

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6000467	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/05/2022
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NAME OF PROVIDER OR SUPPLIER GENERATIONS AT APPLEWOOD	STREET ADDRESS, CITY, STATE, ZIP CODE 21020 KOSTNER AVENUE MATTESON, IL 60443
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S 000	Initial Comments Facility Reported Incident IL141867	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.3210f) 300.3240a) Section 300.3210 General f) The facility shall make reasonable efforts to prevent loss and theft of residents' property. Those efforts shall be appropriate to the particular facility and may, for example, include, but are not limited to, staff training and monitoring, labeling property, and frequent property inventories. (Section 2-103 of the Act) Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. These requirements are not met as evidenced by: Based on interview and record review the facility failed to protect a resident from misappropriation of property by staff resulting in a resident experiencing financial and identity theft and financial hardship leading to psychosocial harm. This failure applies to one resident (R1) in a total sample of 3 residents reviewed for theft. Findings include: On 01/04/2022 from 2:58PM - 4:00PM V1	S9999	<p>Attachment A Statement of Licensure Violations</p>	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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S9999	<p>Continued From page 1</p> <p>(Administrator) stated that R1's belongings were secure in her room in her stand next to her bed and clothes in the closet when she was transferred to the hospital on 11/24/2021. V1 stated the facility maintains the cleanliness of resident's rooms when they are temporarily out of the facility. V1 stated the facility was notified on a Saturday morning that R1's belongings would be picked up by family so V10 (Housekeeping Supervisor) asked V8 (Housekeeper) to pack up R1's room on a Saturday to prepare her belongings for pickup. V1 stated R1 notified V13 (Licensed Practical Nurse) that Saturday evening her debit card was used by someone at the facility. V1 stated, V13 reported that R1 called again and reported that her daughter picked up her purse and used the debit card at a restaurant. V1 stated that the next day V13 informed her that the police were at the facility and stated R1 reported to the police that her card was stolen and that she did not have a daughter. V1 stated the local police reviewed video footage from local businesses showing V9 (Dietary Aide/Maintenance Staff) using R1's cards. V1 stated she believes it's possible when V8 (Housekeeper) packed up R1's room she found R1's purse and gave it to V9. V1 stated V9 was arrested and charged with felony identity theft. V1 stated initially V8 was arrested then V9 took responsibility for the theft and was charged. V1 stated the following Monday another housekeeper found a wallet in the dumpster at the facility near the soiled utility room. V1 stated she observed the wallet to contain R1's ID and other cards. V1 stated the wallet may have been placed there to mislead authorities. V1 stated she speculates that V9 may have brought the wallet back and placed it there. V1 stated V9 reported that he placed the wallet back in the resident's drawer but had not been at the facility during the time of the ordeal to</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>do so. V1 stated the facility's video footage only showed V8 going into R1's room and performing cleaning procedures and likely packing her belongings but didn't indicate what she was doing inside the room. V1 stated housekeeping staff are typically responsible for packing up resident's belongings for discharge. V1 stated normally housekeeping staff reports any valuable items found while cleaning rooms of residents who are out of the facility and turn it in to management. V1 stated V9 was officially terminated because of the incident of R1's purse being stolen.</p> <p>On 01/05/2022 at 11:42AM R1 stated she was reluctant to take the surveyor's call for fear of retaliation from the facility and because they had already made a false report to law enforcement on her behalf, and she wasn't sure if the surveyor's attempt to reach her was another attempt by the facility to trick her. R1 stated she has been going through hell as a result of having her purse stolen by staff at the facility. R1 stated because of the incident she didn't have her driver's license and had to replace all of her financial and identification cards. R1 stated her church had to provide her with financial assistance because she wasn't able to acquire items she needed. R1 stated staff stole her entire purse that contained her expensive earbuds, prescription medication, identification cards as well as every credit card she had, and she can't afford to replace any of these items. R1 stated she is still being victimized because last week the offenders attempted to use the card again to purchase a game console subscription. R1 stated, the staff who stole her purse made purchases at a restaurant, a smoke shop, and a gas station. R1 stated the offenders tried to use her cash app and chime bank card account but it was declined because those accounts had no</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>money in them. R1 stated while all this is going on, she is in the middle of trying to learn to walk again. R1 stated she feels mistreated by the facility and because she was in fear for her safety she refused to return to the facility. R1 stated the facility called the police right after she informed them her cards were stolen by staff and lied to the police that she reported to them that her daughter had her purse and cards. R1 stated the police then called and asked if she had a daughter and she said no. R1 stated the police informed her that the facility reported that she notified them that her daughter had her cards; but that was false. R1 stated she only has a son. R1 stated this situation made her very angry and upset her significantly. She is the victim and the facility tried to make it appear to the police that she was not in her right mind; making up an imaginary daughter to cover up what had been done.</p> <p>Abuse investigation report dated 12/12/21 documents R1 reported to V1 (Administrator) that her debit card was not in her possession and there were unauthorized charges on her account; local police department was notified; Administrator, Director of Nursing, Family and Physician were notified; V13 (Licensed Practical Nurse) was interviewed and reported she received a call from R1 stating her daughter picked up her purse and used the debit cards and V8 (Housekeeper) was likely not involved with the missing purse; V10 (Housekeeping Supervisor) was interviewed and reported observing a black backpack style purse on R1's night stand prior to asking V8 to pack up R1's belongings, V8 stopped for lunch at local restaurant the day of the incident; V8 was interviewed and stated she did not see R1's purse and put all R1's belongings in the closet; V8 and V9 (Maintenance</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>Staff) were related and were both suspended pending investigation; Police investigation revealed V8 did remove R1's purse from her room and V9 obtained the cards and used them; both employees were terminated as a result of the offense; R1 was reimbursed for the incident; Police Department formal request for video camera footage attached to investigation report.</p> <p>Police report dated 12/11/21 documents V8 acknowledged she was assigned to R1's room to pack up her belongings and clean her room; V8 reported that her son V9 used R1's debit cards; video footage of V9 using R1's debit card at multiple locations was observed by law enforcement; V9 turned himself in to law enforcement and stated on 12/11/21 that V8 informed him that she found a wallet that she would try to bring it home to him, they both went through R1's wallet, and he used the cards in the wallet to make purchases.</p> <p>The facility's Abuse Policy reviewed 01/04/2022 states: "The facility prohibits mistreatment, misappropriation of resident property by: "Establishing an environment that promotes resident security and prevention of mistreatment." "The facility is committed to protecting our residents from misappropriation of property by anyone including, but not limited to, facility staff." "Misappropriation of Resident Property: is the deliberate misplacement, exploitation, or wrongful, temporary or permanent, use of a resident's belongings or money without the resident's consent."</p> <p>(B)</p>	S9999		

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