



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 13, 2026

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

RE: License #: AL180079112
Investigation #: 2026A1038030
McBride Main Street Living

Dear Mr. Vanderloon:

Attached is the Special Investigation Report for the above referenced facility. You have provided an acceptable corrective action plan for the violation established.

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 (616) 356-0100.

Sincerely,

A handwritten signature in black ink that reads "Johnnie Daniels".

Johnnie Daniels, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa Ave NW
Grand Rapids MI 49503

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

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|---------------------------------------|--------------------------------------------------------------------|
| License #: | AL180079112 |
| Investigation #: | 2026A1038030 |
| Complaint Receipt Date: | 03/27/2026 |
| Investigation Initiation Date: | 03/27/2026 |
| Report Due Date: | 05/26/2026 |
| 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 Main Street Living |
| Facility Address: | 360 E Main Farwell, MI 48622 |
| Facility Telephone #: | (989) 588-3520 |
| Original Issuance Date: | 01/27/1998 |
| License Status: | REGULAR |
| Effective Date: | 12/20/2024 |
| Expiration Date: | 12/19/2026 |
| Capacity: | 14 |
| Program Type: | PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL |

II. ALLEGATION(S)

| | Violation Established? |
|------------------------------------------------|-----------------------------------|
| The resident bathrooms are not cleaned | No |
| Staff are rude and disrespectful to residents. | No |
| Medication was not given properly. | Yes |

III. METHODOLOGY

| | |
|------------|------------------------------------------------------------------------------------------------------------------------|
| 03/27/2026 | Special Investigation Intake 2026A1038030 |
| 03/27/2026 | Special Investigation Initiated - Telephone call made to the complainant |
| 04/07/2026 | Inspection Completed On-site |
| 04/07/2026 | Contact - Face to Face interviews were conducted with Resident A, Resident B and Resident C |
| 04/07/2026 | Contact - Face to Face interviews conducted with DCS Pamela Wright, DCS Stephanie Davis and DCS Shaylynn Degeer. |
| 04/07/2026 | Contact - Face to Face interviews were conducted with DCS Megan Moore, Megan Bayes and Kimberly Nagy. |
| 04/07/2026 | Contact - Face to Face interviews were conducted with assistant manager Angela Mason, and DCS Klista Paime |
| 05/08/2026 | APS Referral not required as there is no suspected abuse or neglect |
| 05/11/2026 | Contact – Telephone call made To ORR Keegan Sarkar |

ALLEGATION:

The resident bathrooms are not cleaned.

INVESTIGATION:

On 3/27/26, I conducted an interview with the complainant who verified the information.

On 4/7/26, I conducted an investigation at the facility. Recipients rights advisor Sarah Watson and regional manager Carrie Griffis were present for the interviews. I conducted an interview with direct care staff (DCS) Pamela Wright. DCS Wright stated she cleans the bathroom two to three times a shift. DCS Wright stated the bathrooms are dirty when the residents have bowel movements. DCS Wright stated if the staff do not see the bathrooms dirty there are times residents tell staff it needs cleaned after it is used. DCS Wright stated staff clean the bathrooms right away or after they finish a task. DCS Wright stated staff do not tell residents to clean the bathroom by themselves. DCS Wright stated staff help the residents with any type of cleaning and never tell them to do it themselves.

On 4/7/26, I conducted an interview with DCS Stephanie Davis who provided a statement consistent with those made by DCS Wright.

On 4/7/26, I conducted an interview with DCS Shaylynn Degeer, who provided a statement consistent with those made by DCS Wright and DCS Davis.

On 4/7/26, I conducted an interview with DCS Megan Moore. DCS Moore provided a statement consistent with those made by DCS Wright, DCS Davis and DCS Degeer.

On 4/7/26, I conducted an interview with DCS Megan Bayes. DCS Bayes provided a statement consistent with those made by DCS Wright, DCS Davis, DCS Degeer and DCS Moore.

On 4/7/26, I conducted an interview with DCS Kimberly Nagy. DCS Nagy provided a statement consistent with those made by DCS Wright, DCS Davis, DCS Degeer, DCS Moore and DCS Bayes.

On 4/7/26, I conducted an interview with assistant manager Angela Mason. Ms. Mason provided a statement consistent with those made by DCS Wright, DCS Davis, DCS Degeer, DCS Moore, DCS Bayes and DCS Nagy.

On 4/7/26, I conducted an interview with DCS Klista Paime. DCS Paime provided a statement consistent with those made by DCS Wright, DCS Davis, DCS Degeer, DCS Moore, DCS Bayes, DCS Nagy and Ms. Mason. DCS Paime stated she has heard staff tell residents to try to clean the bathroom on their own and if they can't they will help.

On 4/7/26, I conducted an interview with Resident A who stated she has to beg staff for help. Resident A stated staff only clean bathroom when residents ask them for help.

On 4/7/26, I conducted an interview with Resident B who stated staff do clean the bathrooms but only when asked by residents to do so. Resident B stated staff tell residents to clean the bathroom on their own.

On 4/7/26, I was unable to interview Resident C as she did not want to be interviewed.

| APPLICABLE RULE | |
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| R 400.679 | Resident recreation. |
| | (2) Any equipment provided must be safe, clean, maintained, and easily accessible. |
| ANALYSIS: | Based on my investigation, interview with staff and residents. There is no corroborating evidence of staff not providing a clean resident bathroom. The staff are cleaning the bathroom once notified or when they see them uncleaned. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION:

Staff are rude and disrespectful to residents.

INVESTIGATION:

DCS Pamela Wright stated she treats all residents with respect and does not treat any like a child. DCS Wright stated she has not heard Resident C complain about other staff. DCS Wright stated if resident A is having an mental episodes she says staff are being mean to hear, treating her like a baby and not being respectful. DCS Wright stated the staff use their training to calm the residents down during the time of a mental health episode. DCS Wright stated resident B has not stated staff are being disrespectful to her.

DCS Stephanie Davis provided a statement consistent with those made by DCS Wright.

DCS Shaylynn Degeer, who provided a statement consistent with those made by DCS Wright and DCS Davis.

DCS Megan Moore. DCS Moore provided a statement consistent with those made by DCS Wright, DCS Davis and DCS Degeer. DCS Moore added she does have to get stern with residents to redirect them when they are having a mental health episode. DCS Moore added she has not heard any staff yelling at residents.

DCS Megan Bayes. DCS Bayes provided a statement consistent with those made by DCS Wright, DCS Davis, DCS Degeer and DCS Moore. DCS Bayes added Resident A will point out when a staff member is being short with her which she says is being mean to her.

DCS Kimberly Nagy. DCS Nagy stated residents have complained to her about staff treating them like they are five years old. DCS Nagy stated some residents get along with some staff more than others.

Assistant manager Angela Mason. Ms. Mason provided a statement consistent with those made by DCS Nagy. Ms. Mason stated he residents never give examples of staff treating them like they are five years old. Ms. Mason stated she has never heard staff be mean to residents.

DCS Klista Paime provided a statement consistent with those made by DCS Nagy and Ms. Mason. DCS Paime added she has not heard staff be mean to residents.

Resident A stated staff treat her like she is five years old. Resident A stated staff repeat things to her and DCS Moore is a total bitch to her when she does not have enough sleep. Resident A stated DCS Moore is very short with her and does not want to talk a lot to her. Resident A stated staff will just yell randomly for no reason.

Resident B stated DCS Wright yells at her to wait for things. Resident B stated DCS Wright yelled at her for trying to leave the emergency room early without the doctors permission. Resident B stated she wanted to leave because it was taking to long and she did not want to be there anymore.

Resident C did not want to be interviewed.

Contact was made again with DCS Wright who stated she did not yell at Resident B but did tell her they should stay to see the doctor. DCS Wright stated she did not want Resident B to leave because they were at the emergency room and wanted to make sure Resident B was seen and told she was alright to go home. DCS Wright stated she did it for her safety.

| APPLICABLE RULE | |
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| R 400.681 | Resident rights; licensee responsibilities. |
| | (1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe. |

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| ANALYSIS: | Based on my investigation, interview with staff and residents. There is no corroborating evidence of staff being mean or disrespectful towards residents. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION:

Medication was not given properly.

INVESTIGATION:

On 5/11/26, I reviewed the incident report (IR) regarding a medication error. The IR advised on 3/12/26, 3/13/26, 3/14/26 and on 3/15/26, Resident A was given her prescribed medication of 25mg Spironolactone at 5pm and again at 9pm. The staff who administered the medication were DCS Mason and DCS Nagy. The medication was only required to be given once a day. The staff contacted the pharmacy and advised them of the medication error found on 3/16/26. The pharmacy advised the staff to hold the medication and monitor Resident A and resume medication on 3/17/26. The staff were retrained and advised to follow the 6 rights of passing medication.

On 5/11/26, I conducted an interview with recipient's rights advisor Keegan Sarkar who stated she conducted an interview with DCS Megan Bays. Ms. Sarkar stated Ms. Bays advised the medication error was documented as a medication error but it was unknown if medication was given. DCS Bays stated the medication was found in the wrong basket and initialed as given multiple times on the medication case but not in the medication administration records. DCS Bays stated it is unknown if or when it was given.

On 5/11/26, Ms. Sarkar conducted an interview with Resident A who stated she does not know if the medication was given to her incorrectly. Resident A stated she thinks it was given twice but unsure.

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|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| APPLICABLE RULE | |
| R 400.675 | Resident medications. |
| | (1) Medication must be given, taken, or applied as prescribed, ordered, or directed by an appropriately licensed health care professional. |

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| ANALYSIS: | Based on my investigation, interview with Resident A and the review of documentation, there was sufficient evidence of a medication error occurring. However, the staff recognized the error, contacted the pharmacy, followed the pharmacies recommendation, and made out a reportable incident notifying licensing. As part of corrective measures to prevent recurrence, the staff were retrained on medication administration to residents. The facility reacted properly when the medication error was found. |
| CONCLUSION: | VIOLATION ESTABLISHED |

IV. RECOMMENDATION

The licensee provided an acceptable corrective action plan. Therefore, I recommend the status of the license remains unchanged.

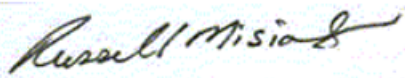


5/13/26

Johnnie Daniels
Licensing Consultant

Date

Approved By:



5/14/26

Russell B. Misiak
Area Manager

Date