



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 26, 2025

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

RE: License #: AS370088136
Investigation #: 2025A0622019
McBride Harmony House

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) 284-9727.

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**

I. IDENTIFYING INFORMATION

License #:	AS370088136
Investigation #:	2025A0622019
Complaint Receipt Date:	02/10/2025
Investigation Initiation Date:	02/11/2025
Report Due Date:	04/11/2025
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 Harmony House
Facility Address:	1407 Elm Street, Unit B Mount Pleasant, MI 48858
Facility Telephone #:	(989) 773-0628
Original Issuance Date:	12/01/1999
License Status:	REGULAR
Effective Date:	06/01/2024
Expiration Date:	05/31/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Crystal West yells at residents.	No
Direct care staff member Crystal West leaves prescribed medication cream out for residents to grab.	Yes
Direct care staff member Crystal West leaves cigarette butts on the floor inside the home.	Yes

III. METHODOLOGY

02/10/2025	Special Investigation Intake 2025A0622019
02/11/2025	Special Investigation Initiated - Telephone
02/24/2025	Inspection Completed-BCAL Sub. Compliance
03/07/2025	Contact- Telephone call made to direct care workers.
03/10/2025	Contact- Telephone call made to direct care workers.
03/20/2025	Contact- Telephone call direct care worker.
03/21/2025	Inspection Completed- BCAL Sub. Compliance.
03/26/2025	Exit conference with administrator, Sarah Nestle

ALLEGATION: Direct care staff member Crystal West yells at residents.

INVESTIGATION:

On 02/10/2025, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, direct care worker (DCW), Crystal West yells at residents every morning.

On 02/11/2025, I interviewed licensing consultant, Jennifer Browning regarding McBride Harmony House. She reported that she has not had a complaint regarding DCW West and not many complaints have occurred regarding McBride Harmony House.

On 02/24/2025, I completed an unannounced onsite investigation to McBride Harmony House and interviewed direct care workers and Resident A and Resident B. It was reported that the other four residents in the home are non-verbal or would be unable to be interviewed.

I interviewed direct care worker, Sue Brown in person. DCW Brown is the manager for McBride Harmony House. She reported that DCW West works the 3rd shift and she has not had any concerns with DCW West being rude or yelling at residents. DCW Brown reported that no concerns regarding how DCW West treats residents, nor has she heard any concerns from residents.

I interviewed direct care worker, Jim Gale in person. He reported that he is the assistant manager at McBride Harmony House. DCW Gale reported that he has not observed any concerns regarding DCW West yelling or treating residents inappropriately. DCW Gale stated that he has not received any complaints from residents regarding how DCW West treats them.

I interviewed Resident A in person. She reported that DCW West is a good staff member and does a good job. She stated that she has never yelled at her.

I interviewed Resident B in person. She reported that DCW West is nice and waits on her at night. Resident B stated that she has never seen DCW West be mean or yell at residents.

On 03/07/2025, I interviewed direct care worker, Lindsey Todd via phone. DCW Todd reported that she has never seen DCW West treat residents badly, nor has she seen her yell at residents.

On 03/07/2025, I interviewed direct care worker, Jessica Whitt via phone. She reported that she has never seen DCW West yell at residents and that she talks very sweet to residents.

On 03/07/2025, I interviewed direct care worker, Martha Carrillo via phone. She reported that she has never heard DCW West yell at residents.

On 03/07/2025, I interviewed direct care worker Destiney Carll via phone. She reported that she has witnessed DCW West yell at a resident to get out of bed and another resident to walk faster.

On 03/10/2025, I interviewed direct care worker, Emily Little via phone. She reported that she has never observed DCW West yell at residents, nor has she heard any concerns from other staff members or residents.

On 03/20/2025, I interviewed direct care worker, Crystal West via phone. DCW West denied yelling at residents or treating them badly.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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:</p> <p style="padding-left: 40px;">(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	Based on interviews with direct care workers and two residents, not enough evidence was found or reported that confirmed that DCW Crystal West is yelling at residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Direct care staff member Crystal West leaves prescribed medication cream out for residents to grab.

INVESTIGATION:

On 02/10/2025, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, direct care worker (DCW), Crystal West leaves prescribed medication cream out to where residents have access to it.

On 02/24/2025, I completed an unannounced onsite investigation to McBride Harmony House and interviewed direct care workers and Resident A and Resident B. It was reported that the other four residents in the home are non-verbal or would be unable to be interviewed. Documentation was received confirming that DCW Crystal West has completed all the required training and is trained to administer resident medication.

On 02/24/2025, I interviewed direct care worker, Sue Brown in person. DCW Brown is the manager for McBride Harmony House. She reported that she has never witnessed DCW Crystal West leave out prescribed medication cream, nor has she been informed of these concerns.

I interviewed direct care worker, Jim Gale in person. He reported that he is the assistant manager at McBride Harmony House. DCW Gale reported that he has never witnessed DCW Crystal West leave prescribed medication cream outside of the medication room or cart.

I interviewed Resident A and Resident B in person. Both reported no concerns regarding DCW West leaving out prescribed medication cream. Both reported that they go to the medication room for their medications.

On 03/07/2025, I interviewed direct care worker, Lindsey Todd via phone. DCW Todd reported that she works multiple times a week with DCW Crystal West on third shift and has observed DCW West leave out Resident C's prescribed medication cream. DCW Todd reported that she has observed the cream being left on the TV stand and on the counter in the first bathroom.

On 03/07/2025, I interviewed direct care worker, Jessica Whitt, Martha Carrillo and Millie Finney via phone. The direct care workers reported that they do not work very often with DCW Crystal West and also reported that they have not observed DCW Crystal West leave out prescribed medication cream.

On 03/07/2025, I interviewed direct care worker Destiney Carll via phone. She reported that her shift overlaps with DCW Crystal West's overnight shift, and she has observed the prescribed medication cream to be left out after she uses it on Resident C. She observed the prescribed medication to be left on the bathroom counter, dining room and near the TV stand.

On 03/10/2025, I interviewed direct care worker, Emily Little via phone. She reported that she has not observed DCW Crystal West leave out prescribed medication cream, nor has she been informed by other staff members regarding this concern.

On 03/20/2025, I interviewed direct care worker Crystal West via phone. She reported that Resident C is the only resident who receives medication cream and it's a PRN for pain. DCW West reported that she has forgotten to put the cream in a cup and will bring out the whole bottle out of the medication room and management has talked to her about this. DCW West denied leaving the prescribed medication cream in unlocked areas of the home.

On 03/10/2025, I received photo documentation of the prescribed medication cream being left in a resident bathroom unlocked within McBride Harmony House. On 03/21/2025, I completed an unannounced onsite investigation to McBride Harmony House and viewed the prescribed medication cream. I confirmed that the prescribed medication cream matched the photo provided and belonged to Resident C.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the

	original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being S333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.
ANALYSIS:	Based on photo documentation received, along with interviews with two direct care workers, it was determined that prescription medication cream is not being returned to a locked cabinet or drawer after being administered to Resident C.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Direct care staff member Crystal West leaves cigarette butts on the floor inside the home.

INVESTIGATION:

On 02/10/2025, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, direct care worker (DCW), Crystal West leaves cigarette butts on the floor inside the home.

On 02/24/2025, I completed an unannounced onsite investigation to McBride Harmony House and interviewed direct care workers and Resident A and Resident B.

On 02/24/2025, I interviewed direct care workers, Sue Brown and Jim Gale in person. DCW Brown reported that she has not seen DCW Crystal West leave cigarette butts on the ground, nor smoke in the home. She stated that staff should be smoking outside on either side of home and proper disposal cigarette trash cans are available on each side of the home. DCW Gale reported that he has not witnessed DCW Crystal West leave cigarette butts on the floor of the home, nor smoke in the home. DCW Gale did report that he has smelled cigarettes in the trash can inside the home.

On 02/24/2025, I interviewed Resident A and Resident B in person. Both residents reported that they have not seen DCW Crystal West smoke in the home or seen any cigarette butts in the home.

On 03/07/2025, I interviewed direct care worker, Lindsey Todd via phone. She reported that she has not seen DCW Crystal West smoke in the home, but she has observed cigarette butts fall out of her pockets and then she puts them into the home trash can.

On 03/07/2025, I interviewed direct care worker, Jessica Whitt via phone. She reported that she has never seen DCW West smoke in the home. She has observed

DCW West dispose of her cigarette butts in the trash can outside or in the home. DCW Jessica Whitt reported that she will also dispose of her cigarette butts in the home trash can on occasion.

On 03/07/2025, I interviewed direct care workers, Martha Carrillo and Millie Finney via phone. Both reported that they did not have any knowledge of DCW Crystal West smoking in the home or leaving cigarette butts on the ground.

On 03/07/2025, I interviewed direct care worker, Destiny Carll via phone. She reported that she has observed DCW Crystal West use her vape coming out of a resident bathroom. She has also observed DCW West drop cigarette butts on the ground, and she has found them by the computer desk, under the table and in the trash can.

On 03/20/2025, I interviewed direct care worker, Crystal West via phone. She reported that she does not smoke in the home, but cigarette butts do fall out of her coat pockets. She reported that she will pick them up and put them in the kitchen trash can.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	DCW Crystal West reported that she will occasionally drop cigarette butts out of her pocket and will pick them up and put them in the home trash can. Another direct care worker, Jessica Whitt reported that she will put her cigarette butts in the home trash can also. Having cigarette butts disposed in the home trash can is a fire safety concern for the home and a health concern for residents who may attempt to pick up the cigarette butts out of the trash can.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

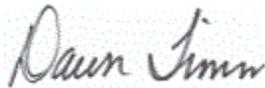


03/25/2025

Amanda Blasius
Licensing Consultant

Date

Approved By:



03/26/2025

Dawn N. Timm
Area Manager

Date