



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 16, 2026

Nichole VanNiman
DuNord, Inc
Suite 110
890 North 10th Street
Kalamazoo, MI 49009

RE: License #: AM390259947
Investigation #: 2026A0581016
Beacon Home at River Run

Dear Nichole VanNiman:

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) 335-5985.

Sincerely,

A handwritten signature in black ink that reads "Cathy Cushman". The signature is written in a cursive, flowing style.

Cathy Cushman, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 615-5190

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 BUREAU OF COMMUNITY AND HEALTH SYSTEMS
 SPECIAL INVESTIGATION REPORT
 THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AM390259947
Investigation #:	2026A0581016
Complaint Receipt Date:	01/22/2026
Investigation Initiation Date:	01/22/2026
Report Due Date:	03/23/2026
Licensee Name:	DuNord, Inc
Licensee Address:	555 Railroad Street Bangor, MI 49013
Licensee Telephone #:	(269) 344-7972
Administrator:	Aubry Napier
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home at River Run
Facility Address:	716 Leenhouts Kalamazoo, MI 49048
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	05/12/2006
License Status:	REGULAR
Effective Date:	01/20/2025
Expiration Date:	01/19/2027
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATIONS

	Violation Established?
Program Director, Shawn Remyse, grabbed Resident A by the shirt collar and dragged her backward.	No
Program Director, Shawn Remyse, threatened to place a dog shock collar on Resident A.	Yes

III. METHODOLOGY

01/22/2026	Special Investigation Intake - 2026A0581016
01/22/2026	Special Investigation Initiated - Face to Face - Interview with Integrated Services of Kalamazoo Recipient Rights Officer, Suzie Suchyta
01/23/2026	Referral - Recipient Rights - ISK received the allegations and are investigating.
01/23/2026	Contact - Face to Face - In conjunction with Suzie Suchyta, interviewed direct care staff.
01/29/2026	Contact - Face to Face - In conjunction with Suzie Suchyta, interviewed Program Director, Shawn Remyse
01/29/2026	Inspection Completed On-site - Interview with residents and staff.
03/13/2026	APS Referral – made online
03/16/2026	Exit conference with the licensee designee, Nichole VanNiman.

ALLEGATION:

- **Program Director, Shawn Remyse, grabbed Resident A by the shirt collar and dragged her backward.**
- **Program Director, Shawn Remyse, threatened to place a dog shock collar on Resident A.**

INVESTIGATION: On 01/23/2026, I received this complaint through the Bureau of Community Health Systems (BCHS') online complaint system. The complaint alleged on or around 01/15/2026, Resident A walked over to the facility's Program Director, Shawn Remyse, who then grabbed Resident A by the back of her shirt and dragged her across the kitchen. The complaint further alleged Shawn Remyse yelled at Resident A, "If you don't stop screaming, I'm going to put a dog shock collar on your and shock you every time you scream."

On 01/23/2026, Integrated Services of Kalamazoo (ISK) Recipient Rights Officer (RRO), Suzie Suchyta, and I interviewed direct care staff, Yuliana Abrajan-Contreras and April Smith.

April Smith stated Shawn Remyse visited the facility on or around 01/15 or 01/16. She stated while she was standing in the kitchen area next to Resident A, Shawn Remyse had been asking Resident A to quiet down. April Smith stated she heard Shawn Remyse say she was going to get a "shocker" to put on Resident A and press the button whenever Resident A became too loud so she would remember not to talk loudly. April Smith stated she did not recall other staff being present when this comment was made and that no additional name calling or comments occurred during the interaction.

April Smith stated she redirected Resident A by inviting her to play a card game in the dining room to prevent further escalation. After Shawn Remyse left the facility, Resident A reported to April Smith that Shawn Remyse had been rude to her, and that she was glad she was gone.

April Smith stated she had not previously observed Shawn Remyse behave in this manner and stated she had never seen her grab or physically handle a resident. She stated hearing about an incident in which Shawn Remyse grabbed staff, Yuliana Abrajan-Contreras' shirt; however, April Smith stated the incident did not occur in the presence of residents.

Direct care staff, Yuliana Abrajan-Contreras, stated she was not present when Shawn Remyse made the "shocker" collar comment to Resident A, but stated Resident A told her about the comment the following day. Yuliana Abrajan-Contreras stated Resident A can be loud in an excited manner and recalled an incident where Resident A interrupted Shawn Remyse and Shawn Remyse responded in a rude tone, stating, "I wasn't talking to you."

Yuliana Abrajan-Contreras' stated she also had not observed any incidents where Shawn Remyse grabbed or physically handled Resident A. She described an incident in which Shawn Remyse tugged the back of her sweatshirt and moved her to another area of the facility because she was drinking a milkshake in front of the residents. Yuliana Abrajan-Contreras stated Shawn Remyse told her she should not do this because it could trigger resident behaviors. Yuliana Abrajan-Contreras stated she did not believe any residents were present during the incident, but thought they may have been in another area of the facility.

On 01/29/2026, Suzie Suchyta and I interviewed Program Director, Shawn Remyse. Shawn Remyse stated she visits the facility approximately three times per week to provide support to the newly appointed home manager, Cindy Balkema. She stated she occasionally interacts with residents and staff while in the facility. Shawn Remyse stated Resident A can be loud at times and stated she has reminded Resident A once or twice to use her "inside voice". She stated staff typically redirect Resident A to another area if Resident A becomes particularly loud and stated she did not recall any recent incidents involving Resident A being excessively loud.

Shawn Remyse denied making any statements about using a dog shocking collar on Resident A and stated she did not know why anyone would report that she made such a comment. She also stated she did not recall tugging on anyone's shirt or grabbing anyone to move them to another area of the facility. Shawn Remyse stated she reminds staff to keep food out of sight of residents to minimize behavioral issues and stated she may have spoken with Yuliana Abrajan-Contreras about this, but could not recall the conversation.

On 01/29/2026, I conducted an unannounced onsite inspection. I interviewed Resident A. Resident A stated on or around 01/15 Shawn Remyse grabbed the back of her shirt and dragged her across the kitchen, nearly causing her to fall backward. Resident A also stated Shawn Remyse threatened to put a dog shock collar on her and shock her whenever she yelled. Resident A stated she had been yelling in excitement because her case manager answered the phone.

Resident A stated the facility's home manager, Cindy Balkema, was present when Shawn Remyse made the shock collar comment, but was unsure if anyone else was present. Resident A stated she did not believe anyone witnessed Shawn Remyse grabbing her shirt because one staff was in the medication room and another was in the bathroom. Resident A further stated she believed a similar incident occurred with staff, Yuliana Abrajan-Contreras, the day prior but stated she did not witness the incident and only overheard Yuliana Abrajan-Contreras discussing it.

I also interviewed home manager, Cindy Balkema, whose statement was consistent with April Smith's statement. She stated she and Shawn Remyse were seated at

the kitchen table while Resident A was on the phone speaking loudly. Cindy Balkema stated Shawn Remyse stood up, clapped toward Resident A and said “shhh”. Cindy Balkema described Shawn Remyse’s behavior as abrasive, but stated Shawn Remyse then approached Resident A and asked her to be quiet and respectful of the other residents. Cindy Balkema stated Shawn Remyse then jokingly said she would put a dog shock collar on Resident A and shock her whenever she was loud. Cindy Balkema stated Shawn Remyse had a smirk on her face when making the comment. She stated Resident A laughed off the comment and left the area. Cindy Balkema believed staff, April Smith, was present when the comment was made.

Cindy Balkema stated she did not observe any incident where Shawn Remyse grabbed or dragged Resident A by her shirt. She stated the description of that incident involved staff, Yuliana Abrajan-Contreras. Cindy Balkema stated Resident A reported the incident to her the following day and believed Resident A may have witnessed it occur. Cindy Balkema’s description of the incident was consistent with other staff interviews.

I attempted to interview Resident B and Resident C as Cindy Balkema identified them as two residents frequently present in the facility’s common. Resident B stated she had not witnessed either allegation but recalled Shawn Remyse telling Resident A she was going to “drag her ass”, though she could not recall when the comment occurred or the context. Resident C declined to speak to me regarding the allegations.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to a serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.

ANALYSIS:	Based on my investigation, which included interviews with multiple direct care staff and Resident A, there is no supporting evidence that the facility's Program Director, Shawn Remyse, dragged or pulled on Resident A's clothing to relocate her to another area of the facility. Interviews with staff indicate a similar incident occurred between Shawn Remyse and direct care staff, Yuliana Abrajan-Contreras, which Resident A may have either witnessed or overheard Yuliana Abrajan-Contreras talk about.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.681	Resident rights; licensee responsibilities.
	(3) A licensee and staff shall respect and safeguard all of the following resident rights to: (p) Be treated with consideration and respect with due recognition of personal dignity, individuality, and need for privacy.
ANALYSIS:	Despite Program Director, Shawn Remyse, denying the allegations, interviews with multiple direct care staff and Resident A were consistent that Shawn Remyse made a comment about placing a dog shock collar on Resident A on or around 01/15. Making such a comment to a resident, even if intended as a joke, does not demonstrate treating a resident with dignity and respect, as required.
CONCLUSION:	VIOLATION ESTABLISHED

On 03/16/2026, I conducted the exit conference with the licensee designee, Nichole VanNiman. I informed her of my findings and provided her an opportunity to ask questions.

IV. RECOMMENDATION

Upon receipt of an acceptable plan of correction, I recommend no change in the current license status.

Cathy Cushman

03/16/2026

Cathy Cushman
Licensing Consultant

Date

Approved By:

Dawn Timm

03/16/2026

Dawn N. Timm
Area Manager

Date