



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

February 13, 2026

Hemant Shah  
Clio Memory Care, LLC  
32685 Rockridge Lane  
Farmington Hills, MI 48334

RE: License #: AL250384188  
Investigation #: 2026A0779017  
Cranberry Park Memory Of Clio

Dear Hement Shah:

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 cursive script that reads "Christopher A. Holvey".

Christopher Holvey, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(517) 899-5659

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL250384188
<b>Investigation #:</b>	2026A0779017
<b>Complaint Receipt Date:</b>	01/05/2026
<b>Investigation Initiation Date:</b>	01/06/2026
<b>Report Due Date:</b>	03/06/2026
<b>Licensee Name:</b>	Clio Memory Care, LLC
<b>Licensee Address:</b>	1346 W. Vienna Road Clio, MI 48420
<b>Licensee Telephone #:</b>	(810) 640-7783
<b>Administrator:</b>	Dana Pikula
<b>Licensee Designee:</b>	Hemant Shah
<b>Name of Facility:</b>	Cranberry Park Memory Of Clio
<b>Facility Address:</b>	1346 W. Vienna Road Clio, MI 48420
<b>Facility Telephone #:</b>	(810) 640-7783
<b>Original Issuance Date:</b>	11/14/2016
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/14/2025
<b>Expiration Date:</b>	05/13/2027
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED ALZHEIMERS AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Cranberry Park staff use an app where they share inappropriate photos of residents and make fun of them.	No
Staff Aubree Cook taunts Resident A and has smacked Resident A on her butt to make her upset. Staff Aubree has left bruises on Resident A from grabbing her aggressively.	Yes
Staff are denying residents from taking naps during the day.	No
Additional Findings	Yes

## III. METHODOLOGY

01/05/2026	Special Investigation Intake 2026A0779013
01/05/2026	APS Referral Complaint was received from APS centralized intake.
01/06/2026	Special Investigation Initiated - On Site
01/09/2026	Inspection Completed On-site
02/03/2026	Contact - Telephone call made Spoke to staff person, Aubree Cook.
02/06/2026	Contact - Telephone call made Spoke to Resident A's POA.
02/06/2026	Contact - Telephone call made Spoke to staff person, Carly Stiers.
02/06/2026	Contact - Telephone call made Spoke to staff person, Jessica Goodman.
02/06/2026	Contact - Telephone call made Spoke to staff person, Liberty Rhinehart.
02/06/2026	Exit Conference Held with administrator, Dana Pikula.
02/10/2026	Contact - Face to Face Spoke to multiple residents.
02/12/2026	Contact - Telephone call made Spoke to administrator, Dana Pikula

02/12/2026	Contact - Telephone call made Spoke to staff person, Antonae Timmons.
02/12/2026	Exit Conference Held with administrator, Dana Pikula.
02/13/2026	Contact - Face to Face Spoke to Resident C.

**ALLEGATION:**

**Cranberry Park staff use an app where they share inappropriate photos of residents and make fun of them.**

**INVESTIGATION:**

On 1/6/2026, an on-site inspection was conducted and home manager, Mary Anglebrandt was interviewed. HM Anglebrandt stated that the facility using the BAND app for the purposes of staff scheduling, and to communicate about residents appointments and changes regarding resident's care. HM Anglebrandt stated that there are occasionally verbal conflicts between staff on the app, but that she is not aware of any staff ever making fun of a resident on the app. HM Anglebrandt report that only staff of the facility are on that account on the app and that the app is not a part of any social media platform. When asked about inappropriate pictures on the app, HM Anglebrandt stated that there was one time when a staff person posted pictures of resident's used briefs in trash cans, but she took the pictures off the app right away. HM Anglebrandt reported that there were many pictures included in that post and that she did not look at them all before deleting them.

On 1/6/2026, administrator Dana Pikula stated that the BAND app is a group text message thread that staff use to communicate with one another. Admin Pikula stated that the ap is not connected to any social media format and that any info staff post does not go out to any other sources for people to see.

On 1/6/2026, staff person, Josef Wilber, confirmed that the BAND app is supposed to be used by staff to communicate about scheduling issues and changes regarding resident's care. Staff Wilber stated that on one occasion, he did see pictures that were posted by staff person, Tamika Pressley, that did show resident's private areas and dirty briefs. Staff Wilber stated that he believes that Staff Pressley posted those pictures because she was upset about another staff not changing residents before leaving at the end of her shift. Staff Wilber reported that none of the pictures showed any resident's faces or identifying information. Staff Wilber stated that the pictures were only on the app for 1-2 hours before being deleted and that he has never seen any posts on the app where staff were making fun of a resident.

On 1/6/2026, three other staff persons were spoken to about the BAND app. All three staff confirmed that the app is supposed to be used by staff to communicate about scheduling issues and changes regarding resident's care. The staff claim to have not seen any inappropriate pictures of residents on the app or any posts where staff have made fun of a resident.

On 2/3/2026, a phone call was made to staff person, Tameka Pressley, who confirmed that on one occasion she did post some pictures on the BAND app. Staff Pressley stated that she was upset about a staff person, who no longer works at this facility, did not do her job of changing resident's briefs before she left her shift, so she took pictures of residents wet briefs. Staff Pressley claims that she does not remember if resident's private areas were exposed in the pictures, but that no resident's faces were in any picture. Staff Pressley stated that it was not intent to invade any resident's privacy and that she told right away by HM Anglebrandt that the BAND app is not to be used to post pictures of residents. Staff Pressley stated that HM Anglebrandt deleted the pictures from the app right away.

On 2/6/2026, separate phone calls were made to staff persons, Carly Stiers and Jessica Goodman, who both reported the same information. They stated that the BAND app thread being used only includes staff of Cranberry Park and that no info posted in their thread leaves the app. Staff Stiers and Goodman reported that they saw the pictures posted by Staff Pressley and that the pictures included exposed private areas of residents, but no resident faces. They stated that the pictures were deleted from the app within two hours or less.

<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> <b>(p) Be treated with consideration and respect with due recognition of personal dignity, individuality, and need for privacy.</b>
<b>ANALYSIS:</b>	It was confirmed that this facility uses the BAND app for the purpose of staff communication. The app is a text message thread that only includes staff of Cranberry Park and it is not connected to any social media platform. On one occasion, pictures of residents were posted on the BAND app and some of the pictures included residents exposed private areas. However, none of the pictures included any resident's faces or identifying information and were deleted from the app within two hours of being posted. Due to the fact that none of the pictures including any identifying resident information and that

	management acted appropriately by having the pictures deleted from the app quickly, no violation for lack of privacy is established.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Staff Aubree Cook taunts Resident A and has smacked Resident A on the butt to make her upset. Staff Aubree has left bruises on Resident A from grabbing her aggressively.**

**INVESTIGATION:**

A review of Resident A’s Assessment Plan For AFC Residents was done. The plan stated that Resident A suffers from dementia, is non-mobile and utilizes a wheelchair. Resident A requires a 1-person assist from staff in order to complete all her activities of daily living.

On 1/9/2026, HM Anglebrandt stated that Resident A is now in a wheelchair, due to her starting to have falls, and she has sustained some bruising from those falls, but she has never seen Resident A to have unexplained bruising or bruising resembling hand/finger marks. HM Anglebrandt stated that she has not received any complaints regarding staff person, Aubree Cook, taunting or being aggressive with Resident A or any other resident.

On 1/9/2026, an attempt to interview Resident A took place. Due to her dementia, Resident A cannot carry on a conversation, but she was able to answer a few specific questions. Resident A was not able to acknowledge knowing who Staff Cook was. When asked if staff are nice to her, Resident A said “Yes”. When asked if staff treat her good, Resident A said, “Oh Yes”. Resident A was observed to be clean, well-groomed, and without any visible bruising on arms resembling fingerprints.

On 1/9/2026, staff person, Jared Hinojosa, stated that he has never witnessed Staff Cook being aggressive or taunting any resident. Staff Hinojosa stated that residents seem to really like Staff Cook. Staff Hinojosa reported that he has not observed any unexplained bruises on Resident A.

On 1/9/2026, staff person, Antonae Timmons, stated that Resident A was fully mobile up until just recently, but staff have been finding her on the floor of her bedroom and some bruising would show up afterwards. Staff Timmons stated that she has never observed Resident A have any unexplained bruising or anything that would resemble her being grabbed too hard. Staff Timmons stated that she has never witnessed Staff Cook being aggressive with any resident. Staff Timmons reported that she witnessed

one playful incident between Resident A and Staff Cook several months ago. Staff Timmons stated that Resident A playfully spanked Staff Cook on the butt and that Staff Cook returned the gesture.

On 2/3/2026, a phone call was made to staff person, Aubree Cook, who confirmed that she provides care for Resident A quite often. Staff Cook denied that she has ever been aggressive, taunted, or hit/spanked any resident. Staff Cook admitted that Resident A softly spanked her and that she played back with her on one occasion, but it was only playful.

On 2/3/2026, a phone conversation took place with Resident A's family member, who is Resident A's power of attorney (POA). POA stated that Resident A is prone to bruising rather easily, but that he has never observed any unexplained bruises on Resident A. POA stated that Resident A has sustained some bruises from a few falls she has had, but safety measures have been put into place to prevent future falls and the issue has gotten better. POA reported that he is familiar with Staff Cook and that she seems to provide good care. POA stated that all the staff at this facility have always been good to Resident A and that he has no concerns regarding her care.

On 2/6/2026, a phone call was made to staff person, Jessica Goodman, who stated that she has worked shifts with Staff Cook. Staff Goodman stated that she has witnessed Staff Cook, on more than one occasion, smack Resident A on the butt, making Resident A upset. Staff Goodman stated that Staff Cook thought that it was funny. Staff Goodman reported that Staff Cook would purposely start arguments and agitate Resident A to get Resident A all worked up. Staff Goodman stated that she has reported these concerns to HM Anglebrandt, but nothing was done about it and it kept happening. Staff Goodman stated that she has never seen Staff Cook ever be aggressive with Resident A or seen Resident A have unexplained bruises.

On 2/6/2026, a phone call was made to staff person, Liberty Rhinehart, stated that she has never witnessed Staff Cook smack Resident A on the butt, but has seen Staff Cook do that with Resident B. Staff Rhinehart stated that on two separate occasions, she has witnessed Staff Cook smack Resident B on the butt, just to get a reaction. Staff Rhinehart stated that Staff Cook did it with the intention of making Resident B upset and Resident B would get combative. Staff Rhinehart reported that she did witness one incident, about 2-3 months ago, where Staff Cook taunted Resident A. Staff Rhinehart stated that the facility has some purple clay/slime that they use for activities with the residents and that Staff Cook formed the slime into the shape of a penis and was putting it in Resident A's face. Staff Rhinehart stated that Staff Cook kept pushing it toward Resident A's face, even though Resident A kept swatting it away and was visibly upset by it. Staff Rhinehart claims that she told HM Anglebrandt of these incidents, but that she does not think anything was done about it. Staff Rhinehart reported that she has never seen Staff Cook be physically aggressive with Resident A or any resident and that she has not seen Resident A with any unexplained bruises.

On 2/10/2026, a visit was made at this facility and Resident A and Resident B were observed to clean, well-groomed and without any visible bruising. Resident A once again stated that she was doing well, that staff are nice to her and that they treat her well. Due to her advanced dementia, Resident B was not able to understand or respond to any questioning.

On 2/12/2026, an exit conference was held with newly appointed administrator, Dana Pikula. Admin Pikula stated that staff persons, Aubree Cook and MaKensie Eidson, have been terminated and no longer work at this facility. Admin Pikula stated that she is continuing to provide training to staff and is hiring new staff. Admin Pikula was informed of the outcome of this investigation and that a written corrective action plan is required.

<b>APPLICABLE RULE</b>	
<b>R 400.681</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.</b>
<b>ANALYSIS:</b>	Due to her dementia, Resident A was not able to acknowledge that she knew who staff person, Aubree Cook, is. Resident A was observed on two occasions to have no visible bruising that resembled fingerprints or being grabbed too hard. Multiple staff stated that they have never seen Staff Cook be physically aggressive with Resident A. However, two staff have reported witnessing Staff Cook smack both Resident A and Resident B on the butt, with the intention on making the residents upset. One staff has witnessed Staff Cook to form some slime into a shape of a penis and taunt Resident A with it. There was sufficient evidence found to prove that Staff Cook did not treat Resident A and Resident B with dignity and respect.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

**Staff are denying residents from taking naps during the day.**

**INVESTIGATION:**

Three on-site inspections were conducted at this facility on 1/6/2026, 1/9/2026 and 2/10/2026. On all three occasions, multiple residents were viewed to be napping.

Some were in recliner chairs and some were in their beds. Multiple residents were able to confirm that they are allowed to nap during the day.

Multiple staff stated that residents are allowed to nap whenever they want, but are encouraged to stay awake for meal times. Staff deny that any residents are ever denied from taking a nap. Staff person, Jared Hinojosa, stated that Resident C is a 2-person assist, so if she requests to go to her room, it might take a few minutes before 2 staff are available to move her, but she is never denied a nap.

<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: (q) Access their bedroom at their own discretion.</b>
<b>ANALYSIS:</b>	There was no evidence found to prove that residents at this facility are denied access to their bedrooms or not allowed to take naps.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On 2/6/2026, staff person, Carly Stiers, stated that Resident C received some Croc shoes for Christmas, including a lot of charms to put on the Crocs. Staff Stiers stated that she observed previous employee, Makensie Eidson and current staff person, Aubree Cook, to have Resident C's charms on their work Croc shoes. Staff Stiers stated that those staff confirmed that the charms they had were Resident C's. Staff Stiers stated that HM Anglebrandt was informed of this issue and Staff Eidson and Staff Cook were told to return the charms.

On 2/6/2026, staff person, Jessica Goodman, stated that she did not see any staff with Resident C's Croc charms. Staff Goodman stated that she did see some texts that took place between staff, confirming that some of Resident C's charms were taken. Staff Goodman stated that one of the texts was Staff Cook stating that she wasn't giving the charms back.

On 2/12/2026, staff person, Antonae Timmons, denied that she had anything to do with Resident C's Croc charms being taken or that she has any of those charms. Staff Timmons stated that the Croc shoes she wears to work do not even have the holes in them that the charms fit into. Staff Timmons reported that she did see former staff

person, Makensie Eidson, have some of Resident C's charms on her work shoes, but did not see Staff Cook with any.

On 2/12/2026, administrator, Dana Pikula, stated that she saw texts between the staff confirming that some of Resident C's Croc charms were taken and that HM Anglebrandt had told them the charms had to be returned to Resident C. Admin Pikula stated that she spoke to Staff Cook, who admitted to taking the charms, but claims that she returned them.

On 2/13/2026, a face-to-face visit took place with Resident C, who stated that she is doing well. Resident C confirmed that she received a pair of Croc shoes for Christmas and that she loves them. Resident C did not seem to know and/or understand anything about having charms for her shoes. Resident A was observed to have three pairs of Croc shoes, with two pairs of them that have multiple charms on them.

On 2/12/2026, an exit conference was held with newly appointed administrator, Dana Pikula. Admin Pikula stated that staff persons, Aubree Cook and MaKensie Eidson, have been terminated and no longer work at this facility. Admin Pikula stated that she is continuing to provide training to staff and is hiring new staff. Admin Pikula was informed of the outcome of this investigation and that a written corrective action plan is required.

<b>APPLICABLE RULE</b>	
<b>R 400.637</b>	<b>Handling of resident funds and valuables.</b>
	<b>(11) A licensee, staff, volunteers, members of the household, and their family members cannot accept, take, or borrow money, resident funds, or valuables from a resident, even with the consent of the resident.</b>
<b>ANALYSIS:</b>	It was confirmed that staff at this facility took some of Resident C's Croc charms. Staff had Resident C's charms on their work shoes while working.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an approved written corrective action plan, it is recommended that the status of this facility's license remain unchanged.



2/13/2026

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Christopher Holvey  
Licensing Consultant

Date

Approved By:



2/13/2026

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Mary E. Holton  
Area Manager

Date