025	Exit conference with licensee designee, Kent Vanderloon. Voicemail left.
08/11/2025	APS referral made

**ALLEGATION: On July 5, 2025, staff Danielle Racalla had a physical and verbal altercation with Resident A, requiring staff intervention.**

### **INVESTIGATION:**

On 07/11/2025, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, The Office of Recipient Rights received a complaint that on 7/5/25, direct care worker (DCW), Danielle Racalla engaged in a conflict in the basement of the AFC home with Resident A. According to the complaint, DCW Taylor Hopkins witnessed direct care worker DCW Danielle Racalle use profanity towards Resident A and then DCW Racalle put her hands on Resident A in a physically aggressive way. The complaint stated that DCW Hopkins had to step in between Resident A and DCW Racalle and forcefully separate them.

On 07/14/2025, an email was sent to Recipient Rights officer, Angela Loiselle to obtain more information regarding the allegations.

On 07/22/2025, I conducted an unannounced onsite investigation at Woodhaven AFC and I interviewed Montcalm Care Network, caseworker Melissa Bolanos and behavioral specialist, Julie Rasmussen, who were both at the facility. Both reported

that they were aware of the incident between Resident A and DCW Danielle Racalla. Caseworker, Ms. Bolanos stated that Resident A has been having more outbursts recently because she wants to move out of the home. Julie Rasmussen stated that Resident A can get very upset, but if staff let her go to her room to calm down this is the preferred option. She also stated that staff need to stay calm and neutral throughout Resident A's outbursts. Melissa Bolanos and Julie Rasmussen reported that they plan to provide more hands-on training for direct care workers.

On 7/22/2025, I interviewed direct care worker, Cindy Robinson who identified her role as the home manager. DCW Robinson stated that she was not at the home during the incident but heard that Resident A was very upset. She stated that Resident A can get very upset and goes from "0-100 when mad." DCW Robinson stated that she heard the incident occurred in the basement of the home and Resident A was reporting suicidal thoughts and wanted to get her fishing pole in the basement.

On 7/22/2025, I interviewed direct care worker, Taylor Hopkins in person. She stated that on 7/5/2025, Resident A was upset over miscommunication on her phone chart. DCW Hopkins reported that Resident A was threatening to run away and was threatening to hurt staff and herself. She explained that Resident A was packing her belongings and wanted to get her fishing pole and tackle box in the basement. DCW Hopkins stated that Resident A ran to the basement and DCW Danielle Racalla followed Resident A to the basement. DCW Hopkins stated that she heard DCW Racalle tell Resident A that she can't have her fishing pole and tackle box due to her threatening to hurt herself. DCW Hopkins stated she could hear yelling from the basement from both Resident A and DCW Racalle, therefore she went down to the basement to assist. DCW Hopkins stated that she heard Resident A state the following: "It's my fucking stuff, I can have it when I want it." DCW Hopkins explained that she then heard DCW Racalle state: "I can't fucking give it to you" and then stepped right up to Resident A's face. DCW Hopkins stated that she was telling Resident A to calm down, along with DCW Racalle. She explained that Resident A was starting to follow her towards the stairs and calming down some, but DCW Racalle continued to engage with Resident A. DCW Hopkins reported that Resident A then grabbed DCW Racalle's upper arms and then DCW Racalle grabbed Resident A's upper arms too. DCW Hopkins stated that she observed DCW Racalle slam Resident A into the fridge and hallway wall. DCW Hopkins explained that she told DCW Racalle to let go of Resident A but DCW Racalle would not. DCW Hopkins stated that since DCW Racalle would not let go of Resident A despite her verbal de-escalation prompts, DCW Hopkins stated she went up under their arms to get in between them. DCW Hopkins stated that Resident A let go first and then went upstairs to her room. DCW Hopkins explained that she was not sure about any marks left on Resident A. She reported that Resident A then eloped and DCW Hopkins followed her on foot while DCW Racalle followed behind in the van. DCW Hopkins reported that Resident A went to the police station and turned herself in for putting her hands on DCW Racalle. DCW Hopkins stated that both her and DCW Racalle followed her into the police station. DCW Hopkins explained that the officer

told her that DCW Racalle would need to press charges against her first and DCW Racelle denied wanting to press charges against Resident A. DCW Hopkins reported that Resident A got into the van and returned to the home. Resident A attempted to call a homeless shelter and Montcalm Care Network on-call to find another place to sleep overnight. DCW Hopkins explained that Resident A remained at the AFC for the night, refused her 5pm medications, but took her night medications. DCW Hopkins reported that Resident A calmed down when returning and spent most of the rest of her shift in her bedroom.

On 07/22/2025, I interviewed direct care worker, Tara Thompson in person. She reported that she was working on 7/5/25 and she stated that Resident A was in a behavior and was angry at everything. DCW Thompson stated that she was on the phone with a manager during the incident and was on the main floor in the living room area. DCW Thompson explained she heard yelling from both Resident A and DCW Racalle in the basement, but could not tell who was who, as both voices were very loud. DCW Thompson stated that she heard yelling, but could not tell who was swearing. DCW Thompson stated that she did not view any of the argument and only heard it from upstairs. DCW Thompson stated that usually Resident A likes DCW Racalle. She explained that DCW Racalle is a strong behavioral staff member but can swear and get argumentative. DCW Thompson reported that Resident A eloped, but direct care workers followed her and returned her home. DCW Thompson explained that Resident A took her night medications but refused dinner.

On 07/22/2025, I interviewed Resident A in person. Resident A reported that on 7/5/25, she was trying to get a paper signed for her phone log and DCW Racelle would not sign the form. Resident A stated that DCW Thompson stepped in and said they were done talking about the phone log and we would discuss it later. Resident A reported that she became upset, told them she was "done with this place" and started packing up and was going to leave. Resident A reported that she went downstairs to look for her suitcase and fishing pole/tackle box. Resident A explained that DCW Racalle said to her "what are you doing, you can't be in this room with all the documents." Resident A reported that she started going upstairs and DCW Racalle was following her. Resident A reported that she said to DCW Racalle "you don't need to be following me" and then she shoved DCW Racalle on the shoulder. Resident A stated that she then got in DCW Racalle's face and said "you don't need to be following me." Resident A reported that DCW Racalle then got in her face, which caused Resident A to grab DCW Racalle's upper arms, push her up against the freezer and put her nails into her. Resident A stated that DCW Racalle then put her hands on her and Resident A stated she said to her "you need to let go of me." Resident A explained that then DCW Taylor Hopkins put her arms on top of theirs and told them to stop. Resident A reported that she then let go of DCW Racalle. Resident A stated she did not have any bruises or marks from her from this interaction. Resident A stated that she then went upstairs, yelled that she was leaving and never coming back. Resident A reported that she walked to the police station which is one mile and DCW Hopkins followed her on foot and DCW Racalle followed in the van. Resident A explained that she turned herself into the police for

putting her hands on DCW Racalle, but the police could not do anything. Resident A explained that DCW Racalle did not want to press charges against her, therefore she returned to the AFC home with the staff members. Resident A denied DCW Racalle swearing at her and stated that she did apologize to her. Resident A reported that she is now good with direct care worker Danielle Racalle and feels safe around her.

On 07/22/2025, I interviewed direct care worker, Danielle Racalle in person. DCW Racalle stated that Resident A came to her regarding her phone paper plan but didn't want to listen to what DCW Racalle was telling her about this. DCW Racalle reported that another staff member stepped in and ended the conversation. DCW Racalle stated that Resident A then started threatening staff members and started packing her belongings to leave. DCW Racalle explained that Resident A marched downstairs and she followed her. DCW Racalle reported that she tried getting Resident A to come back upstairs, but she went into the storage room where personal resident documents are stored. DCW Racalle stated that Resident A wanted her fishing pole and tackle box, but she could not give it to her since she was threatening to hurt herself and staff. DCW Racalle reported that she told Resident A that she can't give that to her. She explained that Resident A got in her face and pushed her up against the freezer, along with putting her nails into her arms. DCW Racalle reported that she did put her hands on her shoulders to help stand her ground and not fall over. DCW Racalle explained that another staff member DCW Hopkins came down and tried to get in-between both of them. DCW Racalle reported that she told Resident A to let go of her. DCW Racalle stated that she let go of Resident A first and then Resident A went upstairs. DCW Racalle reported that she did raise her voice to Resident A's level and stated, "I may have swore." DCW Racalle reported that she does not remember what she said. DCW Racalle reported that Resident A then eloped and she followed her in the van to the police station. Resident A wanted to turn herself in for putting her hands on her, but DCW Racalle stated that she did not want to press charges against Resident A. DCW Racalle reported that Resident A rode back in the van and was calm at that time. DCW Racalle stated that the next day they both apologized and have a good relationship still. DCW Racalle denied pushing Resident A back or using any force and stated that she put her hands on her shoulders for balance.

On 07/24/2025, I interviewed Recipient Rights officer, Angela Loiselle via phone. Ms. Loiselle stated that during her interviews DCW Danielle Racalle reported that she did swear at Resident A.

On 07/22/2025, Resident A's *Assessment Plan for AFC Residents* was reviewed and documented the following:.

*"Understands verbal communication: Appears to understand but gets upset frequently when having conversations with others.*

*Controls aggressive behavior: verbally aggressive sometimes*

*Gets along with others: most of the time, if there is a conflict with another consumer, staff need to redirect.*

*Exhibits self-injurious behavior: Threatens self-harm when upset. No action”*

<b>APPLICABLE RULE</b>	
<b>R 400.14307</b>	<b>Resident behavior interventions generally.</b>
	<b>(1) A licensee shall ensure that methods of behavior intervention are positive and relevant to the needs of the resident.</b>
<b>ANALYSIS:</b>	Based on interviews with direct care workers, Resident A and Montcalm Care Network case worker and behavioral specialist, I determined that direct care worker Danielle Racalle did not use a behavioral intervention that was positive, nor relevant to the needs of Resident A. Direct care worker Danielle Racalle admitted to raising her voice to Resident A's level and also reported that she might have swore at Resident A. Intervention from direct care worker Taylor Hopkins was needed to de-escalate the situation, as direct care worker Danielle Racalle did not leave the argument on her own or attempt to verbally de-escalate Resident A.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### **IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend that the status of the license remains the same.



08/07/2025

Amanda Blasius  
Licensing Consultant

Date

Approved By:



08/08/2025

Dawn N. Timm  
Area Manager

Date