



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

MARLON I. BROWN, DPA
DIRECTOR

April 7, 2026

Anna Hinton
Pioneer Resources
1145 Wesley Ave.
Muskegon, MI 49442

RE: License #:	AS610419009
Investigation #:	2026A0356023
	Marcoux Home

Dear Ms. Hinton:

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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth Elliott". The signature is written in a cursive style with a large, looping initial "E".

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 901-0585

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS610419009
Investigation #:	2026A0356023
Complaint Receipt Date:	02/23/2026
Investigation Initiation Date:	02/23/2026
Report Due Date:	04/24/2026
Licensee Name:	Pioneer Resources
Licensee Address:	1145 Wesley Ave. Muskegon, MI 49442
Licensee Telephone #:	(231) 773-5355
Administrator:	Anna Hinton, Administrator
Licensee Designee:	Anna Hinton, Designee
Name of Facility:	Marcoux Home
Facility Address:	1465 Marcoux Avenue Muskegon, MI 49442
Facility Telephone #:	(231) 773-5355
Original Issuance Date:	03/17/2025
License Status:	REGULAR
Effective Date:	09/17/2025
Expiration Date:	09/16/2027
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Direct Care Worker Ebony McDowell sprayed Resident A with liquid from a bottle to keep him from entering the kitchen.	Yes

III. METHODOLOGY

02/23/2026	Special Investigation Intake 2026A0356023
02/23/2026	APS Referral Stephanie Kindle, Muskegon County DHHS, APS.
02/23/2026	Special Investigation Initiated - Telephone Casey Olson, ORR, Health West.
02/26/2026	Inspection Completed On-site
02/26/2026	Contact - Face to Face W/Natasha Grew, Licensing Consultant, Jeff Taylor, DCW, Damiyea Wallace, DCW. Tracy Kroll, program manager.
02/26/2026	Contact - Face to Face Observed Resident A, interviewed Resident B.
03/02/2026	Contact - Telephone call made Desiree Luttrell, DCW.
03/06/2026	Contact - Telephone call made DCW Ebony McDowell.
03/17/2026	Contact - Document Received Facility documents.
04/03/2026	Contact-Face to Face Interviewed (former) Resident C
04/06/2026	Contact-Telephone call made DCW Getorra Johnson
04/07/2026	Exit conference-Anna Hinton, Licensee Designee

ALLEGATION: Direct Care Worker Ebony McDowell sprayed Resident A with liquid from a bottle to keep him from entering the kitchen.

INVESTIGATION: On 02/23/2026, I received a LARA-BCHS (Licensing and Regulatory Affairs, Bureau of Community Health Systems) Online complaint. The complainant reported that Resident A tried to go into the kitchen at the facility and staff blocked his entry by standing in front of him. This did not stop and Resident A and staff Ebony (last name unknown) asked Resident A, “do you want me to get my gun and shoot you?” The complainant reported that Resident A would get scared and cry. The complainant reported Ebony got a purple spray bottle filled with water and shot water in Resident A’s face, this is an ongoing issue.

On 02/26/2026, Licensing Consultant Natasha Grew and I conducted an unannounced inspection at the facility and interviewed Tracy Kroll, program manager. Ms. Kroll stated APS (Adult Protective Services) were at the facility about this complaint and she (Ms. Kroll) figured out this allegation occurred on or about 02/09/2026 when DCW (Direct Care Worker) Desiree Luttrull and DCW Ebony McDowell worked together. Ms. Kroll stated she was at the facility on 02/09/2026 for 80% of the day but while at the facility, she did not witness anything that would support this allegation. Ms. Kroll stated staff did not report an incident such as this to her and she learned about this alleged incident from APS.

On 02/26/2026, Ms. Grew and I interviewed DCW Damyea Wallace. Ms. Wallace stated she has never heard Ms. McDowell say to Resident A, “do you want me to get my gun and shoot you.” Ms. Wallace stated it appears Ms. McDowell has a good relationship with Resident A. She has not seen staff stand in front of Resident A to prevent him from entering the kitchen but Resident A does try to get into the kitchen and staff have to watch him closely because he will eat things he is not supposed to eat and get into staffs’ belongings as staff keep their belongings under the counter in the kitchen. Ms. Wallace stated there is a squirt bottle, “pinkish” in color with water in it in the female residents rooms for peri care but she has never seen staff including Ms. McDowell use anything to spray Resident A in the face.

On 02/26/2026, Ms. Grew and I interviewed DCW Jeff Taylor and Mr. Taylor stated they have spray bottles in the facility with cleaning supplies in them but no spray bottles with water in them. Mr. Taylor stated he has never seen or heard any staff threaten to spray or spray Resident A with liquid from a spray bottle.

On 02/26/2026, Ms. Grew and I observed Resident A. He is nonverbal and unable to provide information pertinent to this investigation. Besides Resident B and former Resident C, the remainder of the residents in the facility are non-verbal and unable to provide information pertinent to this investigation due to cognitive deficits.

On 02/26/2026, Ms. Grew and I interviewed Resident B in his room. Resident B is the only resident that is verbal in the facility. Resident B stated he witnessed “Ebony”

(McDowell) spray Resident A when he goes into the kitchen. Resident B stated staff Ebony (McDowell) says to Resident A, "get out, get out, get out."

On 03/02/2026, I interviewed DCW Desiree Luttrull via telephone. Ms. Luttrull stated on 02/09/2026 she worked 1st shift (6:00a.m.-2:00p.m.) with Ms. McDowell and explained the "gun" is a spray bottle with a liquid in it. Ms. Luttrull stated there are 2 purple spray bottles in the facility. Ms. Luttrull stated Resident A was "annoying" Ms. McDowell. Resident A was trying to get into the kitchen and she (Ms. McDowell) said to Resident A, "do you want me to get my gun." Ms. Luttrull stated she was right next to Ms. McDowell when she squirted Resident A in the face with the spray bottle. Resident A turned and ran in the opposite direction, cried, touched his face, walked around the facility and then sat on the carpet. Ms. Luttrull stated she worked again with Ms. McDowell on 02/16/2026 and nothing occurred on that date with Resident A. Ms. Luttrull stated she witnessed and heard the spraying of the liquid from the spray bottle to Resident A's face on 02/09/2026.

On 03/06/2026, I interviewed DCW Ebony McDowell via telephone. Ms. McDowell stated the entire allegation is false. Ms. McDowell stated Resident A would have no reaction to being sprayed in the face due to his condition. He would not cry or be scared. Ms. McDowell stated she brings a white spray bottle to work with regular Pine Sol in it because they use Lemon Pine Sol at the facility and she does not like that smell and if she sprayed Resident A in the face with Pine Sol, it would be very painful and possibly cause injury. Ms. McDowell stated she would never do that. Ms. McDowell stated there are two smaller purple spray bottles in the facility that have alcohol in them. Ms. McDowell stated if she is guilty of anything, it would be favoritism. Ms. McDowell stated she has a special relationship with Resident A and would never harm him.

On 03/06/2026, I interviewed Casey Olson, Health West, Office of Recipient Rights Officer via telephone. Ms. Olson stated she interviewed DCW Dorthea Overstreet, 3rd shift (10:00p.m.-6:00a.m.). Ms. Overstreet reported that 3rd shift and 1st shift overlap in the mornings and she witnessed Ms. McDowell spray liquid from a bottle in Resident A's direction, not directly into his face but in his direction to get Resident A out of the kitchen area.

Ms. Olson stated she interviewed former Resident C on 03/04/2026 in her new placement. Ms. Olson stated former Resident C is non-verbal but uses a bliss board to communicate and can communicate effectively using this device. Ms. Olson stated that former Resident C reported she has seen DCW Ebony (McDowell) spray Resident A with a purple water bottle. Ms. Olson reported that former Resident C indicated that Ms. McDowell pushed Resident A to get him out of the kitchen but she did not grab him.

On 04/03/2026, I interviewed former Resident C, at day program with the assistance of the day program supervisor, Jamie Romanowsky. Former Resident C is nonverbal and used the bliss board to communicate, Ms. Romanowsky sat in the interview to

assist me with communicating with former Resident C. Former Resident C said she saw Resident A get wet from a purple spray bottle and when I questioned about the staff at the facility, former Resident C responded that Ebony was the staff that sprayed Resident A. Former Resident C stated Resident A ran away and cried. Former Resident C indicated that Ebony talked “angry” to former Resident C and the other residents in the facility.

On 04/06/2026, I interviewed DCW Getorra Johnson via telephone. Ms. Johnson stated this never happened. She has never seen or heard any staff spraying Resident A to keep him out of the kitchen. Ms. Johnson stated that Ms. McDowell has never sprayed Resident A in the face causing him to cry.

On 04/07/2026, I conducted an exit conference with Anna Hinton via telephone. Ms. Hinton stated she had never seen or heard of these allegations until she met with Ms. Olson from the Office of Recipient Rights. Ms. Hinton stated she will review the report and submit an acceptable corrective action plan.

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:	<p>The complainant reported DCW Ebony McDowell got a purple spray bottle filled with water and shot water in Resident A’s face.</p> <p>Ms. Kroll, Ms. Wallace, Mr. Taylor, Ms. McDowell and Ms. Johnson stated they have not seen or heard of staff spraying Resident A with a bottle to keep him out of the kitchen.</p> <p>Ms. Luttrull, Resident B and former Resident C reported they have witnessed Ms. McDowell use a spray bottle and squirt a wet substance at Resident A to get him to leave the kitchen.</p> <p>Ms. Olson, ORR, reported that she interviewed Ms. Overstreet who reported seeing Ms. McDowell spray towards Resident A to get him to leave the kitchen. She also interviewed former Resident C who reported the same to Ms. Olson, seeing Ms. McDowell spray Resident A with water from a purple water bottle.</p> <p>Resident A is nonverbal and unable to provide information pertinent to this investigation.</p> <p>Interviews with staff and residents indicate that DCW Ebony McDowell used a spray bottle to spray a wet substance at or on</p>

	Resident A to get him to leave the kitchen area, therefore, a violation of this applicable rule is established.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



04/07/2026

Elizabeth Elliott
Licensing Consultant

Date

Approved By:



04/07/2026

Jerry Hendrick
Area Manager

Date