



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

January 13, 2026

Abdul Aleem  
3115 Silverwood Dr.  
Saginaw, MI 48603

RE: License #: AL730417080  
Investigation #: 2026A0572012  
Hampton Manor of Merrill

Dear Abdul Aleem:

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) 643-7960.

Sincerely,

A handwritten signature in black ink that reads "Anthony Humphrey". The signature is written in a cursive style with a large, looping flourish at the end of the name.

Anthony Humphrey, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(810) 280-7718

enclosure

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

**I. IDENTIFYING INFORMATION**

|                                       |  |
|---------------------------------------|--|
| <b>License #:</b>                     | AL730417080                              |
| <b>Investigation #:</b>               | 2026A0572012                             |
| <b>Complaint Receipt Date:</b>        | 11/21/2025                               |
| <b>Investigation Initiation Date:</b> | 11/25/2025                               |
| <b>Report Due Date:</b>               | 01/20/2026                               |
| <b>Licensee Name:</b>                 | Abdul Aleem                              |
| <b>Licensee Address:</b>              | 3115 Silverwood Dr.<br>Saginaw, MI 48603 |
| <b>Licensee Telephone #:</b>          | (989) 996-1610                           |
| <b>Administrator:</b>                 | Rachel Morgan                            |
| <b>Licensee Designee:</b>             | N/A                                      |
| <b>Name of Facility:</b>              | Hampton Manor of Merrill                 |
| <b>Facility Address:</b>              | 400 N. Midland Road<br>Merrill, MI 48637 |
| <b>Facility Telephone #:</b>          | (989) 715-2060                           |
| <b>Original Issuance Date:</b>        | 01/17/2024                               |
| <b>License Status:</b>                | REGULAR                                  |
| <b>Effective Date:</b>                | 07/17/2024                               |
| <b>Expiration Date:</b>               | 07/16/2026                               |
| <b>Capacity:</b>                      | 20                                       |
| <b>Program Type:</b>                  | AGED<br>ALZHEIMERS                       |

**II. ALLEGATION(S)**

|  | <b>Violation<br/>Established?</b> |
|--|-----------------------------------|
| A staff member was reportedly on personal phone calls while providing care and administering medications on 11/19/2025, causing residents to feel disrespected and raised concerns about unsafe and unprofessional care. | Yes                               |
|  |                                   |

**III. METHODOLOGY**

|            |   |
|------------|---|
| 11/21/2025 | Special Investigation Intake<br>2026A0572012  |
| 11/25/2025 | Special Investigation Initiated - On Site<br>Home Manager, Shannon Beyer, Staff, Meghan Dilts; Resident A and Resident B. |
| 01/12/2026 | Contact - Telephone call made<br>Staff, Crystal Delgado.  |
| 01/13/2026 | Inspection Completed-BCAL Sub. Compliance   |
| 01/13/2026 | APS Referral<br>APS Referral made.  |
| 01/13/2026 | Exit Conference<br>Licensee, Abdul Aleem.   |
|            |   |

**ALLEGATION:**

A staff member was reportedly on personal phone calls while providing care and administering medications on 11/19/2025, causing residents to feel disrespected and raised concerns about unsafe and unprofessional care.

**INVESTIGATION:**

On 11/21/2025, the local licensing office received a complaint for investigation. Contact with the home will be made within the week.

On 11/25/2025, I made an unannounced onsite at Hampton Manor of Merrill, located in Saginaw County Michigan. Interviews were conducted with Home Manager, Shannon Beyer, Staff, Meghan Dilts, Resident A and Resident B.

On 11/25/2025, I interviewed Home Manager (HM), Shannon Beyer regarding the allegation. Shannon Beyer said that Resident A and Resident B complained to staff and staff brought it to her attention. The staff person is Crystal Delgado. HM Beyer had spoken to Crystal Delgado about the situation and told her that phone calls are for emergencies or can be used in the breakroom during break time. HM Beyer informed her that she would be terminated if this happened again.

On 11/25/2025, I reviewed the home's cellphone policy, which states, "The use of cellphones while at work is limited to break time only. Cellphones are not permitted in resident's areas."

On 11/25/2025, I interviewed Staff, Meghan Dilts regarding the allegation. Meghan Dilts informed me that there had been lots of complaints regarding Crystal Delgado walking up and down the hallways, talking on her phone. One resident complained that they wanted to go into their bathroom to use it but couldn't because Crystal Delgado was in their bathroom making personal phone calls. Crystal Delgado is always very nice and pleasant but she believes that she was going through something because it was said that she was being very loud and was on the phone a lot that day. Meghan Dilts informed that they do have a cellphone policy which is for emergencies. They can use the phone in the breakroom or outside, but not in the resident's bedrooms.

On 11/25/2025, I interviewed Resident A regarding the allegation. Informed that Staff, Crystal Delgado had come into her room with noon medications. Resident A told her, "I don't take noon pills." Crystal Delgado replied, "Oh, I must have got the wrong (Resident's Name)." Resident A indicated that she could understand the mistake because they have the same first name, but the mistake probably wouldn't have happened if Crystal Delgado didn't have the earpiece on, talking to someone on the phone.

On 11/25/2025, I interviewed Resident B regarding the allegation. Resident B informed that Staff, Crystal Delgado, uses the phone all the time. Resident B stated, "I don't like her giving me my pills while she's on the phone because those pills are

my lifeline.” Resident B informed that Crystal Delgado be using the phone at 3am while assisting him with his urinal. It was an evasion of his privacy.

On 01/12/2026, I contacted Staff, Crystal Delgado, regarding the allegation. Crystal Delgado denied ever using the phone while passing medications or while assisting a resident with toileting. Staff Delgado admitted to using her phone on the floor. Management had spoken to her about it, so she no longer uses her phone on the floor. The day that Staff Delgado was talking very loud, she informed me that she was in the breakroom and her voice may have carried over into the hallways. Staff Delgado informed that her grandmother had passed away and she was receiving and making a lot of phone calls that night and it was very upsetting.

On 01/13/2026, an Adult Protective Service (APS) referral was made for further investigation.

| <b>APPLICABLE RULE</b> |   |
|------------------------|---|
| <b>R 400.681</b>       | <b>Resident rights; licensee responsibilities.</b>  |
|                        | <b>(3) A licensee and staff shall respect and safeguard all of the following resident rights to:</b><br><b>(p) Be treated with consideration and respect with due recognition of personal dignity, individuality, and need for privacy.</b>   |
| <b>ANALYSIS:</b>       | Based on the interviews conducted with staff and residents, there is enough evidence to establish a licensing rule violation. Resident A and Resident B complained about staff using the phone while providing care. Crystal Delgado denied using it while providing specific care but admitted to using it while in the hallways. According to the home’s Cellphone policy, cellphones are to be used in break areas only. |
| <b>CONCLUSION:</b>     | <b>VIOLATION ESTABLISHED</b>  |

On 01/13/2026, an exit conference was held Licensee, Abdul Aleem regarding the results of the special investigation. The conference addressed the results of this special investigation.

**IV. RECOMMENDATION**

Continent upon receipt of an acceptable corrective action plan, I recommend no changes be made to the licensing status of this large adult foster care group home, (capacity 13-20).



01/13/2026

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Anthony Humphrey  
Licensing Consultant

Date

Approved By:



01/13/2026

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Mary E. Holton  
Area Manager

Date