



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

October 2, 2025

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

RE: License #: AS540305481  
Investigation #: 2025A0622060  
McBride Sherman Street Home

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>	AS540305481
<b>Investigation #:</b>	2025A0622060
<b>Complaint Receipt Date:</b>	08/25/2025
<b>Investigation Initiation Date:</b>	08/25/2025
<b>Report Due Date:</b>	10/24/2025
<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>	McBride Sherman Street Home
<b>Facility Address:</b>	825 Sherman Big Rapids, MI 49307
<b>Facility Telephone #:</b>	(231) 796-3643
<b>Original Issuance Date:</b>	02/25/2010
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/02/2024
<b>Expiration Date:</b>	10/01/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On 8/19/25, direct care worker, Michelle Loos was reported to have used aggressive physical force and profane language towards Resident A during an outing, including yelling in his face and making threatening statements.	Yes - No

## III. METHODOLOGY

08/25/2025	Special Investigation Intake 2025A0622060
08/25/2025	Special Investigation Initiated – Phone call to Recipient Rights Officer Katie Hohner.
09/17/2025	Inspection Completed On-site
09/23/2025	Telephone call made to direct care worker, Michelle Loos.
09/23/2025	Phone call to Recipient Rights Officer Katie Hohner.
09/26/2025	APS referral made.
10/01/2025	Exit Conference with Kent Vanderloon

**ALLEGATION:** On 8/19/25, direct care worker, Michelle Loos was reported to have used aggressive physical force and profane language towards Resident A during an outing, including yelling in his face and making threatening statements.

### **INVESTIGATION:**

On 08/25/2025, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, on 8/19/25, Home Manager Miranda Merrill called to report a concern on behalf of Resident A. Ms. Merrill reported that another staff told her that while on an outing on 8/19/25, direct care worker (DCW) Michelle Loos "grabbed" [Resident A's] arm" and "forcefully pushed his arm into his lap" and said, "Don't fucking touch me. Keep your hands to yourself." Additionally, Ms. Merrill said she was told that Ms. Loos yelled in Resident A's face, "If you touch me again, you're done."

On 08/25/2025, a phone call was placed to Recipient Rights Officer Katie Hohner regarding additional information.

On 09/17/2025, I completed an unannounced onsite investigation to Sherman Street Home. During the unannounced onsite investigation, I interviewed direct care workers Miranda Merrill and Brook Hooper.

On 09/17/2025, I interviewed DCW Miranda Merrill in person. DCW Merrill reported that she is the home manager and that it was DCW's Brook Hooper's first day on the job and she was shadowing DCW Michelle Loos. DCW Merrill stated that DCWs Loos and Hooper took Resident A to Burger King for lunch. When they returned to the AFC, DCW Brook Hooper came to her and stated that she felt uncomfortable as what happened didn't feel right. She explained that while leaving Burger King, DCW Loos shoved Resident A's arm into him very aggressively and said "Don't fucking touch me, keep your hands to yourself." DCW Hooper also stated that DCW Loos said to Resident A, "if you touch me again you're done." DCW Merrill explained that earlier in the day, DCW Hooper was outside in the backyard with Resident A and DCW Loos and DCW Loos said the following to Resident A "sit your fucking ass down on the chair, I'm not dealing with your bullshit today." DCW Merrill reported that DCW Michelle Loos had only worked with residents for a few months as she was off for medical leave. DCW Merrill stated that she has addressed her tone with DCW Loos but has not seen any other concerns. DCW Merrill reported that after she found out about the incident at Burger King, she contacted her boss, sent DCW Michelle Loos home and called Recipient Rights. DCW Michelle Loos has not been back to work since and they recently terminated her employment.

On 09/17/2025, I interviewed direct care worker, Brook Hooper in person. DCW Hooper reported that it was her first day on the job and she was shadowing direct care worker, Michelle Loos. DCW Hooper stated that there was construction happening in the bathroom and it was very loud, so they took Resident A outside. While outside she stated that Resident A kept trying to get up out of his seat and DCW Loos was using his gait belt to put him back down in his seat and would not allow him to get up. DCW Hooper stated that DCW Loos said to Resident A, "[Resident A] I'm not dealing with your bullshit today." DCW Hooper stated that she spoke up to DCW Loos and said "if he wants to go inside, just let him go inside." She explained that then DCW Loos stated the following to Resident A, "okay, then if you want to go inside so bad, then go inside." DCW Hooper reported that all three of them went inside. DCW Hooper stated that Resident A was going on an outing to Burger King and she went with Resident A and DCW Michelle Loos. DCW Hooper stated that when they were leaving and getting back into the van, Resident A was grabbing at DCW Michelle Loos and DCW Loos grabbed Resident A's wrist and threw it into his lap very hard. DCW Hooper reported that DCW Michelle Loos then said the following to Resident A "you are not going to fucking touch me." She then got Resident A on the lift and Resident A tried grabbing at DCW Loos again. DCW Loos then said the following to Resident A "you do it again and your done." DCW Hooper reported that Resident A started lifting his shirt up and DCW Loos said the following to Resident A "put your fucking shirt down, no one wants to see your fucking stomach." DCW Hooper stated that she was shocked that DCW Loos said

these things and that no one in the parking lot heard them or said anything. DCW Hooper reported that they returned to the AFC without any other incidents. She explained that when they returned to the AFC, she went to manager DCW Miranda Merrill and told her what had happened at Burger King, as she was feeling very unsettled over the incidents. DCW Hooper reported that all she knows is that DCW Michelle Loos was called into the office and then left her shift early. DCW Hooper stated that now that she has worked in the home longer, it is very common for Resident A to grab at staff members and try and bat at them.

During the unannounced onsite investigation, Resident A was not home, and it was reported that he is non-verbal and unable to be interviewed.

On 09/23/2025, I interviewed direct care worker Michelle Loos via phone. DCW Loos stated that she had worked for the home since May 2025 but was recently fired due to these allegations. DCW Loos reported that there was construction occurring in the home on 8/19/25, therefore she brought Resident A outside to get away from the loud noise. DCW Loos explained that she tried bringing out noise cancellation headphones to see if it would calm Resident A down, because he was being "a bit antsy." She stated that they stayed out there about 25 minutes and DCW Loos denied saying "sit your fucking ass down on the chair, I'm not dealing with your bullshit today." DCW Loos also denied the allegation that she prevented Resident A from getting out of his chair. DCW Loos reported that later around lunch she took Resident A out for his outing to Burger King and the new hire, DCW Brook Hooper also came along. DCW Loos stated that when they were leaving, Resident A kept scratching and hitting her and she told him nice hands. DCW Loos reported that she did mumble the "f word" under her breath, but she stated she didn't think Resident A, nor anyone else heard her. DCW Loos denied using any physical force towards Resident A and she stated that she only placed his hands to his chest to prevent him from hitting her. DCW Loos denied using any other swear words or negative statements towards Resident A. She reported that she does not think it's fair she was fired for something she didn't do.

On 09/23/2025, I interview Recipient Rights Officer Katie Hohner via phone. She reported that she had completed her report and direct care worker, Michelle Loos denied any physical force used towards Resident A. Recipient Rights Officer Katie Hohner explained that during her interview with DCW Michelle Loos she used the "f word" three times throughout the interview and did not realize she was swearing until it was brought to her attention. Recipient Rights Officer Katie Hohner explained that DCW Loos also admitted to using the "f word" under her breath when Resident A was hitting at her.

On 09/30/2025, I reviewed Resident A's person-centered plan. The person-centered plan (PCP) documented that if Resident A hits himself and/or others when he becomes upset, irritated, in pain or when he is trying to communicate something he needs/wants, staff can re-direct Resident A using gentle teaching skills to an effective activity he enjoys like watching TV, going outside, laying down, swinging

(inside or outside) etc.. The PCP also stated staff can also help him solve problems about what he is trying to communicate, and staff can prompt Resident A to show them what he needs assistance with. After reviewing the PCP document, there was no documentation that staff should be touching Resident A or putting his hands to his chest when he is hitting.

On 10/01/2025, I interviewed direct care worker, Danyelle Gilman via phone. She reported that she is the assistant manager for Sherman Street AFC. DCW Gilman confirmed that there is no behavioral plan guidance directing direct care staff to place Resident A's hands to his chest when he is upset or hitting staff. She confirmed that staff should be saying "nice hands" and not physically touching him.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (b) Use any form of physical force other than physical restraint as defined in these rules.</b>
<b>ANALYSIS:</b>	Based upon interviews and documentation received, it can be determined that direct care worker, Michelle Loos used a form of physical force when putting Resident A's hands to his chest to prevent him from hitting her. According to Resident A's personal centered plan, this form of behavior intervention has not been approved or recommended, therefore a violation was established.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (f) Subject a resident to any of the following: (i) Mental or emotional cruelty. (ii) Verbal abuse.</b>

<b>ANALYSIS:</b>	Based upon interviews with direct care workers, Michelle Loos and Brook Hooper it was determined that DCW Michelle Loos used profanity while caring for Resident A. Direct care worker, Michelle Loos denied making any threatening or emotionally abusive statements toward Resident A. Direct care worker, Michelle Loos reported that she did use a swear word under her breath while putting Resident A in the company van at Burger King, therefore a violation was established.
<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.



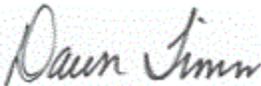
10/01/2025

---

Amanda Blasius  
Licensing Consultant

Date

Approved By:



10/02/2025

---

Dawn N. Timm  
Area Manager

Date