



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 21, 2024

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

RE: License #: AS380389381
Investigation #: 2024A0007026
Saint Gabriel

Dear Ms. Bettig:

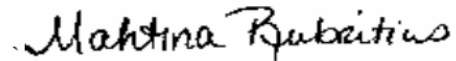
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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) 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**

I. IDENTIFYING INFORMATION

License #:	AS380389381
Investigation #:	2024A0007026
Complaint Receipt Date:	04/25/2024
Investigation Initiation Date:	04/26/2024
Report Due Date:	06/24/2024
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 DEVELOPMENTALLY DISABLED MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Drug use at the facility. The business owner (Violet Bettig) was trying to buy drugs from report's workers.	No
The direct care staff use drugs while working.	Yes
There is no working stove in the facility and the refrigerator was completely unclean.	No
Additional Findings	Yes

III. METHODOLOGY

04/25/2024	Special Investigation Intake - 2024A0007026
04/26/2024	Special Investigation Initiated – Telephone - Interview with Citizen #1.
04/29/2024	Referral - Recipient Rights Made.
04/30/2024	Contact - Telephone call received - Case discussion with Ashlee Griffes, Office of Recipient Rights Officer.
04/30/2024	Contact - Telephone call made to the Citizen #1. I requested that the Citizen #1 contact ORR and provide specific details regarding their concerns.
05/14/2024	Contact - Document Received copy of ORR Report.
06/13/2024	Inspection Completed On-site- Unannounced - Face to face contact with Jasmine Smith, DCW, Bill Roberts, DCW, Resident A, Resident B, Resident C, and Resident D.
06/18/2024	Contact - Face to Face contact with Porshia Ryan, DCW, Bill Roberts, DCW, and Resident D.
06/18/2024	Contact - Telephone call made to Witness #1. Interview.
06/18/2024	Contact - Telephone call made to Violet Bettig, Licensee Designee. I requested that she return my phone call.
06/18/2024	APS Referral Made.

06/18/2024	Contact - Face to Face contact with Porshia Ryan, DCW, Jasmine Smith, DCW, Resident C and Resident D.
06/19/2024	Contact - Telephone call received - Two voicemail messages from Violet Bettig, Licensee Designee. The office was closed in observance of Juneteenth.
06/20/2024	Contact - Telephone call made to Violet Bettig, Licensee Designee. I requested that she return my phone call.
06/21/2024	Contact - Telephone call made to Violet Bettig, Licensee Designee. I requested that she return my phone call.
06/21/2024	Contact - Telephone call received from Violet Bettig, Licensee Designee. Interview.
06/21/2024	Exit Conference Conducted with Violet Bettig, Licensee Designee.
06/21/2024	Contact - Telephone call made to Shante Swank. Message left. I requested a returned phone call.

ALLEGATIONS:

- **Drug use at the facility. The business owner (Violet Bettig) was trying to buy drugs from report's workers.**
- **The direct care staff use drugs while working.**

INVESTIGATION:

On April 26, 2024, I spoke with Citizen #1. Citizen #1 stated that Violet Bettig-Rossetti (Licensee Designee) was observed with her shirt inside out, she was slurring her words, and she asked one of his guys (Witness #1) if they could get Xanax. According to Citizen #1, Violet Bettig – Rossetti appeared to be under the influence of drugs. The female direct care staff (names unknown) were smoking marijuana while on the job.

On April 30, 2024, I spoke with Ashlee Griffes, Office of Recipient Rights Officer. Regarding the allegations of substance abuse, I was informed that Violet Bettig did not provide direct care services; therefore, she would not be under ORR jurisdiction. The allegations regarding the direct care staff using drugs while working, would be investigated; however, additional information was needed. I informed Ashlee Griffes

that I would contact Citizen #1 and request that he contact her and provide specific information regarding their concerns.

On April 30, 2024, I contacted Citizen #1 and requested that he contact Ashlee Griffes, ORR and provide additional information.

On May 14, 2024, our department received a letter from Ashlee Griffes, ORR, documenting the allegations against Violet Bettig were not under the jurisdiction of ORR. Additionally, ORR had not heard from Citizen #1 with the specific concerns regarding staff using drugs while working. The ORR investigation was unsubstantiated.

On June 13, 2024, I conducted an unannounced on-site investigation and made face to face contact with Jasmine Smith, DCW, Bill Roberts, DCW, Resident A, Resident B, Resident C, and Resident D.

I interviewed Jasmine Smith, DCW, who has the role of home manager in the facility. Jasmine Smith stated there are some staff who smoke marijuana on their own time; however, she has not observed any staff smoking marijuana at the facility. In addition, no staff have brought this matter to her attention. Jasmine Smith, DCW, stated that Shante Swank, DCW, was recently let go because she appeared to be under the influence of alcohol, while working a four-hour shift. Shante Swank's last day working in the facility was June 8, 2024.

I inquired about Violet Bettig and the allegations of substance use and abuse. Jasmine Smith appeared to be shocked, she stated that she has known Violet Bettig for many years and did not know her to use marijuana. She did confirm that Violet Bettig takes prescribed medications, and it could appear that she is under the influence of substances. However, Jasmine Smith informed that she was only aware of Violet Bettig taking her prescribed medications.

Resident A reported that she still has a job and goes in the community often. Resident A informed me that she has not smelled marijuana in the facility or observed staff acting differently, appearing to be under the influence of drugs or alcohol. She reported to have no concerns regarding the care she was receiving in the facility.

Resident B reported that staff treat her "pretty good." She reported to know what drugs and alcohol were and that she has not seen them in the facility.

Resident C was observed to be asleep at the time of the on-site investigation; therefore, he was not interviewed.

Based on Resident D's diagnoses, I did not interview him.

While at the facility, I also interviewed Bill Roberts, DCW, who reported that he does not smoke marijuana. When asked if he observed other staff under the influence of drugs or alcohol on the job, he stated that he did. Bill Roberts stated that he could not remember the staff person's name (Individual #1), but she no longer works in the facility. He stated that last winter, Individual #1 was observed smoking marijuana on the front porch of the facility. This information was reported to Ray Patino, Administrator (at that time), who took care of the issue.

Bill Roberts also recalled that recently a staff member, Shante [Swank], DCW, was observed under the influence of alcohol while at work. According to Bill Roberts, Shante [Swank] has not been in the facility since the issue was discovered. Bill Roberts stated that when she arrived at work (specific date unknown), she was fine, then her boyfriend showed up, and "she started going downhill from there." Bill Roberts informed me that it was clear that Shante [Swank] was on something.

On June 18, 2024, I conducted an on-site investigation and made face to face contact with Porshia Ryan, DCW, Bill Roberts, DCW, and Resident D. Porshia Ryan informed me that Resident C was asleep.

I interviewed Porshia Ryan, DCW, who reported to have twelve years of experience as a direct care worker. Porshia Ryan informed me that staff are not allowed to smoke marijuana on the job, but what they do on their personal time is their business. I inquired if she has ever smoked on the job, and she stated she had not. Porshia Ryan also stated that she has not arrived to perform her job duties under the influence of drugs. She informed me that she has worked in this field for too long and would not take that risk. Porshia Ryan stated that she has not observed her co-workers smoking marijuana while on the job. Porshia Ryan reported that she has observed and interacted with Violet Bettig, and she has not observed anything concerning.

On June 18, 2024, I interviewed Witness #1. He informed me that he was at the facility and the owner, Violet Bettig, was trying to buy "street drugs." In addition, that she had asked Citizen #1 if he knew where she could get some. Witness #1 reported that he was not a drug addict and did not know why Violet Bettig would ask them about drugs. According to Witness #1, whenever he saw her, she was either "zonked out" or "super hyper." Witness #1 stated that staff (names unknown) were smoking pot (marijuana) on the job, and one staff member came in the facility and pot is all they could smell. Witness #1 expressed concerns about the facility and stated that he would not want his family member in a situation like this.

On June 18, 2024, I made face to face contact with Porshia Ryan, DCW, Jasmine Smith, DCW, Resident C and Resident D.

I interviewed Resident C and he stated that he knew what drugs were and identified them as "marijuana and crack." He stated that he has only seen them on television but not in real life. Resident C stated that he has smelled marijuana when staff

arrived at work, but he has not seen staff smoking marijuana at the facility. Resident C also stated that Shante [Swank] “came to work drunk the other day, and she got fired.” Resident C stated she “was pretty toasted.”

On June 21, 2024, I interviewed Violet Bettig, Licensee Designee. I asked Violet Bettig if she has ever asked anyone about getting “street drugs” or Xanax and she stated that she has not; she reported to be very upset about these allegations. Violet Bettig also stated that she does not smoke marijuana.

Violet Bettig stated that someone hit her with a vehicle, causing major injuries to her lower extremities. A rod was installed in one leg, and there have been complications with that medical intervention; she will need additional surgery in the future. Violet Bettig was adamant that she did not use illegal or street drugs and only used her prescribed medications.

I inquired about the rules regarding direct care staff and marijuana usage, and Violet Bettig stated that she had no control over what staff did on their own time, as smoking marijuana is legal; however, she did not approve of staff coming to work smelling like marijuana. Violet Bettig stated that she does not like the smell of marijuana, and she does not want her clients (residents) exposed to the smell either. She stated that if she found out that a staff member smelled of marijuana, they would be sent home.

We also discussed Shante Swank, and her drinking on the job. Violet Bettig confirmed that she was terminated. Violet Bettig stated that she spoke with Jasmine Smith about this incident, who reported to take care of the matter once it was brought to her attention. Violet Bettig stated that Shante Swank was fired and is not eligible for rehire. Violet Bettig also discussed the challenges with getting good and reliable direct care staff.

On June 21, 2024, I conducted the exit conference with Violet Bettig, Licensee Designee, and informed her of my recommendations. In addition, that I would be requesting a written corrective action plan to address the established violation.

APPLICABLE RULE	
R 400.14201	Qualifications of administrator, direct care staff, licensee, and members of household; provision of names of employee, volunteer, or member of household on parole or probation or convicted of felony; food service staff.
	(9) A licensee and the administrator shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, social, and intellectual needs of each resident.

ANALYSIS:	<p>According to Citizen #1 and Witness #1, Violet Bettig, inquired if they could access street drugs or Xanax. Witness #1 informed that whenever he saw her, she was either “zonked out” or “super hyper.” Jasmine Smith informed me that she was only aware of Violet Bettig taking her prescribed medications. Porshia Ryan reported that she has observed and interacted with Violet Bettig, and she has not observed anything concerning.</p> <p>Violet Bettig adamantly denied these allegations and reported that she does not use illegal drugs or marijuana. She uses her prescribed medications only. The staff interviewed did not report any information to confirm these allegations.</p> <p>Based on the information gathered during this investigation and provided above, it's concluded that there is not a preponderance of the evidence to support the allegations that Violet Bettig is not suitable to meet the physical, emotional, social, and intellectual needs of each resident.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

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 Jasmine Smith, there are some staff who smoke marijuana on their own time; however, she has not observed any staff smoking marijuana at the facility. Jasmine Smith, DCW, also stated that Shante Swank, DCW, was recently let go because she appeared to be under the influence of alcohol, while working a four-hour shift.</p> <p>Resident A and Resident B did not report any information to support the allegations that staff were using drugs or alcohol in the facility.</p> <p>Bill Roberts, DCW, reported that he has observed other staff under the influence of drugs or alcohol on the job. One incident occurred last winter, and the matter was addressed by the administrator, and Individual #1 no longer works in the home. The other incident was more recently, when Shante Swank was observed under the influence of alcohol at work.</p> <p>Porshia Ryan informed me that she has not smoked on the job, she has not arrived to perform her job duties under the influence of drugs, and she has not observed her co-worker's smoking marijuana on the job.</p> <p>Witness #1 stated that staff (names unknown) were smoking pot on the job, and one staff member came in the facility and pot is all they could smell.</p> <p>Resident C stated that he has smelled marijuana when staff arrived at work, but he has not seen staff smoking marijuana at the facility. Resident C also stated that Shante [Swank] "came to work drunk the other day, and she got fired." Resident C stated she "was pretty toasted."</p> <p>Violet Bettig stated that she had no control over what staff did on their own time, as smoking marijuana is legal; however, she did not approve of staff coming to work smelling like marijuana. Violet Bettig stated that she does not like the smell of marijuana, and she does not want her clients (residents) exposed to the smell either. She stated that if she found out that a staff member smelled of marijuana, they would be sent home. Violet Bettig stated that Shante Swank was fired and is not eligible for rehire.</p> <p>While most staff and residents report that they have not specifically observed staff smoking marijuana on the job, it's clear that direct care staff (specific names unknown) have been observed to smell of marijuana, while in the facility. It is</p>
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	<p>expected that direct care staff will present in an appropriate manner, while in the AFC facility, and there to assume their job duties. In addition, Shante Swank was observed to be under the influence of either drugs or alcohol during her work shift, and she was terminated.</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 allegations that the residents were not treated with dignity, and their personal needs, including protection and safety were not attended to at all times in accordance with the provisions of the act.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATIONS: There is no working stove in the facility and the refrigerator was completely unclean.

INVESTIGATION:

On April 30, 2024, I spoke with Ashlee Griffes, Office of Recipient Rights Officer, who informed me that Rick Van Wagoner completed an on-site drop in (on April 29, 2024), and it was discovered that the stove worked, and the refrigerator was clean.

On May 14, 2024, our department received a letter from Ashlee Griffes, ORR, documenting that that Rick Van Wagoner completed a drop in (on April 29, 2024), and it was discovered that the stove worked, and the refrigerator was clean. The allegations were unsubstantiated by ORR.

On June 18, 2024, I conducted an on-site investigation and made face to face contact with Porshia Ryan, DCW, Bill Roberts, DCW, and Resident D. During my interview with Porshia Ryan, she reported that both the stove and the refrigerator were operational; and they were clean, as she usually works 3rd shift and that is part of her job duties. Bill Roberts stated that the stove worked and demonstrated that it was operational. I also observed the refrigerator to be fully stocked and clean.

During my interview with Witness #1, he stated that he did not recall any information about the stove not working. He stated that the refrigerator had a dent on the side. He stated that the bathroom smelled like urine and the cover plate was missing in the tub, which had a sharp edge.

On June 18, 2024, I observed both bathroom tubs and the cover plates had been replaced. The bathrooms did not smell of urine.

During the exit conference with Violet Bettig, we discussed her plans, the remodeling, and the physical plant changes she would like to make at the facility. She expressed concerns, as she has been dealing with several different contractors, whom she has paid but the work was not completed. We discussed the investigation and my recommendations. Violet Bettig agreed with the conclusion of this investigation.

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>Rick Van Wagoner completed an on-site drop in (on April 29, 2024), and it was discovered that the stove worked, and the refrigerator was clean.</p> <p>During my unannounced on-site investigation, I also observed stove to be operational, and the refrigerator to be fully stocked and clean.</p> <p>Based on the information gathered during this investigation and provided above, it's concluded that there is not a preponderance of the evidence to support the allegations that the stove was inoperable, and the refrigerator was completely unclean.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On June 18, 2024, during my on-site investigation, it was noted that there was no phone in the facility. I spoke to Bill Roberts, DCW, and Porshia Ryan, DCW, who both reported to have cell phones; and people usually call Jasmine Smith's cell number if they needed to get a hold of anyone at the home.

On June 21, 2024, I spoke with Violet Bettig regarding there not being a phone in the facility. I informed her that while the staff reported to have cell phones, it is the licensee's responsibility to provide a facility phone for resident and staff use. Violet Bettig reported that she has been working to address this issue but discovered that there was a different service already set up in the home. In addition, that service would need to be removed before the new phone and internet service could be installed. I informed her that I would be requesting a written corrective action plan to address this established violation.

APPLICABLE RULE	
R 400.14318	Emergency preparedness; evacuation plan; emergency transportation.
	(3) A telephone shall be available and accessible in a home. Emergency telephone numbers shall, at a minimum, include fire, police, and medical emergency services and shall be conspicuously posted immediately adjacent to telephones.
ANALYSIS:	On June 18, 2024, it was noted that the facility was not equipped with a telephone for staff and resident use. Violet Bettig reported that she has been working to address this issue.
CONCLUSION:	VIOLATION ESTABLISHED

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

06/21/2024

Mahtina Rubritius
Licensing Consultant

Date

Approved By:

Dawn Timm

06/21/2024

Dawn N. Timm
Area Manager

Date