



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 31, 2022

Lindsay Nedow
8155 Blackman Rd.
Kingsley, MI 49649

RE: License #: AF280409799
Investigation #: 2022A0870017
Lindsay's Countryside Senior AFC

Dear Ms. Nedow:

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 (231) 922-5309.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bruce A. Messer".

Bruce A. Messer, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4939

enclosure

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

THIS REPORT CONTAINS OFFENSIVE LANGUAGE

I. IDENTIFYING INFORMATION

License #:	AF280409799
Investigation #:	2022A0870017
Complaint Receipt Date:	03/10/2022
Investigation Initiation Date:	03/10/2022
Report Due Date:	05/09/2022
Licensee Name:	Lindsay Nedow
Licensee Address:	8155 Blackman Rd. Kingsley, MI 49649
Licensee Telephone #:	(231) 835-0250
Name of Facility:	Lindsay's Countryside Senior AFC
Facility Address:	8155 Blackman Rd. Kingsley, MI 49649
Facility Telephone #:	(231) 649-0678
Original Issuance Date:	11/10/2021
License Status:	TEMPORARY
Effective Date:	11/10/2021
Expiration Date:	05/09/2022
Capacity:	6
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
Licensee Lindsay Nedow may be working while intoxicated.	No
Licensee Lindsay Nedow verbally abuses residents.	No
Resident medications are not dispensed as prescribed and medication logs are not completed.	Yes

III. METHODOLOGY

03/10/2022	Special Investigation Intake 2022A0870017
03/10/2022	Special Investigation Initiated - Telephone Telephone interview with Complainant -1.
03/14/2022	Inspection Completed On-site Interviews conducted with Licensee Lindsay Nedow and facility residents.
03/28/2022	Contact - Telephone call made Telephone interview with Mark Halliday.
03/28/2022	Contact - Telephone call made Telephone interview with Rachel Neibert.
03/30/2022	Contact - Telephone call made Telephone interview with Lori Knapp.
03/30/2022	Exit Conference Completed with Licensee Lindsay Nedow.
03/30/2022	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: Licensee Lindsay Nedow may be working while intoxicated.

INVESTIGATION: On March 10, 2022, I spoke with Complainant -1 via telephone to gather additional information pertaining to her allegations. Complainant -1 stated she had been told by facility residents that they suspect Ms. Nedow has consumed alcohol or had been intoxicated while providing care for the residents. Complainant -1 further stated she suspects Ms. Nedow may have worked while intoxicated as she has observed “significant amounts of alcohol stored in the garage and basement.”

On March 14, 2022, I conducted an unannounced on-site special investigation at the Lindsay’s Countryside AFC home. I met with Licensee Lindsay Nedow and informed her of the above stated allegation. Ms. Nedow denied working or providing care for the AFC residents while intoxicated. She denied consuming alcohol while providing care to the AFC residents.

On March 14, 2022, I conducted private, individualized, interviews with Residents A, B, C, D and E. Each of these residents denied knowledge of, or observing, Ms. Nedow consume alcohol or be intoxicated while providing care.

On March 14, 2022, I conducted an in-person interview with Family Member -1, who was visiting with a facility resident at the time of this on-site investigation. Family Member -1 denied observing Ms. Nedow consume alcohol or be intoxicated while she was visiting her family member at the facility. Family Member -1 stated she visits the facility “quite often.”

On March 28, 2022, I conducted a telephone interview with Mark Halliday. Mr. Halliday is an adult member of the household of this AFC Family home. He denied knowledge of Ms. Nedow ever working while intoxicated or while consuming alcohol.

On March 28, 2022, I conducted a telephone interview with staff member Rachel Neibert. Ms. Neibert stated she has never observed Ms. Nedow consume alcohol or be intoxicated while working.

On March 30, 2022, I conducted a telephone interview with staff member Lori Knapp. Ms. Knapp denied that Ms. Nedow has used alcohol while working at the AFC home. She further denied that Ms. Nedow has been intoxicated while working at the facility.

APPLICABLE RULE	
R 400.1404	Licensee, responsible person, and member of the household; qualifications.
	<p>(3) A licensee or responsible person shall possess all of the following qualifications:</p> <ul style="list-style-type: none"> (a) Be of good moral character to provide for the care and welfare of the residents. (b) Be suitable to meet the physical, emotional, social, and intellectual needs of each resident. (c) Be capable of appropriately handling emergency situations.
ANALYSIS:	Statements from facility residents, staff and Family Member -1 all indicate that Ms. Nedow is not consuming alcohol or has been intoxicated while working at the facility.

	Ms. Nedow possesses good moral character, can meet the needs of each resident and is capable of appropriately handling emergency situations.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Licensee Lindsay Nedow verbally abuses residents.

INVESTIGATION: Complainant -1 stated Resident A “confided in her” that Ms. Nedow told him to “shut your mouth and mind you own business” and “your shit is really starting to piss me off.” Complainant -1 stated that Resident A noted Ms. Nedow “makes him anxious and concerned for the future.” She further stated Resident B informed her that Ms. Nedow “loses her temper” with him and uses “degrading language which makes him feel belittled.” Complainant -1 also stated she observed Ms. Nedow yell and belittle Resident C when Resident C attempted to use the bathroom without assistance and fell onto the floor.

Ms. Nedow denied any verbal or emotional abuse towards the facility’s residents. She denied making derogatory remarks or threats.

Resident A stated that Ms. Nedow “has a temper” and her “voice gets loud, and she snaps at you when she is stressed.” Resident A stated “it hurts my feelings” when Ms. Nedow does these things. He noted that Ms. Nedow “always apologizes” and “he loves it here.”

Resident B stated that Ms. Nedow “is short with the residents when she is stressed.” He noted that she had “threatened” him with a 30-day discharge notice recently, but never issued the notice. Resident B noted that “overall I’m happy here.”

Resident C stated, “staff are kind” and that she “has no complaints” about Ms. Nedow or how she is treated by Ms. Nedow.

Resident D stated, “Lindsay is very nice” and “she has never said anything to hurt my feelings.” He further noted that she “has no problems or concerns.”

Resident E stated she is “definitely happy with the care she receives” and “the staff are all great.” She further noted that “Lindsay is nice, never mean, never belittles anyone.”

Family Member -1 stated that she is “happy” with the care that is provided to her mother, Resident C. She stated the staff, including Ms. Nedow, are “always kind.” Family Member -1 stated that Resident C has never complained about Ms. Nedow being inappropriate with her.

Mr. Halliday, Ms. Neibert and Ms. Knapp all denied knowledge of or observing Ms. Nedow verbally abuse or mistreat any of the facility’s residents. All felt that Ms. Nedow is “compassionate” and “patient” with the residents.

APPLICABLE RULE	
R 400.1412	Resident behavior management; prohibitions.
	(2) A licensee, responsible person, or any person living in the home shall not use any of the following methods of handling a resident for discipline purposes: (e) Mental or emotional cruelty, including subjecting a resident to verbal abuse, making derogatory remarks about the resident or members of his or her family or making malicious threats.
ANALYSIS:	<p>Although both Resident A and Resident B noted instances of Ms. Nedow being “short” or “having a temper” when stressed, they both indicated that they were happy with living at the facility.</p> <p>Residents C, D, E along with Family Member -1, Mr. Halliday, Ms. Neibert and Ms. Knapp all deny that Ms. Nedow has used abusive or threatening language towards them.</p> <p>There is no evidence that Ms. Nedow is using mental or emotional cruelty or subjecting residents to verbal abuse or derogatory remarks for the purpose of discipline.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Resident medications are not dispensed as prescribed and medication logs are not completed.

INVESTIGATION: Complainant -1 noted that resident medications are prepared ahead of time and placed on the dining table for residents to take when they come to eat. She also noted that oftentimes the medication log is not completed at the time medications are dispensed to the residents.

Ms. Nedow stated she did have one staff who had set out resident medications ahead of time, placing them on the table. She noted she counseled this staff and does not believe that this has occurred since. Ms. Nedow stated she believes staff are appropriately completing the resident medication logs.

During my March 14, 2022, on-site investigation I, along with Ms. Nedow, observed that the medication log for Resident B had not been initialed for noon medication on

March 13th or 14th, for Resident C’s bedtime medication on March 11th or 12th, for Resident D’s noon medication on March 14th and for Resident E’s dinnertime (6 p.m.) medication on March 12th or 13th. It is noted that this observation was made on March 14, 2022, midafternoon, after the residents had their lunch.

Resident A stated that “staff do put the pills on the table and walk away.”

Resident B stated, “the pills are set out on the table ahead of time, almost always, all the staff do it, even Lindsay.” He also noted that he has found pills on the floor in the kitchen.

Ms. Neibert stated that resident medication has been put into cups and placed on the table.

APPLICABLE RULE	
R 400.1418	Resident medications.
	<p>(3) Unless a resident's physician specifically states otherwise, all the giving, taking, or application of prescription medications shall be supervised by the licensee or responsible person.</p> <p>(4) When a licensee or responsible person supervises the taking of medication by a resident, the licensee or responsible person shall comply with the following provisions:</p> <p>(a) Maintain a record as to the time and amount of any prescription medication given or applied. Records of prescription medication shall be maintained on file in the home for a period of not less than 2 years.</p>
ANALYSIS:	<p>Residents A and B along with staff member Rachel Neibert all state they have observed resident medication placed on the table.</p> <p>Facility records show that staff failed to initial resident medication logs for four of five residents.</p> <p>Staff are not supervising the taking or application of prescription medications.</p> <p>Staff are not maintaining a record as to the time and amount of prescription medication given or applied to the facility residents.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On March 30, 2022, I conducted an exit conference with Licensee Lindsay Nedow. I explained my findings as noted above. Ms. Nedow stated she understood, and she would submit a corrective action plan to address the cited rule. She had no further questions pertaining to this special investigation.

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remain unchanged.



March 31, 2022

Bruce A. Messer
Licensing Consultant

Date

Approved By:



March 31, 2022

Jerry Hendrick
Area Manager

Date