



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 13, 2025

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

RE: License #: AS370016147
Investigation #: 2025A1029033
McBride #8

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 licensee designee and 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
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS370016147
Investigation #:	2025A1029033
Complaint Receipt Date:	04/25/2025
Investigation Initiation Date:	04/25/2025
Report Due Date:	06/24/2025
Licensee Name:	McBride Quality Care Services, Inc.
Licensee Address:	3070 Jen's Way, Mt. Pleasant, MI 48858
Licensee Telephone #:	(989) 772-1261
Administrator:	Sarah Nestle
Licensee Designee:	Kent Vanderloon
Name of Facility:	McBride #8
Facility Address:	8365 E Pickard, Mount Pleasant, MI 48858
Facility Telephone #:	(989) 772-7803
Original Issuance Date:	11/10/1994
License Status:	REGULAR
Effective Date:	04/10/2025
Expiration Date:	04/09/2027
Capacity:	4
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Veronica Carey is disrespectful to Resident A.	Yes

III. METHODOLOGY

04/25/2025	Special Investigation Intake 2025A1029033
04/25/2025	Special Investigation Initiated – Letter to complainant
04/29/2025	Contact - Telephone call made to Tammy Ballinger. Left message.
04/29/2025	Contact - Telephone call made to Brandt Montague
05/02/2025	Contact - Telephone call made to licensee designee Kent Vanderloon.
05/08/2025	Inspection Completed On-site – face to face with Resident A, Resident B, direct care staff members / home manager Brandt Montague and Sage Bowyer, Resident C, and Resident D at McBride #8.
05/09/2025	Contact - Documents requested from Mr. Brown
05/14/2025	APS Referral made to Centralized Intake – referral was denied.
06/06/2025	Contact - Telephone call to direct care staff members Gavin Libbey (Left message), Courtney Henry (Left message and text message), Veronica Carey (Left message), Tammy Ballinger
06/10/2025	Contact - Telephone call received from Veronica Carey, ADOS Jackie Brown, Brandt Montague, and ORR Angela Wend Email to CMH case manager Corissa Wahr
06/11/2025	Contact – Emails from CMH Ms. Wahr and ORR Angela Wend, telephone call to Core Counseling Pam, Jackie Brown, direct care staff member Sofia Khorrami.
06/12/2025	Contact – Email exchange with ADOS Jackie Brown.
06/12/2025	Exit conference with licensee designee Kent Vanderloon (left message and sent email) and administrator Sarah Nestle.

ALLEGATION: Direct care staff member Veronica Carey is disrespectful to Resident A.

INVESTIGATION:

On 04/25/2025 a complaint was received via Bureau of Community and Health Systems online complaint system with concerns Resident A was spoken to in a disrespectful manner by direct care staff member Ms. Carey. According to the complaint allegations, Resident A was listening to his music and Ms. Carey yelled at him to turn it down and when Ms. Carey wants Resident A to do something, she will yell out instructions such as "Volume down now" instead of asking him respectfully.

On 04/29/2025, I interviewed direct care staff member whose current role is home manager, Brandt Montague. Mr. Montague stated he has not personally had any concerns regarding Ms. Carey's demeanor toward Resident A but he does not believe she would act disrespectful in front of him since he is the manager. Mr. Montague stated when he is working with her, she's always respectful toward the residents and no one else has reported concerns to him. Mr. Montague stated Resident A did talk to Recipient Rights because Resident A disclosed that Ms. Carey's demeanor is not great and she's treating him like a child. Mr. Montague stated Resident A has not made complaints about direct care staff members before. Mr. Montague stated direct care staff member Sage Bowyer has the most information because she is her shift partner and works with her most often.

On 05/02/2025, I interviewed licensee designee Kent Vanderloon. Mr. Vanderloon stated he has not had any concerns regarding Resident A being talked to in a disrespectful manner and he was not familiar with Ms. Carey.

On 05/08/2025, I completed an unannounced on-site investigation at McBride #8 and interviewed Resident A. Resident A stated that his relationship with direct care staff member Veronica Carey was not going well because she gets on his case for "any inconvenience" that he causes her. Resident A stated that any inconvenience would be things like asking her to help or him not doing what she wants. Resident A stated yesterday he was talking to another direct care staff member and she came up to him and said in a demanding voice, "is this something you should be talking about with Staff?" Resident A stated he feels he is targeted the most because his roommate is hard of hearing so he does not talk to her often, another resident is nonverbal, and the other resident just moved in at the beginning of May 2025. Resident A stated these behaviors have been going on since 2022 when he moved into McBride #8 however, they are worse than before. Resident A stated he now feels like he's being taken seriously regarding these concerns. Resident A stated he goes to CMH supportive employment and part of his goals is to make his bed and do chores when he needs prompted. Resident A stated that when she prompts him, she is very mean about it because she will not ask nicely but instead she will yell "Teeth Now!" instead of asking to brush his teeth. Resident A stated he is also the same age as Ms. Carey and he does

not appreciate the way that she talks down to him on a regular basis. Resident A stated that Ms. Carey yelled at him recently for using his headphones and singing too loud. Resident said he was excited about his new headphones and did not realize how loud he was being, but he still does not think he should've been yelled at for this. Resident stated instead of asking nicely, she comes up to him and yells "Volume now!" Resident A stated he does not feel safe at all when she is there and he wants to move out to a different AFC. Resident A stated he would feel safer in the facility if she was not there any longer because none of the other direct care staff members yell at him or talk to him in a disrespectful manner

I interviewed Resident B who stated he has only lived here for one week but he has never heard any of the staff yelling at the residents but he has realized that Ms. Carey likes to have everyone "out of her way and not in the living room" but Resident B stated he has not been there long enough to elaborate on this.

I interviewed Resident C who stated he was hard of hearing, but he feels things are going well in the home because he stays to himself. Resident C stated he was aware of Ms. Carey however he has never heard her yell at Resident A but also stated he probably would not realize if she was yelling due to his hearing. I observed this first hand while interviewing since I had to speak loudly for him to hear me.

I interviewed direct care staff member Sage Bowyer who stated she is Ms. Carey's shift partner at McBride #8. Ms. Bowyer stated Ms. Carey "is extra" because she is tough on Resident A and speaks to Resident D like he's a child and it's "coddling like a baby". Ms. Bowyer stated Ms. Carey is demanding and assertive with Resident A and never gives him prompts in a respectful manner. Ms. Bowyer stated when she asks Resident A to do something she does it by yelling and she does not do this with the other residents. Ms. Bowyer stated Resident A does not feel safe when she is working and she does not think the other residents do either because they are always in their room when she's working and when she works with Mr. Montague, they are often in the common areas and kitchen. Ms. Bowyer stated Ms. Carey has been shown how to be more respectful but she does not seem to understand because she continues to just demand. Ms. Bowyer stated when she wants Resident A to get ready for bed, she will just yell "Teeth, Hair, Bed" and not even ask him in a respectful way. Ms. Bowyer stated Resident A is 28 years old and fully competent and Ms. Carey will ask him if he needs to "go potty" which is demeaning to him. Ms. Bowyer stated when Ms. Carey acts like this when she's working with her, she will try to redirect the conversation.

During the on-site investigation, I reviewed the following documents in Resident A's resident record:

1. Resident A's *Assessment Plan for AFC Residents* which includes documentation that he does not need assistance with toileting and eating and he needs prompts for bathing, grooming, dressing, and personal hygiene.
2. Resident A's *Health Care Appraisal* which includes documentation he has been diagnosed with depression, cerebral palsy, blind, Aspergers, and schizophrenia.

3. Community Mental Health *Person Centered Plan* under Relational Instability: *“He has a complicated history with his staff and his family. He can be mean to staff which causes issues with them.” “[Resident A]’s guardian suggested a goal to having appropriate relationships with other people.”*

I was able to verify through Associate Director of Services (ADOS) Jackie Brown that Ms. Carey had completed all required AFC direct care staff member trainings and did not have any discipline in her human resource file related to Resident Rights or her demeanor toward the residents.

On 06/06/2025, I interviewed direct care staff member Tammy Ballinger. Ms. Ballinger stated when she has worked with Ms. Carey she has noticed she treats the residents differently. Ms. Ballinger stated Ms. Carey treats Resident A “like poop.” Ms. Ballinger stated when Ms. Carey speaks to the residents rudely and will say “go find something to do” because she wants to get them out of her space. Ms. Ballinger stated Resident A will rock back and forth and Ms. Carey does not like that because she wants to lie on the couch so she will tell him to find something to do. Ms. Ballinger stated she has not heard Ms. Carey yell at the residents but it’s mostly just her being rude. Ms. Ballinger stated Ms. Carey treats the other residents like “cake on a platter” compared to Resident A. Ms. Ballinger stated Ms. Carey will not take time out of her day in order to take him to do things but she will take the other residents. Ms. Ballinger stated she feels bad for Resident A because Ms. Carey is always picking on him and she wants him to stay in his room all day so she does not have to be bothered. Ms. Ballinger stated Ms. Carey worked on the garden at the facility with the other residents and did not include Resident A in the process. Ms. Ballinger stated when Resident A needs to brush his teeth she will tell him “you smell, go in there and brush your teeth”. Ms. Ballinger stated when Resident A will come out and talk with her Ms. Carey will tell him “do you not know it’s shift change?” because she does not want the residents to talk with Ms. Ballinger. Ms. Ballinger stated there is a lot more resident behaviors on Ms. Carey’s shift and she believes her temperament with the residents is the cause for the increased behaviors.

On 06/10/2025 I interviewed direct care staff member Veronica Carey. Ms. Carey stated she has had to provide more care for Resident A recently because he was hospitalized for five days for mental health concerns. Ms. Carey stated she has never observed anyone speaking to Resident A in a disrespectful manner. Ms. Carey stated she has also never spoken to him in this manner and denied yelling at Resident A. Ms. Carey stated she has never told him he smelled bad when he needed to brush his teeth. Ms. Carey stated for prompting she will say “what are we working on next?” to remind him of what he needs to do. Ms. Carey stated she will ask him if he needs help. Ms. Carey stated Resident A has never reported there were any concerns with how she talked to him in the past. Ms. Carey stated at the end of every shift they will ask about bowel movements to the residents because they track this, however, she denied asking Resident A “do you need to go potty?” Ms. Carey stated that Resident A told her once that he felt uncomfortable with her in the past because she prompts him too much and he said that “she is up his ass with her prompts.” Ms. Carey stated when they do shift

change, they will say to the residents “can we get some space unless you need something?” because of privacy concerns however, she has never instructed him to go into his room so he would not be in the common living areas.

On 06/10/2025 I interviewed direct care staff member Courtney Henry. Ms. Henry stated she only sees Ms. Carey in passing because she sees her as she’s getting off work however Ms. Henry stated she has never observed Ms. Carey yell at any of the residents or speak to them in a disrespectful manner.

On 06/10/2025 I interviewed direct care staff member whose role is home manager, Brandt Montague. Mr. Montague he was not aware of these allegations until this investigation started. Mr. Montague stated he will say that he still feels uneasy and Resident A stated to Mr. Montague that Ms. Carey was part of the reason why he wanted to harm himself and go to the hospital because it was compounded with feeling down on himself because of his diagnosis and how Ms. Carey was treating him. Mr. Montague stated Resident A was admitted to the hospital for five days and seems to be doing better now.

On 06/11/2025 I received an email from CMH case manager, Corrisa Wahr. Ms. Wahr stated Resident A was admitted to the hospital on 05/14/2025 and during the screening process Resident A stated to the hospital staff member that Ms. Carey was “verbally abusive” to him. Ms. Wahr stated when she asked what he meant by “verbally abusive”, Resident A stated “she always jumps on my case about everything and anything. For example, when I’m listening to music she would get on my case because I was singing too loud. She’s more strict about it than other staff. She gets angry with me and her tone changes, and maybe sometimes the volume”.

Ms. Wahr stated Resident A has a history of being slightly manipulative in the past but because he brought these concerns up twice, she spoke with Mr. Montague to see if there was a way to make Resident A more comfortable when he returned home. Ms. Wahr stated because of these concerns arrangements were made for the shift partner to handle most of Resident A’s needs.

On 06/11/2025 I interviewed McBride Associate Director of Services, Mr. Brown. Mr. Brown stated it was reported when Resident A went to the hospital Resident A stated Ms. Carey was mean to him. Mr. Brown stated at that time Office of Recipient Rights Ms. Wend informed him they did not want Ms. Carey to work directly with Resident A. Mr. Brown stated he did not have any examples he observed regarding Ms. Carey’s treatment toward Resident A; however, he would address any concerns that were disclosed as a result of this investigation.

On 06/11/2025 I interviewed direct care staff member Sofia Khorrami. Ms. Khorrami stated Ms. Carey is not very nice because during the day the residents want to stay in the living room but she will have them go into their bedrooms. Ms. Khorrami stated sometimes Ms. Carey will get mad at Resident A because he is being too loud with his music. Ms. Khorrami stated Resident A loves his music and when she works with Ms.

Ballinger they do not care and let him listen to it. Ms. Carey will say that she's told him "turn it down because no one wants to hear his music." Ms. Khorrami stated Ms. Carey does not talk nice to Resident A and is rude. Ms. Khorrami stated she has not heard her yell at Resident A or swear at him but it's her tone and demeanor that does not sound nice when she speaks to him. Ms. Khorrami stated Resident A is very nice but when she's there you can tell that he's trying to be extra nice so she does not get mad at him. Ms. Khorrami stated sometimes Resident A will smell but in front of everyone Ms. Carey will say "why do you smell right now? Did you use deodorant? Why do I smell you right now?" and he is embarrassed because other residents and direct care staff members will hear her talk like this.

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>(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:	<p>Based on the interviews with direct care staff members Mr. Montague, Ms. Henry, Ms. Bowyer, Ms. Khorrami and Resident A, there is evidence that Resident A was not treated with consideration and respect by Ms. Carey. Resident A stated he does not feel safe in the home while she is working. Several interviews included reports that Ms. Carey is disrespectful to him when prompting saying things like "Teeth Now" and asking him why he smells in front of the other residents. Interviews with Resident A, Resident B, and Ms. Khorrami all stated Ms. Carey wants residents to be in their bedrooms instead of in the living room while she is working and Ms. Ballinger stated Ms. Carey's temperament with the residents increases resident behaviors when she is working.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved corrective action plan, I recommend no change in the license status.



Jennifer Browning
Licensing Consultant

06/12/2025

Date

Approved By:



06/13/2025

Dawn N. Timm
Area Manager

Date