



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

June 28, 2024

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

RE: License #: AS540255143  
Investigation #: 2024A1029049  
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. 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". The script is cursive and fluid, with the first letter of each word being capitalized and prominent.

Jennifer Browning, Licensing Consultant  
Bureau of Community and Health Systems  
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>	AS540255143
<b>Investigation #:</b>	2024A1029049
<b>Complaint Receipt Date:</b>	05/10/2024
<b>Investigation Initiation Date:</b>	05/10/2024
<b>Report Due Date:</b>	07/09/2024
<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 #3
<b>Facility Address:</b>	3414 W. 17 Mile Road, Barryton, MI 49305
<b>Facility Telephone #:</b>	(989) 382-7399
<b>Original Issuance Date:</b>	05/30/2003
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/06/2023
<b>Expiration Date:</b>	11/05/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
Direct care staff member Jessica Robinson was bragging that she sprayed Resident A “like a dog” because she came out of her bedroom at night.	Yes

## III. METHODOLOGY

05/10/2024	Special Investigation Intake 2024A1029049
05/10/2024	Special Investigation Initiated – Telephone to Rebecca Lindsey
05/13/2024	Contact - Document Received from Rebecca Lindsey
05/15/2024	Inspection Completed On-site - Face to Face with Rebecca Lindsey, Fred Todd, Resident A, Resident B, Resident C, Resident D Resident E at McBride #3
05/17/2024	Contact - Telephone call made to direct care staff members Autum Krupinski, Michele Schultz, Resident A, Fred Todd, Chelsea Rehkoph, Dora Cotter, Pamela BanSyckle, Jessica Robinson with ORR Ms. Hohner
05/23/2024	Contact - Document Received Email from Rebecca Lindsey
05/28/2024	Contact - Face to Face with Becky Lindsey
06/18/2024	APS Referral made to Centralized Intake
06/20/2024	Contact - Document Received from APS Mr. Hawkins
06/23/2024	Contact - Document Received from ADOS Rebecca Lindsey
06/26/2024	Contact - Document Sent – Email to Sheriff Dept. Brian Miller requesting police report
06/26/2024	Contact - Telephone call received from APS Adam Hawkins
06/27/2024	Contact - Document Sent - Email to ORR Ms. Hohner
06/28/2024	Contact – Telephone call to licensee designee Kent Vanderloon, Mecosta County Sherriff’s office – Deputy Karen Hard, left message, APS Adam Hawkins, left message

06/28/2024	Exit conference with licensee designee Kent Vanderloon, also sent email to Mr. Vanderloon and Ms. Lindsey
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**ALLEGATION:** Direct care staff member Jessica Robinson was bragging that she sprayed Resident A “like a dog” because she came out of her bedroom at night.

**INVESTIGATION:**

On May 10, 2024, a complaint was received via Bureau of Community and Health Systems online complaint system with allegations direct care staff member Jessica Robinson was bragging that she sprayed Resident A “like a dog” because she came out of her bedroom at night. According to the allegations, Ms. Robinson informed direct care staff member Michelle Schultz that she “sprayed her like a dog” with air freshener because she would not stay in her room.

On May 10, 2024, I interviewed Associate Director of Services, Rebecca Lindsey who stated she suspended Ms. Robinson immediately when these allegations came out pending the investigation on May 9, 2024. Ms. Lindsey stated Ms. Robinson allegedly sprayed Resident A on the chin and chest area with air freshener because she would not stay in her bedroom. Ms. Lindsey stated Ms. Robinson informed her she was spraying Lysol on the door handles and she “may have gotten her hand”. Ms. Lindsey stated Resident A has schizophrenia and sometimes she feels the direct care staff members do not know how to handle her but Resident A is very honest and she does not believe she would make this up. Ms. Lindsey stated there have been no previous incidents with Ms. Robinson and she has been employed for about 8-9 months. Ms. Lindsey stated direct care staff member Autum Krupinski was the midnight staff member who heard Resident A state, “don’t spray me like a dog” and when she turned around Ms. Robinson was standing there and the aerosol can was on the dresser.

On May 15, 2024 I completed an unannounced on-site investigation at McBride #3 and met with Ms. Lindsey and direct care staff member whose role is home manager, Fred Todd.

During the on-site investigation, I reviewed Resident A’s *Assessment Plan for AFC Residents* which stated she relies on a walker as an assistive device. Under the section titled “Gets along with others”, Resident A’s Assessment Plan for AFC Residents documented the following: “She can but her mental illness is a barrier in this; staff need to assure it is [Resident A] talking not other voices / people. Under the section titled Controls Aggressive Behavior: Verbally aggressive with housemates and staff at times.” I was able to verify Ms. Robinson completed all required licensing trainings on August 22, 2023. I reviewed a “Coach and Counsel” written by Ms. Lindsey and signed by Ms. Robinson on May 9, 2024 with the following information:

*"Behavior / Misconduct: It was reported you were telling your coworker that on your midnight shift on 5/4/24 that a consumer kept wanting to come out of their bedroom and you sprayed her like a dog when asking the consumer about this she was hesitant to tell but she did report last weekend when she stayed up on evenings that when she would open her door you sprayed her with air freshener.*

*We as a company are contracted by the state of Michigan to provide a safe environment and general well-being to the consumers we serve. By you spraying a consumer puts the company out of compliance with the state agencies and at risk of losing the contract license to operate the home.*

*On 5/9/24 you admitted that you were spraying the laundry baskets and door handles and may have got her hand with Lysol. You are suspended without pay pending a full investigation. Any further company policy violations will result in your suspension.*

According to Resident A's Community Mental Health Person Centered Plan (PCP) staff will "provide care to her each day to ensure her health and safety at all times staff will complete documentation daily staff will encourage prompt assist and praise [Resident A] with her goals staff will use gentle teaching skills when interacting with [Resident A]."

I interviewed Resident A who stated Ms. Robinson sprayed her with air freshener in the chest and face. Resident A stated she did this several times because she would not stay in her room when Ms. Robinson told her it was nighttime. Resident A stated she could not sleep and wanted to leave her bedroom. Resident A stated this has never happened before. Resident A stated she likes the other direct care staff members and Mr. Todd.

I interviewed Resident B. Resident B stated the direct care staff members are nice to her and she likes them helping her out. Resident B stated she has never heard Ms. Robinson or any other direct care staff members be disrespectful to any of the residents. Resident B stated she has never observed or heard anyone say they were sprayed with air freshener.

On May 17, 2024, ORR Ms. Hohner and I interviewed direct care staff member Autum Krupinski. Ms. Krupinski stated she worked the midnight shift on May 4, 2024 with Ms. Robinson. Ms. Krupinski stated she was in a chair with her back toward Ms. Robinson and Resident A who were in the back hallway. Ms. Krupinski stated she heard Resident A say, "don't spray me with air freshener" so she turned and observed the can of air freshener was on Resident C's dresser (which is in the hallway) but not in Ms. Robinson's hand. Ms. Krupinski stated Ms. Robinson was not close enough to the spray to grab it because she was about three feet away from it. Ms. Krupinski stated she has never observed her spray residents with anything before and she has regularly worked with Ms. Robinson since September 2023. Ms. Krupinski stated after Resident A told Ms. Robinson not to spray her, Ms. Robinson said, "I'm not" and since she did not see anything, she just turned around. Ms. Krupinski stated Ms. Johnson was trying to get Resident A to go back to her room because it was nighttime. Ms. Krupinski stated she does not know what time this occurred because Resident A was up and down all night

until 5 AM. Ms. Krupinski stated sometimes Resident A will say something that is not true so she did not think anything of it. Ms. Krupinski stated she did not smell air freshener.

On May 17, 2024, ORR Ms. Hohner and I interviewed direct care staff member Michele Schultz. Ms. Schultz stated she was working with two other direct care staff on May 6, 2024. Ms. Schultz stated Ms. Robinson came by the facility even though she was not on the schedule. Ms. Schultz stated she was on the porch with Ms. Robinson when Ms. Robinson informed her on May 4, 2024, while she was working, Resident A was being a “pain in the butt, nothing but a behavior, and wouldn’t stay in her room” so said she went and got a spray bottle and “sprayed her like a dog.” Ms. Schultz stated she said “What?” and then Ms. Robinson repeated she went to get a water bottle and she sprayed her like a dog and Resident A screeched and said, “do not spray me with aerosol” and laughed that Resident A screeched. Ms. Schultz stated they have cleaning products but they do not have a regular water bottle with a spray used for cleaning. Ms. Schultz said she did not ask Resident A about it but reported it to Ms. Lindsey right after Ms. Robinson reported this to her. Ms. Schultz state she notices Ms. Robinson will use her “Mom tone” with Resident A and raise her voice when speaking to her but she has never observed Ms. Robinson spray Resident A with anything.

On May 17, 2024, ORR Ms. Hohner and I interviewed Resident A who again disclosed the same incident as she did during my on-site investigation.

On May 17, 2024, ORR Ms. Hohner and I interviewed direct care staff member whose current role is home manager, Fred Todd. Mr. Todd stated he was informed by Ms. Schultz that Ms. Robinson sprayed Resident A. Mr. Todd stated Resident A also made a comment while talking to herself stating, “she sprayed me in the face.” Mr. Todd stated she did not say Ms. Robinson’s name while she was saying this, but just said “she”.

On May 17, 2024, ORR Ms. Hohner and I interviewed direct care staff member Chelsea Rehkoph. Ms. Rehkoph stated on May 8, 2024 she overheard Resident A talking to herself about being sprayed. Ms. Rehkoph stated she asked Resident A what she meant and Resident A stated she was sprayed by Ms. Robinson. Ms. Rehkoph stated after hearing this she reported these concerns to Ms. Lindsey. Ms. Rehkoph stated she does not know Ms. Robinson well enough to know if she would do or not, but she does not think any direct care staff members would make something like this up. Ms. Rehkoph stated Resident A will not state accusations which are not true. Ms. Rehkoph stated Resident A has schizophrenia and she has multiple personalities, however, she believes this has occurred because Resident A has been “up and down with her emotions” since this occurred.

On May 17, 2024, ORR Ms. Hohner and I also interviewed direct care staff members Dora Cotter and Ms. BanSyckle. Ms. Cotter and Ms. BanSyckle both stated they did not work with Ms. Robinson often however both stated Resident A is honest and they doubt

she would make up these allegations. Ms. Cotter stated she believes Resident A is a reliable reporter.

On May 17, 2024, ORR Ms. Hohner and I interviewed direct care staff member Jessica Robinson. Ms. Robinson stated she was spraying the laundry baskets and the door since there was sickness and COVID recently and Resident A walked through the door and into the mist of the Lysol. Ms. Robinson stated Resident A stated, "stop spraying me in the face with air freshener and stop treating me like a dog". Ms. Robinson stated she told Resident A to go to bed after this because this was around 3 AM and she had been up for more than 24 hours. Ms. Robinson stated the other direct care staff member Ms. Krupinski was sleeping in the recliner while this was occurring. Ms. Robinson stated she talked to a direct care staff member, Ms. Schultz, about Resident A's behaviors and she said, "she probably didn't word it the right way". Ms. Robinson stated she told Ms. Schultz that Resident A told her to stop spraying her with air freshener and stop treating her like a dog. Ms. Robinson stated her wording does not come out the right way and she probably "left out some words" because it was a horrible week. Ms. Robinson stated she did not say that since Resident A would not stay in her room, she sprayed her like a dog. Ms. Robinson stated she informed Ms. Schultz Resident A walked into the spray. Ms. Robinson stated it was Lysol and she walked into the mist so it's possible some of it did get on her if she touched the wet door handle that she just sprayed. Ms. Robinson stated she did see Resident A that day, gave her a bear hug and she was fine. Ms. Robinson stated she did apologize when she walked into the air freshener. Ms. Robinson stated she sprayed the outside of the door. Ms. Robinson stated the bottle she was using was white and blue.

On May 23, 2024 I received an email from Rebecca Lindsey. Ms. Lindsey stated Ms. Krupinski was not sleeping because Ms. Krupinski informed her Resident A had a sleepless night and she informed her she came out of her room around 1 or 2 AM asking for breakfast and she explained to her it was not time for breakfast. Ms. Lindsey stated Ms. Krupinski was completing the menus for McBride #3 during the night and also completed a shift progress note at 7:30 AM with a summary of Resident A being up and down all night before quieting down at 5 AM and then getting up at 7:20 AM. Ms. Lindsey stated there have never been concerns Ms. Krupinski has fallen asleep while working third shift.

On June 20, 2024, I received a call from Adult Protective Services (APS) specialist, Adam Hawkins. Mr. Hawkins stated he completed an on-site investigation and Resident A informed him Ms. Robinson sprayed her with air freshener from a can. Mr. Hawkins stated he asked Mr. Todd to get the Lysol can and they showed it to her and asked if that was the can and she said "yes". Mr. Hawkins stated Resident A was clear she was sprayed "every time she tried to leave her room." Mr. Hawkins stated Resident A stated she was sprayed in the mouth / chin / neck area as well. Mr. Hawkins stated he also spoke with Mr. Todd and he also thought it likely happened. Mr. Hawkins stated Ms. Robinson resigned from her position at McBride #3 on June 18, 2024.



On June 23, 2024, Ms. Lindsey sent an email notifying that APS did interview Resident A and her story was consistent with her previous disclosures of being sprayed with the air freshener. Ms. Lindsey stated APS turned the concerns over to law enforcement and Mecosta County Sheriffs Department Deputy Karen Hard came to McBride #3 to investigate the concerns.

On June 28, 2024, I interviewed licensee designee Kent Vanderloon. Mr. Vanderloon stated they stated they initially did not think there would be a substantiation from Recipient Rights so they had set plans to transfer Ms. Robinson and she declined to transfer and quit her job. Mr. Vanderloon stated he does not know about any previous concerns with Ms. Robinson's treatment of the residents.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</b> <b>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</b> <b>A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</b>

<b>ANALYSIS:</b>	Based on the interviews with Ms. Lindsey, Ms. Krupinski, Ms. Rehkopf, Ms. Schultz, and Mr. Todd it does not appear Ms. Robinson treated Resident A with respect and dignity when she sprayed her with air freshener because she would not stay in her bedroom. Ms. Schultz was informed by Ms. Robinson that Resident A was being a "pain in the butt, nothing but a behavior, and wouldn't stay in her room so said she went and got a spray bottle and sprayed her like a dog." Both Mr. Todd and Ms. Rehkoph heard Resident A make comments about being sprayed although she did not state Ms. Robinson's name. I interviewed Resident A on May 15, 2024 during my on-site and she was clear that she was sprayed and motioned to her neck and chest area. Resident A was consistent with her disclosure that Ms. Robinson sprayed her with air freshener because she would not stay in her room when she was interviewed by myself, Ms. Hohner, APS Mr. Hawkins, and Deputy Hard. Direct care staff member Ms. Robinson no longer works for McBride #3 and will have no further contact with Resident A.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

*Jennifer Browning*

Jennifer Browning  
Licensing Consultant

06/28/2024

Date

Approved By:

*Dawn Timm*

06/28/2024

Dawn N. Timm  
Area Manager

Date