GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 14, 2026

Janine Nishimwe
HEALING TOGETHER LLC
2019 Heather Lane
Kalamazoo, MI 49048

RE: License #: AS390418636
Investigation #: 2026A1024045
HEALING TOGETHER LLC

Dear Ms. Nishimwe:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On September 14, 2026, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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) 356-0183.

Sincerely,

Ondrea Johnson

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS390418636
Investigation #:	2026A1024045
Complaint Receipt Date:	08/24/2026
Investigation Initiation Date:	08/24/2026
Report Due Date:	10/23/2026
Licensee Name:	HEALING TOGETHER LLC
Licensee Address:	2019 Heather Lane Kalamazoo, MI 49048
Licensee Telephone #:	(269) 266-9092
Administrator:	Janine Nishimwe
Licensee Designee:	Janine Nishimwe
Name of Facility:	HEALING TOGETHER LLC
Facility Address:	2019 Heather Lane Kalamazoo, MI 49048
Facility Telephone #:	(269) 266-9092
Original Issuance Date:	01/02/2025
License Status:	REGULAR
Effective Date:	07/02/2025
Expiration Date:	07/01/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Facility handicap ramps are difficult to use because they are damaged.	Yes
Licensee does not consistently provide timely transportation for Resident A's medical appointments as scheduled.	Yes

III. METHODOLOGY

08/24/2026	Special Investigation Intake 2026A1024045
08/24/2026	APS Referral
08/24/2026	Special Investigation Initiated – Letter email to Summitt Pointe Recipient Rights Officer (RRO) Kent Rehmann
08/25/2026	Contact - Document Received-email correspondence to RRO Jamie Fedor
08/28/2026	Inspection Completed On-site with direct care staff member Epiphanie Doumkel and Resident A
08/28/2026	Contact - Telephone call made w licensee designee Janine Nishimwe
08/28/2026	Contact - Document Received-*AFC Resident Care Agreement*
09/10/2026	Contact - Telephone call made with case manager Jasmine Marion from Summit Pointe
09/10/2026	Exit Conference with licensee designee Janine Nishimwe
09/10/2026	Corrective Action Plan Requested and Due on 09/26/2026
09/14/2026	Corrective Action Plan Received
09/14/2026	Corrective Action Plan Approved

ALLEGATION: Facility handicap ramps are difficult to use because they are damaged.

INVESTIGATION:

On 8/24/2026, I received this complaint through the LARA-BCHS online complaint system. This complaint alleged the facility handicap ramps are difficult to use because they are damaged.

On 8/25/2026, I received email correspondence from Recipient Rights Officer (RRO) Jamie Fedor who stated that the Office of Recipient Rights (ORR) has not received any complaints regarding this allegation.

On 8/28/2026, I conducted an onsite investigation at the facility with direct care staff member Epiphanie Doumkel and Resident A. Epiphanie Doumkel stated that she has no knowledge of any issues with the facility ramp and advised me to speak with licensee designee Janine Nishimwe.

Resident A stated that she has difficulty using the facility ramp because the bottom of the ramp detached at the entryway door causing her to "stumble" when she drove her power wheelchair through the ramp to get out of the garage. Resident A stated that this section of the ramp was fixed days later, however she believes the ramp needs to be replaced.

While at the facility, I observed the facility's ramp located in the garage and noted the handrails detached from the ramp when I pushed on the rails leaving the ramp in poor repair.

On 8/28/2026, I conducted an interview with administrator and licensee designee Janine Nishimwe who stated that that Resident A "ran over the ramp with her power chair" which caused the wood panel positioned at the entryway of the door that leads out to the ramp to lift or detach from the ramp. Janine Nishimwe stated that she believes this wood piece detached because Resident A moves at high speed when she is leaving through the door. Janine Nishimwe stated that she eventually was able to fix this area of the ramp, however, was not aware that the handrails on the ramp were not attached properly.

APPLICABLE RULE	
R 400.647	**Safety and maintenance of premises.**
	(1) A facility must be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.

ANALYSIS:	Based on my investigation which included interviews with direct care staff member Epiphanie Doumkel, administrator and licensee designee Janine Nishimwe, and inspection of the facility's ramp there is evidence to support that the facility ramps are difficult to use because they are damaged. Resident A stated that she has had issues with the ramp when using the ramp and does not believe the ramp is in good repair. Janine Nishimwe stated that the facility ramp was damaged but quickly fixed. I inspected the facility ramp located in the garage and observed that the handrails were not securely connected to the ramp. The handrails easily detached from the ramp while trying to use them. Therefore, the facility ramp has not been well maintained to provide adequately for the safety of Resident A or any other resident who needs to use the ramp for mobility.
CONCLUSION:	**VIOLATION ESTABLISHED**

ALLEGATION: Licensee does not consistently provide timely transportation for Resident A's medical appointments as scheduled.

INVESTIGATION:

This complaint also alleged the licensee does not consistently provide timely transportation for Resident A's scheduled medical appointments.

On 8/25/2026, I received email correspondence from RRO Jamie Fedor who stated that ORR has not received any complaints regarding this allegation.

On 8/28/2026, I conducted an onsite investigation at the facility with direct care staff member Epiphanie Doumkel and Resident A. Epiphanie Doumkel stated that Resident A relies on transportation by licensee designee Janine Nishimwe for her medical appointments, however advised me to speak with licensee designee Janine Nishimwe to determine if there have been any issues with Resident A getting to her appointments.

Resident A stated that licensee designee Janine Nishimwe has cancelled her medical appointments on multiple occasions for her medical care and mental health needs therefore she has been given a "notice" from her medical provider. Resident A stated that Janine Nishimwe is required to transport her to all her appointments and she is not being provided with this service as required. Resident A stated she has contacted her mental health provider on many occasions to voice her concerns about this.

On 8/28/2026, I conducted an interview with administrator and licensee designee Janine Nishimwe who stated that she provides transportation to Resident A's medical appointments. However, Janine Nishimwe stated that recently Resident A has not been

informing her of appointment times making it challenging for Janine Nishimwe to get Resident A to the appointments timely. Janine Nishimwe stated she does not believe she is to blame for Resident A continuously missing her medical appointments. Janine Nishimwe stated that she can recall only one recent occasion when she woke up ill and informed Resident A at 11am that she was unable to transport her to her scheduled appointment at 1pm. Janine Nishimwe stated she believed there was enough time for Resident A to contact her medical provider to cancel. Janine Nishimwe stated that there was another recent incident that occurred involving Resident A's mental health psychiatric appointment that she was not made aware of therefore Janine Nishimwe had to cancel this appointment for Resident A at the last minute and rescheduled it for another time. Janine Nishimwe stated that she does not have anyone else to assist with transporting Resident A to appointments when she is not available.

On 8/28/2026, I reviewed Resident A's *AFC Resident Care Agreement* 2/24/2026 which documented that the basic fee of this agreement includes transportation to appointments.

On 9/10/2026, I conducted an interview with case manager Jasmine Marion who stated that she does not believe licensee designee Janine Nishimwe has consistently provided Resident A transportation to her mental health appointments. Jasmine Marion stated that Resident A's mental health appointments are scheduled for set days each week and that she has gotten the impression from Janine Nishimwe that she doesn't want to take Resident A to her appointments as if transporting Resident A is a burden. Jasmine Marion stated recently in August, Resident A missed a very important mental health appointment that she personally scheduled with Janine Nishimwe one month in advance. Jasmine Marion stated that a day before this scheduled appointment, she contacted Janine Nishimwe to give her a reminder about the appointment at which time Janine Nishimwe informed her that Resident A was not going to be able to make the appointment and falsely claimed that she had knowledge of the appointment. Jasmine Marion stated that Resident A has a lot of appointments for her physical health and mental health needs, and she believes the amount of transportation that is needed for Resident A may exceed what the licensee designee Janine Nishimwe can provide.

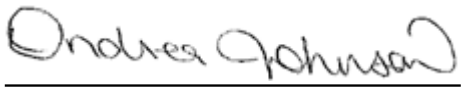
APPLICABLE RULE	
R 400.697	**Resident transportation.**
	(1) A licensee shall ensure the availability of transportation services as provided for in a resident care agreement. A licensee shall provide or arrange transportation for residents in a certified facility.

ANALYSIS:	Based on my investigation which included interviews with direct care staff member Epiphanie Doumkel, administrator and licensee designee Janine Nishimwe, Resident A, case manager Jasmine Marion, and review of Resident A's *AFC Resident Care Agreement* there is evidence that the licensee does not consistently provide transportation for Resident A's medical appointments as scheduled and as agreed upon in Resident A's *AFC Resident Care Agreement*. I reviewed Resident A's *AFC Resident Care Agreement* 2/24/2026 which documented that the basic fee includes transportation to appointments. According to Resident A licensee designee Janine Nishimwe cancelled appointments on multiple occasions for her medical care and mental health needs. Licensee designee Janine Nishimwe stated that that she does not have anyone else to assist her with transporting Resident A to appointments and has canceled appointments due to her own illness or because Resident A did not tell her about the appointment. Jasmine Marion stated that she has personally scheduled appointments with Janine Nishimwe for Resident A only to be later informed by Janine Nishimwe that she had no knowledge of the appointment resulting in cancelation. Jasmin Marion stated that Resident A has a lot of appointments for her physical health and mental health needs, and she believes the amount of transportation that is needed for Resident A may exceed what the licensee designee Janine Nishimwe can provide based on her cancellation patterns and attitude towards transporting Resident A. Therefore, the licensee designee who holds a special certification license, has not consistently provided or arranged transportation for Resident A.
CONCLUSION:	**VIOLATION ESTABLISHED**

On 9/10/2026, I conducted an exit conference with licensee designee Janine Nishimwe. I informed Ms. Janine Nishimwe of my findings and allowed her an opportunity to ask questions and make comments. On 9/14/2026, I received and approved an acceptable corrective action plan.

IV. RECOMMENDATION

An acceptable corrective action was approved therefore I recommend the current license status remain unchanged.



10/12/2026

Ondrea Johnson
Licensing Consultant

Date

Approved By:



10/14/2026

Dawn N. Timm
Area Manager

Date