GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 2, 2026

Juvenal Rutaramirwa
BETTER LIVING AFC LLC
448 Van Allen St Se
Grand Rapids, MI 49548

RE: License #: AS410419552
Investigation #: 2026A0579056
Better Living Wingate

Dear Juvenal Rutaramirwa:

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 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 (616) 356-0100.

Sincerely,



Cassandra Duursma, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(269) 615-5050

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 #:	AS410419552
Investigation #:	2026A0579056
Complaint Receipt Date:	09/01/2026
Investigation Initiation Date:	09/01/2026
Report Due Date:	10/31/2026
Licensee Name:	BETTER LIVING AFC LLC
Licensee Address:	448 Van Allen St Se, Grand Rapids, MI 49548
Licensee Telephone #:	(480) 570-4843
Administrator:	Juvenal Rutaramirwa
Licensee Designee:	Juvenal Rutaramirwa
Name of Facility:	Better Living Wingate
Facility Address:	2918 Wingate Dr SE, Kentwood, MI 49512
Facility Telephone #:	(616) 406-4095
Original Issuance Date:	10/15/2025
License Status:	REGULAR
Effective Date:	04/15/2026
Expiration Date:	04/14/2028
Capacity:	4
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A was inappropriately touched by a direct care worker.	Yes
Additional Findings	Yes

III. METHODOLOGY

09/01/2026	Special Investigation Intake 2026A0579056
09/01/2026	Special Investigation Initiated - Letter Leondra Fair, Adult Protective Services
09/01/2026	APS Referral
09/02/2026	Contact- Document Received Leondra Fair, Adult Protective Services
09/02/2026	Contact- Document Sent Jesus Garcia, DHHS
09/02/2026	Contact- Document Received Juvenal Rutaramirwa, Licensee Designee
09/15/2026	Contact- Document Received Jesus Garcia, DHHS
09/21/2026	Contact- Document Received Jesus Garcia, DHHS
09/24/2026	Contact- Document Received Jesus Garcia, DHHS
09/25/2026	Contact- Face to Face Resident A, Resident B, Resident C, Jesus Garcia (DHHS), Nkusi Patrick (AFC Human Resources)
09/25/2026	Contact- Document Received Juvenal Rutaramirwa, Licensee Designee
09/28/2026	Contact- Face to Face Umutoni Umulisa, Former Direct Care Worker Juvenal Rutaramirwa, Licensee Designee Jesus Garcia, DHHS

09/28/2026	Contact- Document Sent Juvenal Rutaramirwa, Licensee Designee
09/29/2026	Contact- Telephone Call Made Furaha Agape, Direct Care Worker Jesus Garcia, DHHS
09/29/2026	Contact- Telephone Call Made Immaculee Kamaliza, Direct Care Worker Jesus Garcia, DHHS
09/29/2026	Contact- Document Sent Juvenal Rutaramirwa, Licensee Designee
09/30/2026	Contact- Document Received Juvenal Rutaramirwa, Licensee Designee
09/30/2026	Contact- Document Sent Juvenal Rutaramirwa, Licensee Designee
09/30/2026	Contact- Document Received Sem Disengi, Administrative Staff
10/02/2026	Exit Conference- Mr. Rutaramirwa and Ms. Disengi

ALLEGATION: Resident A was inappropriately touched by a direct care worker.

INVESTIGATION: On 9/1/26, I received this referral which alleged direct care worker (DCW) “Mutoni” touched Resident A’s breasts. The DCW was talking about the size of Resident A’s breasts and then touched them to see if they were real or fake. It was reported that Adult Protective Services worker Leondra Fair is also investigating the allegation.

On 9/1/26, I contacted Ms. Fair confirming I had received the allegation and would be investigating.

On 9/2/26, Ms. Fair responded that she learned Resident A is 17 years old and placed in the home via minor in care variance so the allegation was forwarded to DHHS.

On 9/2/26, I contacted Jesus Garcia of DHHS. Mr. Garcia reported law enforcement is involved and he is waiting to coordinate with them.

On 9/2/26, I received a copy of the internal investigation report completed by

Better Living AFC regarding the allegation. It noted the incident was reported to have occurred at the home at approximately 2:45 pm to 3:00 pm on 8/30/26. It was reported on 8/31/26, a second shift DCW reported that when she arrived for her shift, Resident A said Umutoni Umulisa had touched her on her breasts. She stated Resident A then stated that Ms. Umulisa asked Resident C if she could touch Resident C's breasts as well. The second shift DCW immediately reported this to the "administration" (the involved individual or individuals' names were not documented). The administration contacted the DCWs who were on shift at the time of the incident to ask what occurred. Their statements were documented. Centralized Intake and law enforcement were contacted by Licensee Designee Juvenal Rutaramirwa. Ms. Umulisa was placed on administrative leave. On 9/1/26, a mandatory training session for all home staff covering reporting requirements, obligations as mandatory reporters, and the proper procedures for handling and escalating allegations of abuse or misconduct was done by the administration.

On 9/24/26, Mr. Garcia advised that law enforcement gave permission for additional interviews to be completed. We discussed coordinating for an unannounced on-site investigation at the home.

On 9/25/26, Mr. Garcia and I completed an unannounced on-site investigation. Interviews were completed with Resident A, Resident B, Resident C, and Nkusi Patrick from Human Resources at Better Living AFC. It was confirmed that Resident A, B, and C are the only residents of the home. Mr. Garcia primarily led the interviews, due to using forensic interviewing protocol, because Resident A and Resident C are minors.

Resident A reported she likes the DCWs at the home because they are nice, help residents, and talk to residents. She denied there is anything she would change about living at this home and reported she feels safe. She stated she believes that Mr. Garcia and I were interviewing her because she told her friend something had happened at this home and her friend told their caseworker and the caseworker reported the allegation. Resident A stated what happened involved a DCW that she did not know the name of, believed to be Ms. Umulisa. She described the DCW as an African American female who is "skinny and short" with black hair that she wore in braids at the time of the incident. She stated she cannot recall when the incident happened but believes it was "about a month ago." Resident A stated she was on the porch, which is a deck on the back side of the home, with Resident B, Resident C, Ms. Umulisa, and another DCW. She stated she does not know the name of the other DCW, believed to be DCW Furaha Agape, and does not know how to describe her. Resident A stated the residents were talking about "whose boobs are bigger." She stated she could not recall how the conversation started or what DCWs said prior to the incident. She stated Ms. Umulisa asked if she could touch Resident A's breast and she then touched Resident A's right breast with one of her hands. After discussing this allegation, Resident A began answering questions frequently with "I don't know" and eventually asked for the interview to end stating she has "a bad memory" and wanted to be done talking.

Resident B reported her placement in the home is “good” but she dislikes the rules. She stated she dislikes that residents are only provided with tortilla chips as an option for chips for snacks to encourage residents to eat healthier. She stated if she wants chips, such as Doritos, she must purchase them for herself. She stated there is also a rule that Resident A, B, and C cannot be together in each other’s rooms anymore. She stated this was due to her reporting that Resident A and Resident C accidentally touched each other inappropriately. She stated she reported the incident because Resident A and Resident C were “jokingly” slapping and kicking at each other and during these incidents, Resident A and Resident C accidentally touched each other’s breasts and buttocks. She stated although it was not intentional, she still reported it because it was not appropriate and it occurred in her room. She stated believes this happened approximately three to four weeks ago.

Resident B stated there was an incident when a DCW touched Resident A inappropriately which she witnessed. She stated it occurred on the back deck of the home. She stated she does not know the name of the DCW who touched Resident A but described her as an African American female who had braided hair which she wore in a bun and had on a long dress at the time of the incident, believed to be Ms. Umulisa. She stated there was another DCW present who she called “Agape.” She stated she believes the incident happened in August 2026.

Resident B stated during the incident she was standing in the doorway leading to the deck at the back of the home. She stated Resident A was standing and Ms. Umulisa was sitting on a chair next to Ms. Agape who was also sitting. She stated the residents were discussing their breasts when Ms. Umulisa asked Resident A if she could touch Resident A’s breasts. She stated Resident A said yes so Ms. Umulisa used one hand to touch one of Resident A’s breasts and used two fingers to “pinch her nipple.” She stated the incident happened in approximately five to ten seconds. She stated after the incident, Ms. Umulisa asked Resident C if she wanted to touch Ms. Umulisa’s breasts and Ms. Umulisa grabbed her own breasts and shook them. She stated Resident C said, “Hell no, that’s inappropriate.” She stated the residents then left the deck and went to Resident B’s room.

Resident B stated the following day, Resident A discussed the incident and she told Resident A that it was not appropriate and encouraged Resident A to report the incident. She stated they reported the incident to a DCW, who she referred to as “Mama Mia” working second shift the following day and this DCW appropriately reported the incident. Resident B stated she heard that Ms. Agape denied hearing or seeing what occurred because she was scrolling on her phone. Resident B stated that is a lie and she is certain Ms. Agape saw what occurred. Resident B denied any additional incidents of inappropriate touching or conversations happening at the home. Resident B stated she feels safe in this home.

Resident C reported she is 16 years old and recently moved into this home. She stated she knew Resident A and Resident B from previous placements, and she likes “hanging out with them” at this home. She stated she likes the staff and feels

safe in this home.

Resident C reported she believed we were there to interview her because she witnessed a DCW ask to touch Resident A's breasts and then ask Resident C if she wanted to touch hers. She stated she does not know the name of the staff, believed to be Ms. Umulisa and Ms. Agape, and cannot recall when this occurred. Resident C stated the incident began when she and Resident A were talking about "boob sizes" and staff came into the conversation. She stated this occurred on the back deck of the home with Resident A, Resident B, Resident C, Ms. Umulisa, and Ms. Agape present. She stated Ms. Umulisa asked if she could touch Resident A's breasts and Resident A said yes. She stated Ms. Umulisa used one hand to grab one of Resident A's breasts and "squeezed her nipple." She stated this incident lasted approximately four seconds. She stated Resident A was standing and two DCWs were sitting next to each other. She stated Ms. Agape saw what occurred. She stated after this incident the residents went inside. She stated the next day the residents were talking about the incident and agreed they should tell the staff working at that time what had occurred.

Human Resources Manager Mkusi Patrick had come to the home and agreed to meet with Mr. Garcia and I. He stated a day after the incident was reported to have occurred, he was made aware that the residents had reported the allegations to the DCW working on second shift. He stated he advised the DCW to call law enforcement and DHHS to report it. He stated they also started an internal investigation which identified Ms. Umulisa, Furaha Agape, and Immaculee Kamaliza as the DCWs working at the time of the incident. He stated Ms. Umulisa had primarily worked in another home and occasionally worked overnight at this home prior to the incident. He stated residents reported liking Ms. Umulisa and there were no prior concerns reported about her at either of the homes. He stated she was immediately put on administrative leave once the internal investigation began.

Mr. Patrick stated when Resident B was placed in this home as a minor, she had behavior tracking for false reporting but when Resident B turned 18, she refused to continue services and her behaviors are not tracked anymore. He stated she is the oldest in the home and appears to influence and lead the other residents in the home. He gave the example that Resident B made claims that a DCW was "body-shaming her" and making comments about her body and weight. He stated they did an internal investigation and found staff had not shamed her, but because Resident B made that claim, another resident claimed the same thing happened. He stated he was aware that Resident A and Resident C were playing and kicking each other and going into each other's rooms and locking staff out. He stated two residents require 1:1 supervision so they were not cooperating with this requirement when locking staff out. He stated he was not sure an incident report was completed about the residents being in each other's rooms. He reported an incident report was completed regarding Resident B's allegation of body-shaming. He agreed to forward that information for review. Consultation was provided regarding DCWs wearing name badges or DCW names being posted in the home due to the residents seeming to

not know the names of DCWs working in the home.

On 9/28/26, Mr. Garcia and I completed a scheduled interview with Ms. Umulisa at the Better Living corporate office. Mr. Rutaramirwa arrived at the office and was spoken with following Ms. Umulisa's interview. Ms. Umulisa stated she started as a DCW in July 2026 and likes her employment. She stated she worked from 12:00 a.m. to 4:00 p.m. on 8/30/26. She stated at approximately 2:00 p.m., the three residents and three DCWs took the home's van to purchase food and drinks. She stated at approximately 3:20 p.m., residents went for a walk. She stated after the walk, Resident A, Resident B, Resident C, Ms. Agape, and her were on the back deck of the home. Ms. Umulisa stated she was wearing a long dress that showed her "boobs." She gestured a line straight across her chest with her hand directly above her breasts indicating the dress was strapless or low cut. She stated Resident A said, "Your boobs are showing" so she responded, "You too" stating Resident A had a "v neck" shirt on that exposed her cleavage.

Ms. Umulisa stated during this incident, Resident A and Resident C were standing and she and Ms. Agape were sitting down. She stated Ms. Agape was involved in the conversation because the residents had previously asked she and Ms. Agape if they had boyfriends. She stated she does not recall what was said before or after this occurred. She stated after that, everything appeared typical until her shift ended at 4:00 p.m.

Ms. Umulisa said she was made aware by law enforcement on 8/31/26 that Resident B reported that she had touched Resident A's "boobs." She stated she did not touch Resident A's breasts. She stated earlier in the day she had prompted Resident C to shower and Resident B intervened and advised Resident C she did not have to shower if she did not want to. She advised Resident B not to intervene, which she could tell upset Resident B. She stated she later apologized to Resident B because she thought Resident B was angry although Ms. Umulisa reported she did not feel she did anything wrong. She stated she believes it was documented somewhere that Resident B has a history of lying. Mr. Garcia questioned if Ms. Umulisa could tell what happened when, and before he could complete his question, Ms. Umulisa interjected, "Nothing happened!" She advised she did not know why Resident A, Resident B, and Resident C would give the same account of what happened and again denied that she touched Resident A's breast.

Mr. Rutaramirwa reported Resident B has a history of false reporting. He stated Resident B is the oldest in the home and appears protective of the minor residents. He stated Resident A appears to "go with the flow" and be influenced by Resident B.

Consultation was provided regarding ensuring that residents were aware of DCW names via name badge, DCW names posted in the home, or some other option. Mr. Rutaramirwa stated he agreed with this recommendation. Consultation was provided regarding professional boundaries and professional attire for DCWs. Concern was expressed for how Ms. Umulisa expressed, without apprehension, that she wore a

revealing dress to work that showed her “boobs.” Mr. Rutaramirwa expressed understanding.

On 9/28/26, I inquired if Ms. Agape would be working on 9/29/26. A response was received that she would not be working, but she would be available for a telephone call.

On 9/29/26, Mr. Garcia and I completed a telephone interview with Ms. Agape. She stated she was present for the entire time when Resident A, Resident B, Resident C, and Ms. Umulisa were outside on 8/30/26. She stated she and Ms. Umulisa were sitting and the residents were standing on the deck of the home. She stated Resident A was looking at her reflection in the glass door and stated, “I have big boobs.” She stated Ms. Umulisa stated, “No, you don’t.” She stated she was looking at her phone and not paying attention so she did not hear or see what occurred next. She stated she feels that if Ms. Umulisa touched Resident A’s breasts, she would have noticed it, although she repeatedly stated she could not recall anything that happened after Ms. Umulisa saying, “No, you don’t” because she was not paying attention and was looking at her phone.

Ms. Agape stated when they entered the home, she overheard Resident B tell Ms. Kamaliza, who had been inside while everyone else was outside, that Ms. Umulisa “touched (Resident A’s) boob.” She stated she believed she reported the incident in the progress notes for the residents but could not clarify where this would be found. She stated she observed Ms. Kamaliza calling one of the administrators of the home but they did not answer. She denied knowing the name of the individual Ms. Kamaliza contacted on 8/30/26. She denied that any DCW properly reported the allegations when they became aware.

Ms. Agape stated she had worked with Ms. Umulisa for two weeks to a month and does not know her well but knows she is a good person. When confronted about how it was possible that she did not hear or see anything that occurred following Ms. Umulisa saying, “No, you don’t” regarding Resident A’s breasts, even though she acknowledges being next to Ms. Umulisa and present until everyone went inside, Ms. Agape repeated her account of what occurred noting she stopped paying attention because she was focusing on her phone.

On 9/29/26, Mr. Garcia and I completed a telephone interview with Ms. Kamaliza. She stated on 8/30/26, she was inside completing documentation while Resident A, Resident B, Resident C, Ms. Umulisa, and Ms. Agape were on the deck of the home. She stated the door to the deck was closed so she could not hear what was being discussed and although the door is glass, she was focused on completing her documentation so she did not see what occurred. She stated she did observe that Ms. Umulisa and Ms. Agape were sitting and the residents were standing on the deck when they went out.

Ms. Kamaliza stated Resident B came into the home from the deck and told her that

Ms. Umulisa had touched Resident A's breast. She stated that everyone on the deck was discussing "whose boobs are bigger" when Ms. Umulisa touched Resident A's breast. She stated after Resident B came into the home, everyone else came into the home so she questioned Ms. Umulisa about what occurred and Ms. Umulisa stated she was "just joking" and she advised Ms. Umulisa that was not appropriate.

Ms. Kamaliza denied that she called anyone to report what occurred and denied telling Ms. Agape she was going to call anyone to report the incident on 8/30/26. She stated because Resident A "wasn't hurt" she did not feel an incident report or calling administrative staff was necessary. She stated on 8/31/26, someone from the administrative team called her to discuss what occurred and reported she needed to contact DHHS. She stated she was trained on mandated reporting; however, she did not feel this incident required reporting because Resident B told her and she did not directly see what occurred and no one appeared upset after the incident.

On one occasion, Ms. Kamaliza stated when she asked Ms. Umulisa why she touched Resident A's breast Ms. Umulisa replied, "it was an accident." Multiple times Ms. Kamaliza stated Ms. Umulisa responded, "I was just joking." When asked directly whether Ms. Umulisa said if she did or did not touch Resident A's breast, Ms. Kamaliza stated Ms. Umulisa said she did not stating, "because she said, 'I was joking." Ms. Kamaliza did not state that Ms. Umulisa ever directly stated she did not touch Resident A's breast or deny the allegations when Ms. Kamaliza asked on 8/30/26.

On 9/29/26, I requested staff statements that were referenced in the internal investigation I received from Better Living regarding this incident. Staff statements were not included with the document. I subsequently received a typed document entitled "Staff Witness Statements". It did not note who completed it or when it was completed. It stated DCW Christell Iringire reported that upon arriving for her shift, she was approached by the residents who reported the previous Sunday, a DCW engaged in a discussion with residents about who had the largest breasts. The residents reported that Ms. Umulisa asked Resident A whether she could touch her breasts to compare sizes and Resident A said yes. Ms. Umulisa asked the residents if they'd like to touch her breasts and they declined. Ms. Iringire contacted Innocent Mugisha who is part of the administrative team and Centralized Intake to report the allegation. Law enforcement came to the home and interviewed Ms. Iringire who reported she had learned of the allegation at the start of her shift which is why it was not reported sooner.

It noted that Ms. Agape reported Resident A, Resident B, and Resident C were sitting outside with her and Ms. Umulisa when Resident A stated she has large breasts and Ms. Umulisa stated, "No, you don't." According to the documentation, "the conversation continued briefly regarding breasts." Ms. Agape stated she was on her phone, not paying attention, and did not witness what occurred. She reported Resident B told her that Ms. Umulisa touched Resident A's breasts. She stated Resident C later asked whether Ms. Umulisa "was gay because she had touched

(Resident A's) breasts." Ms. Agape acknowledged she did not take the matter seriously at the time and did not report it immediately.

It noted Ms. Kamaliza reported that between approximately 2:45 and 3:00 p.m. on Sunday, residents were getting ready to go out for a walk. She informed the residents they could go out after 2:00 p.m., after medications had been administered. After medications were passed, all the residents and two DCWs went on the deck while Ms. Kamaliza remained inside the home. She did not hear the conversation that took place outside.

Ms. Kamaliza reported Resident B later came inside and told Ms. Kamaliza that Ms. Umulisa had touched Resident A's breasts. Ms. Kamaliza inquired why and Resident B stated they were discussing who had large breasts and Ms. Umulisa asked to touch Resident A's breasts and then touched Resident A's breasts. Ms. Kamaliza advised Ms. Umulisa this was not appropriate and Ms. Umulisa was "unaware of the concern." Ms. Kamaliza reported informing the night shift what occurred, noting she was not aware that this required formal reporting.

The document noted Ms. Umulisa initially stated she was not aware of the allegation against her. She denied the allegation and stated she never touched Resident A's breasts. She stated the residents were outside preparing to go for walk and a conversation occurred where Resident A mentioned to Ms. Umulisa that her breasts were visible and Ms. Umulisa reported that Resident A's breasts were also visible. Afterward, the group went for a walk.

On 9/29/26, I exchanged emails with Mr. Garcia regarding DCW statements, when they were documented, and by whom. I agreed to contact Mr. Rutaramirwa at the email address for the home to clarify and provide consultation, and I would include Mr. Garcia on the email.

On 9/30/26, I inquired who documented the typed staff statements and when they were taken. Consultation was provided regarding having DCWs complete incident reports in their own words and that additional pages of incident reports be signed and dated for clarity. I also requested individuals identify themselves by name and not the title of "administration" both in reports and when responding to emails. DCW Sem Disengi responded and confirmed he documented DCW statements on 9/1/26.

APPLICABLE RULE	
R 400.681	**Resident rights; licensee responsibilities.**
	(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.
ANALYSIS:	Resident A, Resident B, and Resident C each gave a consistent disclosure of DCW Umutoni Umulisa using her hand to grab Resident A's breast while they and Ms. Agape were on the back

	deck of the home. Resident B and Resident C also disclosed that Ms. Umulisa asked Resident C to touch her breasts and shook her own breasts in her hands. Ms. Umulisa acknowledged wearing a dress with a revealing top and discussing Resident A's breasts with her. She denied touching Resident A's breast. Ms. Agape reported she was present and heard Ms. Umulisa discuss Resident A's breasts but denied hearing or seeing anything else that occurred. Ms. Kamaliza advised seeing Resident A, Resident B, Resident C, Ms. Umulisa, and Ms. Agape on the back deck of the home. She reported the glass door to the deck was closed and she was completing documentation so she did not see or hear what occurred. She stated Resident B came in from the deck and immediately reported Ms. Umulisa had grabbed Resident A's breast. Ms. Kamaliza stated she confronted Ms. Umulisa about this and Ms. Umulisa stated she was "just joking." Based on the interviews completed, there is sufficient evidence that residents were not treated with dignity and respect and kept free from exploitation when Resident A, Resident B, and Resident C witnessed Ms. Umulisa grab Resident A's breast.
CONCLUSION:	**VIOLATION ESTABLISHED**

ADDITIONAL FINDING

On 9/29/26, Ms. Agape stated when they entered the home after being on the deck with Resident A, Resident B, Resident C, and Ms. Umulisa, she overheard Resident B tell Ms. Kamaliza, who had been inside while everyone else was outside, that Ms. Umulisa "touched (Resident A's) boob." She stated she believed she reported the incident in the progress notes for the residents but could not clarify where this would be found. She stated she observed Ms. Kamaliza calling one of the administrators of the home but they did not answer. She denied knowing the name of the individual Ms. Kamaliza contacted on 8/30/26. She stated no one working on 8/30/26 appropriately reported the incident until 8/31/26 after being advised by administrative staff that they needed to report the allegations.

On 9/29/26, Ms. Kamaliza denied that she called anyone to report what occurred or told Ms. Agape that she was going to call anyone on 8/30/26. She stated because Resident A "wasn't hurt" she did not feel an incident report or calling administrative staff was necessary. She stated on 8/31/26, someone from the administrative team

called her to discuss what occurred and reported she needed to contact DHHS. She stated she was trained on mandated reporting; however, she did not feel this incident required reporting because Resident B told her and she did not directly see what occurred, and no resident appeared upset after the incident.

On 9/29/26, I reviewed staff statements which noted Ms. Agape acknowledged that she did not take the matter seriously at the time and did not report it immediately. It also noted that Ms. Kamaliza reported informing the night shift of what occurred, stating she was not aware that this required formal reporting.

APPLICABLE RULE	
R 400.621	**Capability.**
	Licensees, staff, volunteers, and members of the household shall be capable of ensuring the welfare of residents.
ANALYSIS:	Ms. Agape and Ms. Kamaliza reported Resident B immediately stated that Ms. Umulisa touched Resident A's breast when she returned inside from the deck after the incident was reported to have occurred. Ms. Agape and Ms. Kamaliza both denied appropriately reporting the incident until being directed to do so by administrative staff the day after the incident. Ms. Agape reported that Ms. Kamaliza called someone from the administrative team whose name she did not know and did not receive an answer, which is why she did not immediately report the allegation herself. Ms. Kamaliza stated because Resident A "wasn't hurt", Resident B disclosed the allegation, she did not see what occurred, and no one appeared upset after the allegation was made, so she did not feel it needed to be reported. Based on the interviews completed, there is sufficient evidence that Ms. Agape and Ms. Kamaliza did not ensure the welfare of residents due to failing to appropriately report and address the allegations of sexual assault to a resident that was reported to them.
CONCLUSION:	**VIOLATION ESTABLISHED**

On 10/2/26, I completed an exit conference with Mr. Rutaramirwa and Ms. Disengi via telephone. They did not dispute my findings and recommendations. Consultation

was provided regarding corrective action plans.

IV. RECOMMENDATION

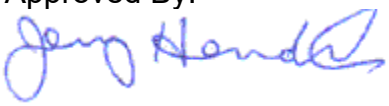
Contingent upon receipt of an acceptable plan of corrective action, I recommend that the status of the license remains the same.



10/02/2026

Cassandra Duursma Date
Licensing Consultant

Approved By:



10/02/2026

Jerry Hendrick Date
Area Manager