



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 23, 2024

Violet Bettig
Guardian Angel Homes LLC
725 N. Dettman Rd.
Jackson, MI 49201

RE: License #: AS380389381
Investigation #: 2024A0007022
Saint Gabriel

Dear Violet Bettig:

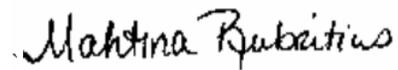
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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) 284-9720.

Sincerely,

A handwritten signature in cursive script that reads "Mahtina Rubritius".

Mahtina Rubritius, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa
P.O. Box 30664
Lansing, MI 48909
(517) 262-8604

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 #:	AS380389381
Investigation #:	2024A0007022
Complaint Receipt Date:	03/28/2024
Investigation Initiation Date:	03/29/2024
Report Due Date:	05/27/2024
Licensee Name:	Guardian Angel Homes LLC
Licensee Address:	725 N. Dettman Rd., Jackson, MI 49201
Licensee Telephone #:	(517) 914-1039
Administrator:	Violet Bettig
Licensee Designee:	Violet Bettig
Name of Facility:	Saint Gabriel
Facility Address:	1038 Woodbridge, Jackson, MI 49202
Facility Telephone #:	(517) 914-1039
Original Issuance Date:	02/23/2018
License Status:	REGULAR
Effective Date:	08/07/2022
Expiration Date:	08/06/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED, TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
On 3/27/2024, the assistant manager yelled at Resident A to go get cleaned up. Resident A's genital area was burning, due to using a Clorox wipe on himself. Resident A was taken to the ER by Guardian A1 and the assistant manager.	Yes
Additional Findings	Yes

III. METHODOLOGY

03/28/2024	Special Investigation Intake - 2024A0007022
03/28/2024	APS Referral Received.
03/29/2024	Special Investigation Initiated – Letter - Email to ORR
03/29/2024	Referral - Recipient Rights made.
04/03/2024	Inspection Completed On-site - Unannounced - Face to face contact with Jasmine Smith, Direct Care Staff, Billy Roberts, Direct Care Staff, Resident A, Resident B, and Resident C.
04/15/2024	Contact - Telephone call made to Rebecca Belcher, Adult Protective Services. Case discussion.
04/22/2024	Contact - Telephone call received from Violet Bettig. Discussion.
05/20/2024	Contact - Telephone call made to Job Coach A1. Interview arranged.
05/20/2024	Contact - Telephone call made to Tonice Taylor, Interview.
05/20/2024	Contact - Telephone call made Tonice Taylor, for a follow up question. No answer, I requested a returned phone call.
05/21/2024	Contact - Document Sent- Email to Ashlee Griffes, Office of Recipient Rights. Copy of report requested.
05/21/2024	Contact - Document Received - Copy of ORR Report.
05/22/2024	Contact - Face to Face with Rebecca Belcher, APS Worker. Discussion.
05/22/2024	Contact - Telephone call made Guardian A1, No answer.

05/22/2024	Inspection Completed On-site - Unannounced - Face to face contact with Jasmine Smith, Direct Care Staff, staff, Resident B, and Resident D.
05/22/2024	Contact - Telephone call made to Violet Bettig to conduct the exit conference. I left her a message regarding to the findings of the investigation and requested a returned phone call.
05/22/2024	Contact - Telephone call made Follow-up interview with Resident A.
05/23/2024	Exit Conference - Conducted with Violet Bettig, Licensee Designee.

ALLEGATIONS: On 3/27/2024, the assistant manager yelled at Resident A to go get cleaned up. Resident A's genital area was burning, due to using a Clorox wipe on himself. Resident A was taken to the ER by Guardian A1 and the assistant manager.

INVESTIGATION: On April 3, 2024, I conducted an unannounced on-site investigation and made face-to-face contact with Jasmine Smith (Direct Care Staff), Billy Roberts (Direct Care Staff), Resident A, Resident B, and Resident C.

I interviewed Jasmine Smith, who reports that her role in the facility is home manager. Jasmine Smith stated that there is not an assistant manager in the facility, but the allegations possibly involved Tonice Taylor (Direct Care Staff), who was on duty that day. Jasmine Smith informed me that Rebecca Belcher from Adult Protective Services, and Ashlee Griffes from Office of Recipient Rights, had just left the facility, as they were there to interview Resident A.

Jasmine Smith informed me that on March 13, 2024, Resident A went to the doctor regarding another health care matter and while he was there, the doctor prescribed Nystatin powder for "jock itch". According to Jasmine Smith, the powder was very messy, and approximately a week later, Resident A stated the prescribed powder did not work. Resident A's dad, Guardian A1, purchased OTC jock spray for Resident A. Jasmine Smith informed Guardian A1 that an order was needed from the primary doctor (who was on vacation at the time), for the OTC to be administered by staff in the facility.

On March 27, 2024, Resident A went to work at Lifespan. According to Jasmine Smith, someone from Lifespan (she could not recall their name), called and said that Resident A said he had not urinated in two days. While on the job, Resident A was observed to have a wet spot on the front of his pants, and Lifespan staff thought he (Resident A) had urinated on himself. That is when Resident A told Lifespan staff that he had not urinated in two days. According to Jasmine Smith, Resident A said it

was water on the front of his pants, but he had really urinated on himself. Jasmine Smith stated that someone from Lifespan called back again to inform that Resident A said he wiped himself with a Clorox wipe, and just thought that Jasmine Smith should know what was going on. Jasmine Smith stated that she would get in touch with Guardian A1 to see what steps to take. According to Jasmine Smith, Lifespan staff informed her that they had also tried to reach Guardian A1 without success. Then a Lifespan job coach brought Resident A home. Jasmine Smith stated that the Lifespan job coaches were always changing, and she did not know the name of the job coach (Job Coach A1) that brought Resident A home on March 27, 2024.

Once Job Coach A1 and Resident A arrived at the facility, Job Coach A1 and Tonice Taylor, had a conversation. Jasmine Smith was not sure exactly what was said, as she was not at the facility, but thought it was regarding Resident A lying and being told to mind his own business. When she (Jasmine Smith) arrived at the facility, she asked Resident A to change his pants.

Regarding Resident A using a Clorox wipe, Jasmine Smith stated she believed Resident A used the Clorox wipe on his skin. According to Jasmine Smith, there was a container of wipes kept in the bathroom to clean the surfaces between resident use.

While at the facility, I interviewed Resident A. During the interview, Resident A stated "I used Clorox wipes on my private. I got jock itch." Resident A explained that he usually has wipes in his bedroom for private time but that he got the wipes out of the bathroom. Resident A stated that he did not know that he could not use the Clorox wipes on his body. Resident A stated that his private and thighs "burned," and he could not pee (urinate) for a couple of days. According to Resident A, he was taken to the doctor and was told that he did not have a UTI (urinary tract infection). Resident A stated that his dad (Guardian A1) got him some jock itch spray and he's starting to get better. His dad (Guardian A1) told him not to use Clorox wipes again.

Resident A stated that he was brought home from work by his job coach (Job Coach A1) because he could not pee. Once Resident A and Job Coach A1 arrived at the home, Tonice Taylor, DCW, told Resident A that he had to go to his room and wait for Jazz (Jasmine Smith) to arrive. Resident A stated that she (Tonice Taylor) "thought I was playing games and she wanted to talk to my staff (Job Coach A1)." Resident A stated that Tonice Taylor "Yelled a little bit," and said to "Go upstairs!" Resident A stated that Tonice Taylor thought he was playing games and lying (about being unable to urinate).

On April 15, 2024, I interviewed Rebecca Belcher, APS. She informed me that she and Ashlee Griffes, ORR interviewed Resident A at the facility on April 3, 2024. During the interview with Resident A, it was also disclosed that Tonice Taylor called Resident A "A dumb ass." Tonice Taylor cut a donut into quarters for Resident A because he was diabetic. When she turned around, Resident A had eaten the entire

donut. Tonice Taylor denied calling him a “dumb ass,” as Tonice Taylor stated she said, “That was a dumb thing to do.”

Rebecca Belcher also informed me that Resident A had already been to the doctor to address the jock itch and was prescribed a medicated powder. The powder was not working, the doctor was on vacation, and Guardian A1 purchased OTC jock spray until the doctor returned. They ended up getting a prescription from the doctor.

As a part of this investigation, I reviewed the written statement completed by Job Coach A1 and the following was noted: *“Drop (Resident A) off at home, upon arrival staff was very agitated, was yelling at (Resident A) to go upstairs to clean himself that I needed to come to her to get my verification log signed. I stood there a brief second to wait for (Resident A) to move over to past him, so she repeated herself to us. I went to her, I tried to explain why he came home early + to report what he had told me about how he tried to clean himself with a Clorox wipe that it had bleach in it + he has not urinated since doing so, she cut me off + said that he reported it at 9:30 last night that it had been handled that his dad was now on the way to get him. She continued to yell at (Resident A) to get upstairs + to clean himself that his dad was on the way to take him in. She asked (Resident A) when this incident happened + that last time he urinated he said Tuesday. She continued to scream that he is a liar that did not happen that she has been there the last two days + that it was obvious that he is able to urinate that he had done so on himself. (Resident A) shut down + did not say anything was just staring at her. She continued to scream that he needs to go upstairs she is trying to have a meeting with me. He said if it had to do with him, he wants to listen. She yelled that he has no right that it is not his business that it is not his right to know what is being said that he shouldn't have even been home yet so he does not have the right to know what is being said and that he better go upstairs. She continued to scream that he needs to get out of her presence he did not. She yelled that he better listen + asked did you hear me. I told you to get out of my presence. That he is probably only lying because I did not take him to speedway to get pop. She yelled for other staff to remove him from her presence that he was listening + doing anything. That he better stop staring at her + yelling blink, blink, do you know how to blink, blink now. I took my phone and tried to record she seen it + signed my verification log + said that I was excused + to leave. As I was walking out she continued to scream that he lost all privileges the rest of the week that he was told to do something & did not. She was informing his dad that he lost everything + that he is not getting soda the rest of the week. As a Assistant Manager at the establishment that he better answer when spoken to + listen to what she tells him. I heard screaming the entire time as I walked to my vehicle.”*

During this investigation, I interviewed Job Coach A1. The information she reported during in the interview was consistent with her written statement.

On May 20, 2024, I interviewed Tonice Taylor. She informed me that she no longer works for the facility, and that she had already spoken to at least four other people regarding this incident.

Regarding the incident on March 27, 2024, Tonice Taylor stated that there was a new job coach assigned that day and Resident A had a meltdown; he had to be convinced to go to work.

Once they returned to the facility, Resident A was standing behind Job Coach A1 at the door. Tonice Taylor needed to sign off on the log. Job Coach A1 reported that Resident A was brought back early as he was saying that he had not urinated for several days. Tonice Taylor informed that she didn't know anything about it and leaned over and asked Resident A what was going on, and what happened. She informed Resident A that she had been working a lot lately and that he had urinated during her shifts. She observed that the front of Resident A's pants were wet. Resident A said he spilled a drink.

Tonice Taylor stated that she was stressed out and could have handled the situation differently. Resident A had told her that she didn't need to discuss him, and she told him (Resident A) that she did have to communicate with Job Coach A1. Tonice Taylor told Resident A that he could remove himself. Tonice Taylor denied yelling at Resident A but stated that her tone was not empathic. Tonice Taylor denied calling Resident A a liar but stated that she did not believe that he had not urinated in two days. Tonice Taylor stated that Resident A did not want to go to work with the new job coach to begin with, and the facility staff knew he would try to come back to the facility early. She denied telling him that he better go upstairs or to get out of her presence. I inquired if she said he lost all his privileges and she stated she was frustrated with his behaviors and probably did say that.

On this same day, shortly after our interview had concluded, I called Tonice Taylor back as I had a follow-up question regarding the allegations of her calling Resident A a "dumb ass." She did not answer, I left a message; however, she has not returned my phone call.

As a part of this investigation, I reviewed the Office of Recipient Rights Summary Report. Resident A, Tonice Taylor, and other individuals were interviewed. It was noted that the ORR worker found there was a preponderance of the evidence to support the allegations that Tonice Taylor was "being authoritative, loud, and belittling of (Resident A) on March 27, 2024." In addition, that she told Resident A that eating a donut was "dumb," and that she might have had a bad day when the job coach dropped off Resident A. There was an established violation of 7223 – Abuse, Class III.

On May 22, 2024, I spoke with Rebecca Belcher, APS, and she stated that Resident A had been prescribed a powder, but it was not working. Guardian A1 was already aware that Resident A needed the spray. The doctor was on vacation and an over the counter spray was purchased but could not be administered without a prescription. Rebecca Belcher spoke with Jasmine Smith who confirmed that Resident A ended up getting a prescription from the doctor. Rebecca Belcher

informed me that she substantiated the allegation of “emotional abuse” against Tonice Taylor.

On May 22, 2024, I conducted an unannounced onsite investigation and made-face-to-face contact with Jasmine Smith (Direct Care Staff), Resident B, and Resident D. Jasmine Smith stated that Resident A had just left for work and he would be back in about an hour.

Regarding the allegation of Tonice Taylor calling Resident A “A dumb ass,” Jasmine Smith stated that she did not know anything about that, and that Tonice Taylor no longer works in the facility.

On May 22, 2024, I interviewed Resident A via telephone. Resident A informed me that he had a donut, and he was not supposed to. Tonice Taylor called him a “Dumb ass,” because she was mad. This made him feel sad. She had not called him names before.

On 05/23/2024, I conducted the exit conference with Violet Bettig, Licensee Designee. We discussed the investigation, findings, and my recommendations. According to Violet Bettig, she has a “zero-tolerance policy” and Tonice Taylor got wind of this, and she never returned to the facility. Violet Bettig agreed to submit a written corrective action plan to address the established violations.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	<p>According to Resident A and Job Coach A1, Tonice Taylor yelled at Resident A, as Tonice Taylor thought that Resident A was lying.</p> <p>Tonice Taylor reported that she was stressed out and acknowledged that she could have handled the situation differently. Tonice Taylor denied yelling at Resident A but stated that her tone was not empathic. Tonice Taylor denied calling Resident A a liar but stated that she did not believe that he had not urinated in two days.</p> <p>The Office of Recipient Rights Summary Report documented that there was a preponderance of the evidence to support the allegation that Tonice Taylor was “being authoritative, loud, and belittling of Resident A on March 27, 2024.” In addition, that she</p>

	<p>told Resident A that eating a donut was “dumb,” and that she might have had a bad day when the job coach dropped off Resident A. There was an established violation of 7223 – Abuse, Class III.</p> <p>Rebecca Belcher (APS) substantiated the allegation of emotional abuse against Tonice Taylor.</p> <p>During my interview with Resident A, he informed me that Tonice Taylor called him a “Dumb ass” because she was mad.</p> <p>Based on the information gathered during this investigation and provided above, it’s concluded that there is a preponderance of the evidence to support the allegation that Tonice Taylor did not treat Resident A with dignity at all times in accordance with the provisions of the act.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: According to Jasmine Smith, there was a container of wipes kept in the bathroom to clean surfaces. Jasmine Smith informed me that the extra wipes were locked up, but there is usually a container of wipes in the bathroom to clean the toilet seats between resident use. I informed her that the cleaning supplies needed to be safeguarded.

During the interview with Resident A, he reported that he used Clorox wipes and that he had jock itch. Resident A explained that he usually has wipes in his bedroom but that he got the wipes out of the bathroom. Resident A stated that he did not know that he could not use the Clorox wipes on his body. Resident A stated that his private and thighs “burned,” and he could not urinate for a couple of days.

On May 22, 2024, during my on-site investigation, Jasmine Smith informed me that Resident A already had the jock itch, and he used the Clorox wipe because his skin was itchy and dry. Resident A reported to her that he used the Clorox wipe because it had moisture.

Jasmine Smith informed that the Clorox wipes for the bathroom are locked up.

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:	<p>According to Jasmine Smith, there was a container of wipes kept in the bathroom to clean surfaces. Resident A reportedly obtained and used the Clorox wipes from the bathroom on his body.</p> <p>Based on the information gathered during this investigation and provided above, it is concluded that there is a preponderance of the evidence to confirm the home was not maintained to provide adequately for the health, safety, and wellbeing of Resident A.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 05/23/2024, I conducted an exit conference with Violet Bettig, Licensee Designee. We discussed the investigation, findings, and my recommendations. She agreed to submit a written corrective action plan to address the established violations.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable written corrective action plan, it's recommended that the status of the license remains unchanged.

Mahtina Rubritius

05/23/2024

Mahtina Rubritius Date
Licensing Consultant

Approved By:

Jerry Hendrick

05/23/2024

Jerry Hendrick Date
Area Manager