



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 27, 2026

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

RE: License #: AS540012090
Investigation #: 2026A0622029
McBride #5

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 dark ink, appearing to read 'Amanda Blasius', with a stylized, cursive script.

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 #:	AS540012090
Investigation #:	2026A0622029
Complaint Receipt Date:	03/05/2026
Investigation Initiation Date:	03/16/2026
Report Due Date:	05/04/2026
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 #5
Facility Address:	17641 15 Mile Road Big Rapids, MI 49307
Facility Telephone #:	(989) 772-1261
Original Issuance Date:	08/31/1990
License Status:	REGULAR
Effective Date:	08/30/2025
Expiration Date:	08/29/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct care worker, Jayonna Buffin-Pitts told Resident A he had to "be quiet" and "that he needed to stop talking to her." She also told him to "stop talking."	Yes
Direct care worker, Jayonna Buffin-Pitts told Resident A that he could not use the phone.	No

III. METHODOLOGY

03/05/2026	Special Investigation Intake 2026A0622029
03/05/2026	Special Investigation Initiated - Letter
03/06/2026	Documentation received from Recipient Rights Advisor, Sarah Watson.
04/08/2026	Inspection Completed On-site
04/17/2026	Contact - Telephone call made to direct care workers Jayonna Buffin-Pitts and
04/17/2026	Inspection Completed-BCAL Sub. Compliance
04/23/2026	Exit conference with licensee designee, Kent Vanderloon

ALLEGATION: Direct care worker, Jayonna Buffin-Pitts told Resident A he had to "be quiet" and "that he needed to stop talking to her." She also told him to "stop talking."

INVESTIGATION:

On 03/05/2026, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, on 03/03/2026, direct care worker (DCW) Jayonna Buffin-Pitts told Resident A he had to "be quiet," that he needed to "stop talking to her (Ms. Buffins-Pitts)" and to "stop talking." The complaint stated that DCW Buffin-Pitts set a timer to see how long he can go without talking and how Resident A "couldn't talk for the next hour." According to the complaint, DCW Buffins-Pitts put her earbuds in her ears so she would not have to hear Resident A.

On 03/05/2026, I had email contact with Recipient Rights Advisor, Sarah Watson. She provided her zoom interview date and times, along with additional details on the allegations.

On 03/06/2026, I received documentation from Recipient Rights Advisor, Sarah Watsons zoom interviews.

On 04/08/2026, I completed an unannounced onsite investigation to McBride 5. During the unannounced onsite investigation, Resident A was not at the home.

On 04/08/2026, I interviewed DCW Bott who reported that she was not working the shift on 03/03/2026 with DCW Jayonna Buffin-Pitts. She reported that she has worked with her four or five times during other shifts. DCW Bott reported that she observed DCW Buffin-Pitts to be very disrespectful towards residents and also saw DCW Bott wearing her ear buds the entire shift. DCW Bott reported that it is very common for Resident A to talk non-stop and he will pace around the house rapping and talking. She explained that recently he became very manic, would not sleep and was getting aggressive, therefore he is currently in a mental health hospital. DCW Bott reported that Resident A has been at the hospital for a few weeks and she is not sure when he is returning.

On 04/08/2026, I interviewed direct care worker, Alyssa Miller in person. She identified as the home manager. She reported that she was not working on 03/03/2026, but the incident was reported to her by Residents B and C. She reported that she then talked with Resident A and he confirmed the same details that were shared by Residents B and C. DCW Miller stated that she also interviewed DCW Jeramih Housey who was working on 03/03/26 with DCW Jayonna Buffin-Pitts and DCW Housey also confirmed the details. DCW Miller reported that she has not observed DCW Buffin-Pitts to be disrespectful towards residents, but has addressed her attitude towards her co-workers. DCW Miller reported that DCW Jayonna Buffin-Pitts was terminated later in the week after the incident occurred on 03/03/26.

On 04/08/2026, I interviewed Resident B in person. He reported that he observed the incident between Resident A and DCW Jayonna Buffins-Pitt. Resident B stated DCW Buffins-Pitt was threatening Resident A. Resident B stated that DCW Buffins-Pitt was wearing an ear bud on 03/03/26. Resident B reported that DCW Buffins-Pitt told Resident A to not talk at all and was setting timers. Resident B explained that this all occurred in the main living room and he heard DCW Buffins-Pitt swear at Resident A, but he could not remember what she said.

On 04/08/2026, I interviewed Resident C in person who stated that he observed the incident between Resident A and DCW Buffins-Pitt. He stated that Resident A was talking a lot and DCW Buffins-Pitt set a timer for 35 minutes for a "quiet game." Resident C reported that DCW Buffins-Pitt was very rude to all residents and would just ignore any assistance for help. He stated that she was wearing an ear bud on 03/03/2026.

On 04/17/2026, I interviewed DCW Jeramih Housey via phone. He reported that he worked on 03/03/26 with DCW Jayonna Buffins-Pitt. He stated that he was very new during this shift. DCW Housey reported that Resident A was having random

outbursts and was singing songs out loud. DCW Housey stated that DCW Buffins-Pitt said to Resident A, "let's play the quiet game" and set a timer and put it next to Resident A. DCW Housey then heard Resident A say, "not going to last long." DCW Housey explained that DCW Buffins-Pitt would then re-set the timer. DCW Housey stated that this was his first shift with DCW Buffins-Pitt and she was wearing one ear bud during the shift. DCW Housey explained that if residents asked her for assistance, she kept telling them she would help them later and then would never help them. DCW Housey stated that he can't recall if DCW Buffins-Pitt swore at any residents.

On 04/17/2026, I interviewed DCW Jayonna Buffins-Pitt via phone. She reported that she did not tell Resident A to stop talking and he was making inappropriate comments on how she did drugs, therefore she asked him to stop saying that. DCW Buffins-Pitt reported that she only used a timer to remind her to complete her chores and the timer was not used for a "quiet game." DCW Buffins-Pitt reported that she takes her ear bud out once she walks into the front door and denied wearing it the entire shift. DCW Buffins-Pitt also denied ignoring the other residents when they asked for assistance.

Recipient Rights Advisor, Sarah Watson was able to interview Resident A via zoom on 3/6/26 and received the following statement regarding the incident on 3/3/26: "She told me to shut my mouth and I couldn't talk for an hour. She said let's try to be quiet for a minute and then she set the timer. That wasn't nice."

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(3) A licensee and staff shall respect and safeguard all of the following resident rights to: (p) Be treated with consideration and respect with due recognition of personal dignity, individuality, and need for privacy.
ANALYSIS:	Based upon the interviews conducted with residents and direct care workers, it was determined that on 3/3/26, DCW Jayonna Buffins-Pitt set a timer and told Resident A to stop talking, along with telling him they were playing the "quiet game." Through interviews, it was also established that DCW Jayonna Buffins-Pitt wore an ear bud during her shift and ignored residents request for assistance. A violation was established as DCW Jayonna Buffins-Pitt did not treat Resident A and the other residents within the home with consideration and respect.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Direct care worker, Jayonna Buffin-Pitts told Resident A that he could not use the phone.

INVESTIGATION:

On 03/05/2026, I received this complaint through the LARA Bureau of Community and Health Systems online complaint system. According to the complaint, on 03/03/2026, DCW Jayonna Buffin-Pitts, told Resident A that he could not make any more phone calls.

On 03/06/2026, I received documentation from Recipient Rights Advisor, Sarah Watsons zoom interviews.

On 04/08/2026, I completed an unannounced onsite investigation to McBride 5. During the unannounced onsite investigation, Resident A was not at the home.

On 04/08/2026, I interviewed Resident B in person. He reported that he observed the incident between Resident A and DCW Jayonna Buffins-Pitt. Resident B reported that he observed DCW Jayonna Buffins-Pitt tell Resident A that he could not use the phone at all. Resident B reported that this made Resident A very upset and he wanted to hurt DCW Jayonna Buffins-Pitt, but he was able to calm down.

On 04/08/2026, I interviewed Resident C in person who stated that he observed the incident between Resident A and DCW Buffins-Pitt. Resident C reported that Resident A was trying to make a phone call and DCW Buffins-Pitt took the phone out of his hand and told him he could not make a phone call. Resident C stated that DCW Buffins-Pitt kept the phone the rest of her shift and didn't allow him to make any phone calls that evening. Resident C stated that this made Resident A very upset, but he was able to calm down by himself.

On 04/17/2026, I interviewed DCW Jeramih Housey via phone who reported that he worked on 03/03/26 with DCW Jayonna Buffins-Pitt. He reported that he did not observe any incident where DCW Buffins-Pitt took the phone from Resident A, or didn't allow him to make a phone call.

On 04/17/2026, I reviewed Recipient Rights Advisor, Sarah Watsons' notes from her interview with Resident A and there was no mention of Resident A reporting he could not use the phone or having it taken away from him.

On 04/17/2026, I interviewed DCW Jayonna Buffins-Pitt via phone. She reported that she told Resident A that he could not use the phone because another resident was currently using the phone. She stated that if the phone was available, she would have allowed Resident A to use the phone. DCW Buffins-Pitt denied taking the phone out of Resident A's hands or keeping it in her possession during her shift.

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(3) A licensee and staff shall respect and safeguard all of the following resident rights to: (e) Have reasonable access to a telephone for private communications, but a licensee may charge a resident for the cost of long-distance telephone calls.
ANALYSIS:	Based upon interviews conducted only Resident B and C confirmed that DCW Jayonna Buffins-Pitt refused access to the telephone for Resident A. Due to no other witnesses and DCW Housey reporting that he did not observe DCW Jayonna Buffins-Pitt take the phone from Resident A or refuse him access to make any phone calls, a violation was not established. Resident A did not report that DCW Jayonna Buffins-Pitt refused to let him use the phone.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

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



04/23/2026

Amanda Blasius
Licensing Consultant

Date

Approved By:



04/27/2026

Dawn N. Timm
Area Manager

Date