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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

Shahid Imran  
Hampton Manor of Commerce  
100 Decker Rd.  
Walled Lake, MI 48390

October 23, 2024

RE: License #: AH630414388  
Investigation #: 2024A1022083  
Hampton Manor of Commerce

Dear Shahid Imran:

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 authorized representative and a date.

Please review the enclosed documentation for accuracy and contact me with any questions.

Sincerely,

Barbara P. Zabitz, R.D.N., M.Ed.  
Health Care Surveyor  
Health Facility Licensing, Permits, and Support Division  
Bureau of Community and Health Systems  
Department of Licensing and Regulatory Affairs  
Mobile Phone: 313-296-5731  
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enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AH630414388
<b>Investigation #:</b>	2024A1022083
<b>Complaint Receipt Date:</b>	09/11/2024
<b>Investigation Initiation Date:</b>	09/11/2024
<b>Report Due Date:</b>	11/11/2024
<b>Licensee Name:</b>	Hampton Manor of Commerce LLC
<b>Licensee Address:</b>	100 Decker Rd. Walled Lake, MI 48390
<b>Licensee Telephone #:</b>	(248) 896-1400
<b>Administrator/Authorized Rep</b>	Shahid Imran
<b>Name of Facility:</b>	Hampton Manor of Commerce
<b>Facility Address:</b>	100 Decker Rd. Walled Lake, MI 48390
<b>Facility Telephone #:</b>	(248) 896-1400
<b>Original Issuance Date:</b>	08/03/2023
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/31/2024
<b>Expiration Date:</b>	07/31/2025
<b>Capacity:</b>	80
<b>Program Type:</b>	AGED ALZHEIMERS

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Food service sanitation standards are not being met.	Yes

## III. METHODOLOGY

09/11/2024	Special Investigation Intake 2024A1022083
09/11/2024	Special Investigation Initiated - Letter Request sent to complainant for additional information.
09/23/2024	Inspection Completed On-site
10/23/2024	Exit Conference

### **ALLEGATION:**

**Food service sanitation standards are not being met.**

### **INVESTIGATION:**

On 09/11/2024, the Bureau of Community and Health Systems (BCHS) received a complaint that in part read, "The only hot water we have in the kitchen is the dishwasher... It's very dirty in there (the kitchen), they don't follow the temperatures."

The complainant was contacted at the email address provided. The complainant acknowledged being contacted but did not add any details to the complaint.

On 09/23/2024, I interviewed the director of operations and the regional executive chef. When we visited the facility's kitchen, the following practices that violated food service sanitation standards were observed:

- The food service employee who had been assigned as the day's cook was not wearing a hair net or any other hair restraint. He stated that he believed that his hair was so short, he was exempted from wearing a hair net or hair restraint.
- There were no paper towels in the paper towel dispenser at either of the handwash sinks. The food service employee offered me a cloth towel to dry my hands after hand washing. When I asked for a paper towel, he handed me a loose roll of paper towels, that was soiled with food debris.

- The food service employee stated that breakfast had been completed and he was getting ready to wash dishes. The employee stated that all of the dishes and food preparation equipment was put through the dish machine. When he was asked to demonstrate that the dish machine adequately sanitized dishes and food preparation equipment, he began to look for a temperature-sensitive test strip, that would melt when hit with water that was hot enough to ensure sanitization, but no strips could be found in the kitchen. The employee could not verify that the water in the dish machine was sufficient to sanitize the dishware and the equipment. There was a temperature log affixed to the side of the dish machine, but the last entry was dated 08/28/2024.
- Some of the food preparation and serving equipment the on shelves on the other side of the dish machine had dried food debris on them.
- Cold food was checked for temperature from the walk-in refrigerator. The cold food registered an appropriate 37 degrees Fahrenheit, but the shelving in the walk-in was caked with food debris. Also, there was food debris on the floor of the walk-in.
- The food service employee acknowledged that he had reported to the maintenance director that the freezer did not keep foods frozen, and he did not think this malfunction had been resolved. The ambient air temperature in the freezer was not much colder than the ambient temperature in the adjacent walk-in refrigerator. When the food service employee opened up a canister of ice cream, it had melted to the consistency of cream soup. Other food items stored in the freezer such as cooked ground beef and dinner rolls were soft to the touch.

The regional executive chef stated that these findings were “unacceptable.”

The facility provided their food service sanitation guidelines for kitchen cleaning that read, “Cleaning procedures are established for all equipment and kitchen areas. Manufacturer’s recommendations are to be followed for all equipment. These procedures are posted in the dietary department. Safe Food Handling guidelines, as established or recognized by the State are followed. The Dining and Food Service Manager/chef personnel are responsible to ensure the cleanliness and sanitation of the kitchen, as well as to assure safe food handling guidelines are followed. Hand washing facilities shall always be available in the dietary department. All sanitation procedures will be maintained in accordance with applicable County, State and Federal health codes and regulations. Each freezer and refrigerator is supplied with a thermometer. A log of temperatures is maintained...”

<b>APPLICABLE RULE</b>	
<b>R 325.1976</b>	<b>Kitchen and dietary.</b>
	<b>(6) Food and drink used in the home shall be clean and wholesome and shall be manufactured, handled, stored, prepared, transported, and served so as to be safe for human consumption.</b>

<b>ANALYSIS:</b>	Based on observation, the facility did not enforce food service sanitation standards.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

I reviewed the findings of this investigation with the executive chef on 10/23/2024. When asked if there were any comments or concerns with the investigation, the AR stated that there were none.

**IV. RECOMMENDATION**

Contingent upon an acceptable corrective action plan, I recommend no change to the status of the license.



10/23/2024

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Barbara Zabitz  
Licensing Staff

Date

Approved By:



10/16/2024

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Andrea L. Moore, Manager  
Long-Term-Care State Licensing Section

Date