



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 27, 2023

Lindsay Nedow
8155 Blackman Rd.
Kingsley, MI 49649

RE: License #: AF280409799
Investigation #: 2023A0230029
Lindsay's Countryside Senior AFC

Dear Ms. Nedow:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 cursive script that reads "Rhonda Richards".

Rhonda Richards, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4942

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AF280409799
Investigation #:	2023A0230029
Complaint Receipt Date:	06/13/2023
Investigation Initiation Date:	06/14/2023
Report Due Date:	08/12/2023
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:	REGULAR
Effective Date:	05/10/2022
Expiration Date:	05/09/2024
Capacity:	6
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
The licensee Lindsay Nedow has a “very bad temper” and is “emotionally abusive” to residents. Resident A has a text message telling him he will have to "get out" and "mind his own business."	No

III. METHODOLOGY

06/13/2023	Special Investigation Intake 2023A0230029
06/14/2023	Special Investigation Initiated - On Site Interview with Resident A, B, C, D and E and Licensee Lindsay Nedow
06/14/2023	APS Referral
06/15/2023	Contact - Telephone call made staff member. Dominque Weston
06/15/2023	Contact - Telephone call made. Resident F
06/21/2023	Exit Conference With Licensee Lindsay Nedow

ALLEGATION: The licensee Lindsay Nedow has a “very bad temper” and is “emotionally abusive” to residents. Resident A has a text message from her telling him he will have to "Get out" and "Mind his own business."

INVESTIGATION: On 06/14/2023, I conducted an unannounced on-site investigation at the facility and interviewed Residents A, B, C, D, E and Licensee Lindsay Nedow.

Resident A denied that he had been threatened to “get out” by Ms. Nedow. He stated he had resided in the facility for about five years. He described a situation that recently occurred when Ms. Nedow’s troubled 14-year-old daughter came upstairs to talk with the staff as she was crying about her problems. The staff person on duty said she was busy and asked Resident A to listen to her as she had work to do. Since it is a family home and Resident A is familiar with the teen daughter, he stated he sat and listened to her for a while. He couldn’t recall what day, but within the next few days Ms. Nedow found out about Resident A being a consoling ear to her

daughter and stated to him, “You shouldn’t be in other people’s business.” He stated he told her he agreed and would not do that again. He stated at no time did he feel threatened by Ms. Nedow. While I was with Resident A, we reviewed text messages and could not locate any from Ms. Nedow as was alleged on the complaint. Resident A denied that he had ever observed Ms. Nedow with a harsh temper or threatening himself any other residents.

Resident B stated he had lived in the facility for seven years and is treated “very well”. He stated all of the residents are treated with respect and Ms. Nedow is “Very caring.”

Resident C stated she had never observed any harsh language or threats from Ms. Nedow directed at Resident A or anyone else.

Resident D stated, “We get good treatment here. He denied that Ms. Nedow has ever threatened or treated residents in an aggressive manner.

Resident E stated she “loves it here” She denied any mentally abusive treatment from Ms. Nedow.

I spoke with Ms. Nedow regarding the above allegations. She stated this complaint was not surprising to her as she recently had a staff member quit and the staff member was not happy when she left her employment. She suspected the complaint may have been generated by this former staff member as she has seen some evidence on social media of the former staff member saying negative things about the facility.

Ms. Nedow adamantly denied that she would ever speak harshly to Resident A or any other resident. She denied telling him to “get out.” But acknowledged that she may have told Resident A to stay out of her business with her teenage daughter. She stated that it is not appropriate for any resident to be consoling her teen daughter. The staff that allowed this to happen no longer works at the facility so Ms. Nedow believes the problem is resolved.

On 06/15/2023, I contacted Resident F and interviewed her regarding the allegations. She denied that she had ever observed Resident A being yelled at or threatened by Ms. Nedow. She stated she gets along “real well’ with Ms. Nedow and has never been mistreated.

On 06/15/2023, I spoke with staff member Dominique Weston. She stated she has worked for Ms. Nedow at the facility since October 2022 and has never observed Ms. Nedow mistreat a resident verbally at all. She stated if she had ever witnessed any mistreatment of any resident, she would immediately report it.

On 06/21/2023, I conducted an exit conference with Ms. Nedow and reviewed the findings of the investigation. She had no additional questions.

APPLICABLE RULE	
R 400.1412	Resident behavior management; prohibitions.
	<p>(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:</p> <p>(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.</p>
ANALYSIS:	<p>All of the residents indicated Ms. Nedow has not been mentally or emotionally cruel in any manner. There is no evidence to support the allegation that the licensee was emotionally abusive or making any type of threats.</p> <p>Resident A denied that Ms. Nedow stated "Get out" and there was no evidence on his text messages that he reviewed with me. Resident A did not feel threatened when Ms. Nedow told him to stay out of other people's business after he talked to her daughter about her problems.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend the status of this license remain unchanged.



06/27/2023

Rhonda Richards
Licensing Consultant

Date

Approved By:



06/27/2023

Jerry Hendrick
Area Manager

Date