

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6015770	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 05/20/2024
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NAME OF PROVIDER OR SUPPLIER MARKLUND HAVERKAMPF HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 15394 WYATT DRIVE GENEVA, IL 60134
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Z 000	COMMENTS Complaint Survey: 2472933/IL171910	Z 000		
Z9999	FINDINGS Statement of Licensure Violations 350.610a) 350.610b) Section 350.610 Management Policies a) The facility's governing body shall exercise general direction of the facility, and shall establish the broad policies and procedures for the facility related to its purpose, objectives, operation, and the welfare of the residents served. b) There shall be established a table of organization showing the major operating programs of the facility, with staff divisions, the administrative personnel in charge of programs and divisions, and their lines of authority, responsibilities and communication. These Requirements were NOT MET as evidenced by: Based on interview and record review, the facility failed to develop and implement an abuse program with specific protocols to prevent and protect clients from abuse or to identify when a client has been abused to prevent further abuse. This has the potential to affect 16 of 16 clients in the facility (R1 to R16). All 16 clients are identified as at risk for abuse, totally dependent on staff and lack the cognitive and physical abilities to protect themselves from being abused.	Z9999		

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE 06/17/24
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Z9999	<p>Continued From page 1</p> <p>Findings include:</p> <p>The Facility Policy 7.01 on Suspected Abuse, Neglect, Mistreatment of a Client or Injury of Unknown Origin with effective date of 6/01/24 and revision date of 10/10/23 states: "Purpose: To clarify and outline steps when there is suspected abuse or neglect, death, financial exploitation, serious injuries of unknown origin that are not the expected outcome of the Client's condition or disease process, missing person, or criminal conduct. An occurrence report may be initiated by a Parent, Client, Staff or Volunteer. Sexual assault and physical assault are subsumed under abuse, while theft is part of criminal conduct. Policy: Any employee, family member, guardian or volunteer who suspects or witnesses or hears of the matters listed above must report it immediately to the administrator and/or staff member in charge of the facility at that time. The staff member in charge of the facility must then IMMEDIATELY report the matter to the Administrator or designee by making direct verbal contact. The witness must provide (Facility) with a written statement signed and dated detailing the alleged event. The witness must do his/her best to answer all pertinent questions (i.e., who, when, where, why and how) in regard to any reported manner. Definitions: IDPH (Illinois Department of Public Health): Abuse - any physical or mental injury or sexual assault inflicted on a resident other than by accidental means in a facility."</p> <p>The facility's abuse policy 7.01 does not include interventions to protect and prevent abuse of clients identified as high risk for abuse.</p>	Z9999		

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Z9999	<p>Continued From page 2</p> <p>E1's email correspondence dated 5/07/24 at 11:20 AM indicates the facility's abuse policy 7.01 correct revision date is 10/10/23.</p> <p>On 4/16/24 at 12:28 PM, E1 and E2 (Director Of Nursing) stated "any unusual nursing assessment would trigger further investigation if needed. Staff are provided annual training on abuse policy. Incident reports are reviewed quarterly and we look for any trends and any re-training needs. If any abuse or neglect is founded, re-training, developmental action or termination is the response to the issue as relevant."</p> <p>On 4/17/24 at 10:51 AM, E1 (Administrator) stated if direct care staff identify a medical concern or an injury, they verbally report it to the nurse. The nurse assesses the client and documents the findings. If there is an injury of unknown origin or something not physical, the nurse starts an incident report. The nurse manager follows up and does an investigation.</p> <p>On 4/17/24 at 2:52 PM, E21 (Nurse Manager) stated she is responsible for accident and incident reports. If something is reported to the nurse on duty, it gets reported to all the nurse managers, Director Of Nursing (DON), and administrator. The nurse on duty assesses the client, writes down the details, initiates the initial report, collects witness statements, and sends staff home pending investigation. The nurse manager collects additional witness statements. The nurse manager looks at 72 hours of nurse's notes. The client is monitored for 72 hours after the incident. The administrator, DON, and nurse manager determine if abuse is founded or not.</p> <p>On 4/23/24 at 3:15 PM, E1 stated "if staff suspect abuse they immediately report to Administrator or</p>	Z9999		

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Z9999	<p>Continued From page 3</p> <p>designee. If staff have a concern, they will go to the nurse about it. If staff see abuse, the expectation is they are going to intervene and ensure the resident is safe and make sure the resident is not left alone. When abuse is observed the staff abuser will be removed."</p> <p>On 4/24/24 at 10:35 AM, E3 (Group home manager) stated "if one witnesses/suspects abuse of resident, report immediately per policy to administration or whoever is in charge of the shift and it should be immediately reported to administration. If blatant or obvious abuse, slap or physical injury or caught in the act of having sexual intercourse it's a straight 911 call. If you can help intervene to prevent further injury then do so."</p> <p>On 4/24/24 at 2:34 PM, E1 stated the interventions that were in place at the homes on this campus to protect the clients from abuse, prior to the sexual abuse incident in one of the other homes, consisted of twenty-four hour staffing, identification badge access for the staff, and cameras in the common areas. The homes did not have a formal abuse prevention program in place prior to the sexual abuse incident in the other home.</p> <p>On 04/29/24 at 1:55 PM, E1 stated "We didn't have it in the policy on how to protect and prevent abuse in high risk clients identified by their risk assessments." E1 added, "It is expected for staff to intervene (if they see abuse). They also have to make sure the client is safe and call 911 as appropriate." Surveyor asked E1 if the policy specifies this. E1 answered, "The policy was just to report to administration. It did not specify if staff witness or not witnessed."</p>	Z9999		

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Z9999	<p>Continued From page 4</p> <p>On 5/09/24 at 11:07 AM, telephone interview with E1 (Administrator) stated:</p> <ul style="list-style-type: none"> - the abuse/neglect policy and training are done annually and as needed. - the previous policy focused on identification and investigation of abuse once it is identified or has occurred. <p>On 4/15/24 ending at 6:32 PM interviews with:</p> <ul style="list-style-type: none"> - E3 (Group home manager) and E11 (Nurse) both stated they received abuse and neglect training, "if you hear anything, say something, report it: bruises or scratches. Yes, seen bruises and scratches related to self-injurious behavior and accident due to nicked at shaving." - Z1 (Agency Certified Nurse Assistant, CNA) stated on "yes, received abuse and neglect training, to report bruises, scar; report immediately to nurse in charge, work only in this home." - E12, (Personal Support Professional, PSP) stated she received abuse and neglect training. - E13, PSP, stated "yes I received abuse and neglect training." - E14, PSP, stated "we investigate scratches. Yes I received abuse neglect training. They talk about different examples, neglect is when you forget to do something." <p>On 4/16/24 ending at 3:48 PM in the home:</p> <ul style="list-style-type: none"> - E15 (Nurse), E12 (PSP) and Z1 and Z2 (Agency CNAs) all stated they received abuse and neglect training and learned "if you see or hear anything, report it." <p>On 4/17/24 ending at 4:46 PM in the home, E11, Nurse; E12, E13 and E19 (PSPs); and Z1 (Agency CNA) stated they were trained on abuse and neglect policy.</p>	Z9999		

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Z9999	<p>Continued From page 5</p> <p>On 4/18/24 ending at 4:57 PM in the home, E11 (Nurse), E12 and E19 (PSP) and Z2 (Agency CNA) stated "buddy system: have to have a buddy to go into resident rooms to change or give care and during medications to keep clients safe. Need to team up in the bathroom and to change (them) and to put them in the room." (sexual abuse investigation in another home).</p> <p>On 4/19/24 ending at 5:03 PM in the home, E3 (Group home manager) stated "female clients are at risk for sexual abuse due to mobility and cognitive and speech ability. What's done to mitigate this risk, we're doing compliance with the regulation: background checks, twenty-four hour supervision, badge access, any skin abnormality at bathing is reported to the charge nurse, follow with investigation if it warrants it, strict with visitors accepted: they have to be on the approved list, they sign in and out, staff have to let them in."</p> <p>On 4/21/24 at 10:27 AM, E5 (PSP) stated everywhere the staff provide care to the clients, there has to be two staff present. That has been the new rule for about two weeks because of the sexual assault investigation that is going on. (sexual abuse investigation in another home).</p> <p>On 4/21/24 at 10:29 AM, Z3 (Agency CNA) stated two people have to be present for personal care given to the clients for safety reason because of something sexual that happened to a client in another home. This has been happening since she went to the hospital. (sexual abuse investigation in another home).</p> <p>On 4/30/24 ending at 8:45 AM, E7 (Houseparent) stated she was trained on abuse and neglect. On 4/30/24 ending at 8:45 AM, E14 (PSP) stated</p>	Z9999		

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Z9999	<p>Continued From page 6</p> <p>that if she sees (abuse) and if it is not dangerous for me to stop, then I stop the abuse and then notify the supervisor. If I suspect abuse I probably would go to the supervisor and talk about my thoughts so an investigation can be opened. I get in-services all the time, every six months and anytime something happens.</p> <p>Records of the clients include an Individual Program Plan (IPP) that has a Psychological section that lists the date and result of the latest Slosson Intelligence Test (SIT) which is used to evaluate the mental ability of the clients. Part of the IPP is the summary of Annual Risk Assessment (ARA) completed every year prior to their annual IPP. The summary of every client's response to each section are included in the IPP. The sections include Personal Safety/Sexuality (PSS), Mistreatment, Exploitation, Abuse, Neglect (MEAN) Including Peer to Peer and Sexual Abuse Risk (SAR).</p> <p>R1's IPP on 3/12/24 states functioning level of profound (intellectual) disability (PID). SIT on 12/06/20 achieved mental age of 0 years and 11 months, Intelligence Quotient (IQ) of 6. ARA on 3/12/24, PSS: R1 interacts with objects by reaching, touching, and operating them for cause/effect on command. R1 does not demonstrate the ability to understand most personal safety/sexuality. R1 is at high risk regarding her personal safety/sexuality. MEAN: R1 does not demonstrate the ability to understand MEAN. R1 is at high risk for MEAN. SAR: R1 does not demonstrate the ability to understand sexual behaviors. R1 is considered at high risk for sexual abuse.</p> <p>R2's IPP on 11/08/23 states functioning level of PID. SIT on 10/23/19 achieved mental age of 0</p>	Z9999		

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Z9999	<p>Continued From page 7</p> <p>years and 4.5 months, IQ of 2. ARA on 11/08/23, PSS: R2 expresses herself with vocalizations, body movement, and facial expression. She shakes her head to indicate no when motivated and may turn her head in the speaker's direction to show interest or indicate acceptance. R2 does not demonstrate the ability to understand most personal safety/sexuality concerns. R2 is at high risk regarding her personal safety/sexuality. MEAN: R2 does not demonstrate the ability to understand MEAN. R2 is at high risk for MEAN. SAR: R2 does not demonstrate the ability to understand sexual behaviors. R2 is considered at high risk for sexual abuse.</p> <p>R3's IPP on 10/25/23 states functioning level of PID. SIT on 9/20/23 achieved mental age of 1 year and 5.5 months, IQ of 9. ARA on 10/25/23, PSS: R3 expresses herself with vocalizations, body movement, and facial expression. She shakes her head to indicate no when motivated and may turn her head in the speaker's direction to show interest or indicate acceptance. R3 does not demonstrate the ability to understand most personal safety/sexuality concerns. R3 is at high risk regarding her personal safety/sexuality. MEAN: R3 communicates through non-traditional means and does not demonstrate the ability to understand MEAN. R3 is at high risk for MEAN. SAR: R3 does not demonstrate the ability to understand sexual behaviors. R3 is considered at high risk for sexual abuse.</p> <p>R4's IPP on 6/20/23 states functioning level of PID. SIT on 6/27/20 achieved mental age of 2 years and 0.5 months, IQ of 17. ARA on 6/20/23, PSS: She has many basic receptive language skills and expresses herself by speaking, signing, nodding/shaking her head, pointing/reaching, with body language, and with facial expression. R4</p>	Z9999		

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Z9999	<p>Continued From page 8</p> <p>uses nonverbal communication (heavy breathing/hand wringing) when she is nervous, but is unable to state that she is feeling that way. R4 does not demonstrate the ability to understand most personal safety/sexuality. R4 is at high risk regarding her personal safety/sexuality. MEAN: R4 does not demonstrate the ability to understand MEAN. R4 is at high risk for MEAN. SAR: R4 does not demonstrate the ability to understand sexual behaviors. R4 is considered at high risk for sexual abuse.</p> <p>R5's IPP on 4/25/23 states functioning level of PID. SIT on 4/27/21 achieved mental age of 1 year and 4 months, IQ of 8. ARA on 4/05/23, PSS: R5 expresses herself with vocalizations, body movement, and facial expression. She shakes her head to indicate no when motivated and may turn her head in the speaker's direction to show interest or indicate acceptance. R5 does not demonstrate the ability to understand most personal safety/sexuality concerns. R5 is at high risk regarding her personal safety/sexuality. MEAN: R5 communicates through non-traditional means and does not demonstrate the ability to understand MEAN. R5 is at high risk for MEAN. SAR: R5 does not demonstrate the ability to understand sexual behaviors. R5 is considered at high risk for sexual abuse.</p> <p>R6's IPP on 10/17/23 states functioning level of PID. SIT on 5/20/23 achieved mental age of 1 year and 2 months, IQ of 7. ARA on 10/17/23, PSS: R6 is able to follow directions to speak or imitate vocalizations or words (she has greater success with familiar people). Some words are spoken independently and some are imitated. R6 does not demonstrate the ability to understand most personal safety/sexuality. R6 is at high risk regarding her personal safety/sexuality. MEAN:</p>	Z9999		

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Z9999	<p>Continued From page 9</p> <p>R6 communicates through non-traditional means and does not demonstrate the ability to understand MEAN. R6 is at high risk for MEAN. SAR: R6 does not demonstrate the ability to understand sexual behaviors. R6 is considered at high risk for sexual abuse.</p> <p>R7's IPP on 4/27/23 states functioning level of PID. SIT on 3/23/21 achieved mental age of 0 years and 11 months, IQ of 6. ARA on 4/27/23, PSS: R7 expresses herself with vocalizations, body movement, and facial expression. She shakes her head to indicate no when motivated and may turn her head in the speaker's direction to show interest or indicate acceptance. R7 does not demonstrate the ability to understand most personal safety/sexuality concerns. R7 is at high risk regarding her personal safety/sexuality. MEAN: R7 communicates through non-traditional means and does not demonstrate the ability to understand MEAN. R7 is at high risk for MEAN. SAR: R7 does not demonstrate the ability to understand sexual behaviors. R7 is considered at high risk for sexual abuse.</p> <p>R8's IPP on 3/13/24 states functioning level of PID. SIT on 9/28/19 achieved mental age of 0 years and 4 months, IQ of 2. ARA on 3/13/24, PSS: R8 uses vocalizations, facial expressions, eye gaze, and body language to communicate. She is able to express her feelings and answer yes/no moderately well. She is able to gain someone's attention by vocalizing coupled with changes in body language when she is upset. R8 does not demonstrate the ability to understand most personal safety/sexuality. R8 is at high risk regarding her personal safety/sexuality. MEAN: R8 communicates through non-traditional means and does not demonstrate the ability to understand MEAN. R8 is at high risk for MEAN.</p>	Z9999		

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Z9999	<p>Continued From page 10</p> <p>SAR: R8 does not demonstrate the ability to understand sexual behaviors. R8 is considered at high risk for sexual abuse.</p> <p>R9's IPP on 9/14/23 states functioning level of PID. SIT on 9/03/19 achieved mental age of 0 years and 2 months, IQ of 1. ARA on 9/14/23, PSS: R9 communicates using vocalizations, facial expressions, eye gaze, eye contact, object manipulation, and reaching to express his feelings, humor, and rejection. R9 does not demonstrate the ability to understand most personal safety/sexuality. R9 is at high risk regarding his personal safety/sexuality. MEAN: R9 communicates through non-traditional means and does not demonstrate the ability to understand MEAN. R9 is at high risk for MEAN. SAR: R9 does not demonstrate the ability to understand sexual behaviors. R9 is considered at high risk for sexual abuse.</p> <p>R10's IPP on 11/14/23 states functioning level of PID. SIT on 11/06/18 achieved mental age of 0 years and 5 months, IQ of 3. ARA on 11/14/23, PSS: R10 has difficulty expressing his wants, and needs effectively. Expression is limited due to limited mobility as well as the extent of his expressive and receptive language deficits. R10 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R10 communicates through non-traditional methods and has difficulty expressing most wants and needs due to receptive and expressive language deficits. He does not demonstrate the ability to understand MEAN. R10 is at high risk for MEAN. SAR: R10 does not demonstrate the ability to understand sexual behaviors. R10 is considered at high risk for sexual abuse.</p> <p>R11's IPP on 11/15/23 states functioning level of</p>	Z9999		

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Z9999	<p>Continued From page 11</p> <p>PID. SIT on 9/28/19 achieved mental age of 0 years and 7.5 months, IQ of 4. ARA on 11/15/23, PSS: R11 communicates by making facial expressions, vocalizing, using eye gaze, reaching, grasping, making choices, with body movement, and exploring with his hands. R11 does not demonstrate the ability to understand most personal safety/sexuality. R11 is at high risk regarding his personal safety/sexuality. MEAN: R11 does not demonstrate the ability to understand MEAN. R11 is at high risk for MEAN. SAR: R11 does not demonstrate the ability to understand sexual behaviors. R11 is considered at high risk for sexual abuse.</p> <p>R12's IPP on 5/04/23 states functioning level of PID. SIT on 02/17/19 achieved mental age of 0 years and 9 months, IQ of 5. ARA on 5/04/23, PSS: R12 communicates using vocalizations, facial expressions, eye gaze, eye contact, object manipulation, and reaching to express his feelings, humor, and rejection. R12 does not demonstrate the ability to understand most personal safety/sexuality. R12 is at high risk regarding his personal safety/sexuality. MEAN: R12 communicates through non-traditional means and does not demonstrate the ability to understand MEAN. R12 is at high risk for MEAN. SAR: R12 does not demonstrate the ability to understand sexual behaviors. R12 is considered at high risk for sexual abuse.</p> <p>R13's IPP on 9/07/23 states functioning level of PID. SIT on 12/06/20 achieved mental age of 2 years and 8.5 months, IQ of 17. ARA on 9/07/23, PSS: R13 communicates by using sounds, speech (approximating words), eye gaze, body language, facial expressions, and pointing. R13 also attempts to write. He is able to state "help", "yes", "no", etc. as needed. He is able to gain</p>	Z9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6015770	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 05/20/2024
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NAME OF PROVIDER OR SUPPLIER MARKLUND HAVERKAMPF HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 15394 WYATT DRIVE GENEVA, IL 60134
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
Z9999	<p>Continued From page 12</p> <p>attention and direct others' attention for specific reasons. He is able to communicate requests, identify his preferences, concerns, and deny things he doesn't want in these ways. R13 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R13 communicates through non-traditional methods and has difficulty expressing most wants and needs due to receptive and expressive language deficits. He does not demonstrate the ability to understand MEAN. R13 is at high risk for MEAN. SAR: R13 does not demonstrate the ability to understand sexual behaviors. R13 is considered at high risk for sexual abuse.</p> <p>R14's IPP on 6/28/23 states functioning level of PID. SIT on 02/17/19 achieved mental age of 0 years and 8 months, IQ of 4. ARA on 6/28/23, PSS: R14 expresses himself by making facial expressions, reaching, touching, pushing away, with body movement, and by using eye gaze. R14 communicates preferences by holding objects or continuously touching them. He will push away non-preferred items. R14 does not demonstrate the ability to understand most personal safety/sexuality. R14 is at high risk regarding his personal safety/sexuality. MEAN: R14 does not demonstrate the ability to understand MEAN. R14 is at high risk for MEAN. SAR: R14 does not demonstrate the ability to understand sexual behaviors. R14 is considered at high risk for sexual abuse.</p> <p>R15's IPP on 5/17/23 states functioning level of PID. SIT on 12/16/18 achieved mental age of 1 year and 10 months, IQ of 12. ARA on 5/17/23, PSS: R15 communicates using vocalizations, facial expressions, body movement, pointing, and object manipulation. He expresses his feelings, preferences, and rejection in these ways. R15</p>	Z9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6015770	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R-C 05/20/2024
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NAME OF PROVIDER OR SUPPLIER MARKLUND HAVERKAMPF HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 15394 WYATT DRIVE GENEVA, IL 60134
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Z9999	<p>Continued From page 13</p> <p>does not demonstrate the ability to understand most personal safety/sexuality. R15 is at high risk regarding his personal safety/sexuality. MEAN: R15 communicates through non-traditional means and does not demonstrate the ability to understand MEAN. R15 is at high risk for MEAN. SAR: R15 does not demonstrate the ability to understand sexual behaviors. R15 is considered at high risk for sexual abuse.</p> <p>R16's IPP on 8/07/23 states functioning level of PID. SIT on 6/13/21 achieved mental age of 0 years and 3.5 months, IQ of 2. ARA on 8/07/23, PSS: R16 communicates using vocalizations, facial expressions, body movement, pointing, and object manipulation. He expresses his feelings, preferences, and rejection in these ways. R16 does not demonstrate the ability to understand most personal safety/sexuality. R16 is at high risk regarding his personal safety/sexuality. MEAN: R16 communicates through non-traditional means and does not demonstrate the ability to understand MEAN. R16 is at high risk for MEAN. SAR: R16 does not demonstrate the ability to understand sexual behaviors. R16 is considered at high risk for sexual abuse.</p> <p>None of the IPPs of the 16 clients in the home included interventions for the identified risk for any type of abuse.</p> <p>(B)</p>	Z9999		