



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 5, 2026

Hemant Shah  
Clio Assisted Living, LLC  
32685 Rockridge Lane  
Farmington Hills, MI 48420

RE: License #: AL250384167  
Investigation #: 2026A0779018  
Cranberry Park 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>	AL250384167
<b>Investigation #:</b>	2026A0779018
<b>Complaint Receipt Date:</b>	02/12/2026
<b>Investigation Initiation Date:</b>	02/13/2026
<b>Report Due Date:</b>	04/13/2026
<b>Licensee Name:</b>	Clio Assisted Living, LLC
<b>Licensee Address:</b>	1354 W. Vienna Road Clio, MI 48420
<b>Licensee Telephone #:</b>	(248) 692-4355
<b>Administrator:</b>	Dana Pikula
<b>Licensee Designee:</b>	Hemant Shah
<b>Name of Facility:</b>	Cranberry Park Of Clio
<b>Facility Address:</b>	1354 W. Vienna Road Clio, MI 48420
<b>Facility Telephone #:</b>	(810) 640-8357
<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 AGED



## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff member Breanna Merza has violated residents' privacy by using FaceTime while providing personal care to residents.	Yes

## III. METHODOLOGY

02/12/2026	Special Investigation Intake 2026A0779018
02/12/2026	APS Referral Complaint was received from APS centralized intake.
02/13/2026	Special Investigation Initiated - On Site
02/18/2026	Contact - Telephone call made Spoke to staff person, Shelby Wysocki.
02/18/2026	Contact - Telephone call made Spoke to staff person, Breanna Merza.
02/18/2026	Exit Conference Held with administrator, Dana Pikula.

### **ALLEGATION:**

**Staff member Breanna Merza has violated residents' privacy by using FaceTime while providing personal care to residents.**

### **INVESTIGATION:**

On 2/13/2026, an on-site inspection was conducted. Multiple residents, sitting at two separate tables, were asked about these allegations. Multiple residents confirmed that staff have taken pictures of them and that they have no issues with that. When asked if any staff have been on a video call while providing them with care, no residents could remember a time when this happened. A couple residents confirmed that staff are on their phones sometimes but could not confirm that they are on video calls or that they are on camera.

On 2/13/2026, staff person, Latisha Davis, stated that she witnessed staff person, Breanna Merza, using Facetime to video chat with people during her shifts. Staff Davis stated that it happens frequently and that Staff Merza does it all over the facility, including in resident bedrooms, bathrooms and while standing at the medication cart. Staff Davis stated that the previous home manager was aware of this issue, but nothing was done about it.

On 2/13/2026, staff person, Charlene Murphy, stated that she has witnessed Staff Merza being on video calls while on shift. Staff Murphy stated that Staff Merza has been on video calls while providing care to residents in their bedrooms and while standing at the medication cart, with the computer on and open. Staff Murphy confirmed that the previous home manager was told of this issue multiple times.

On 2/13/2026, a conversation took place with Resident A's family member (FM1). FM1 stated that she has witnessed a few staff using their phones while working at this facility. FM1 stated that Staff Merza seems to be on her phone a lot while working, but that she could not confirm that Staff Merza was on video calls or just normal phone calls.

On 2/18/2026, a phone call was made to staff person, Shelby Wysocki, who stated that she has witnessed Staff Merza walking around the facility while on Facetime, including while in residents' bedrooms providing personal care. Staff Wysocki reported that she has witnessed Staff Merza using Facetime with a previous employee, while sitting on the couch with a resident and including that resident in the conversation.

On 2/18/2026, a phone call was made to staff person, Breanna Merza, who admitted to being on Facetime while working at this facility. Staff Merza denied that she has ever used Facetime while in a resident's bedroom or while providing personal care to a resident. Staff Merza reported that she does not think that any resident has ever been in the picture, while she was on Facetime. Staff Merza claimed that the previous home manager didn't have a problem with this issue.

On 2/18/2026, an exit conference was held with newly appointed administrator, Dana Pikula. Admin Pikula stated that a few staff have recently brought this issue to her attention and that she has addressed this issue with Staff Merza. Admin Pikula stated that Staff Merza has admitted to being on Facetime while working and throughout the facility. Admin Pikula reported that Staff Merza has been placed on a 30-day probationary period. 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>(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>	Staff person, Breanna Merza, admitted to being on Facetime while working at this facility. Multiple staff have confirmed that they have witnessed Staff Merza on Facetime while working and throughout the facility, including while providing residents with personal care in their bedrooms, bathrooms and while standing at the medication cart. There was sufficient evidence found to prove that the residents' right to privacy has been violated.
<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.

*Christopher A. Holvey*

3/5/2026

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Christopher Holvey  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:

*Mary Holton*

3/5/2026

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Mary E. Holton  
Area Manager

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Date