

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: ASL5106270	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/28/2025
NAME OF PROVIDER OR SUPPLIER BICKFORD OF GURNEE		STREET ADDRESS, CITY, STATE, ZIP CODE 301 S HUNT CLUB ROAD GURNEE, IL 60031		
(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
A 000	Initial Comment Complaint Investigation Surveys #2476819/IL177229-Substantiated #2417586/IL178277-Substantiated #2418291/IL179215-Unsubstantiated #2478876/IL180082-Substantiated	A 000		
A8000	Section 295.8000 Food Service This Regulation is not met as evidenced by: Type 3 Violations Section 295.8000 Food Service a) If food service is provided by the establishment or by contract with a food service provider, the following requirements shall be met: 1) Food services shall meet the Food Service Sanitation Code (77 Ill. Adm. Code 750) and any applicable local requirements.	A8000		
	This requirement was not met as evidenced by: Based on observation, interview and record review the facility failed to ensure staff wore hair nets while in the kitchen. This applies all 51 residents residing in the facility reviewed for Food Service in the sample of 6.			
	The findings include: The facility's Resident Roster dated 3/28/25			

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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A8000	<p>Continued From page 1</p> <p>shows there are 51 residents residing in the facility.</p> <p>On 3/28/25 at 9:20 AM, E5 Dietary Server said when you are in the kitchen area you need to wear a hair net and gloves.</p> <p>On 3/28/25 at 9:30 AM, E3 Cook said when in the kitchen gloves a hat or hair net should be worn at all times.</p> <p>On 3/28/25 at 9:32 AM, there were two trays of dinner rolls uncovered rising on the counter in the center of the kitchen. E5 was in the kitchen making coffee. E6 Caregiver was getting drinks and E7 Happiness Coordinator were filling pitchers of water and coffee. E5, E6, and E7 were not wearing hair nets.</p> <p>On 3/28/25 at 11:35 AM, E5 was in the kitchen filling pitchers with lemonade and apple juice and making coffee. E5 was not wearing a hair net.</p> <p>On 3/28/25 at 12:13 PM, E9 Dietary Manager said when working in the kitchen, all staff need to have their hair pulled back and covered up with a hat or hair net. E9 said this needs to happen before stepping foot into the kitchen. E9 said the facility does not have a policy regarding hair covering in the kitchen.</p>	A8000		
A9040	Section 295.9040 Environmental Requirements	A9040		
	This Regulation is not met as evidenced by: Type 3 Violation			

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A9040	<p>Continued From page 2</p> <p>Section 295.9040 Environmental Requirements</p> <p>b) The establishment shall be free of odors.</p> <p>This requirement was not met as evidenced by:</p> <p>Based on observation, interview and record review the facility failed to ensure a resident's apartment was free from odors. This applies to 1 of 6 residents (R1) reviewed for environmental odors in the sample of 6.</p> <p>The findings include:</p> <p>On 3/28/25 at 9:55 AM Surveyor entered R1's apartment. Surveyor noticed a very strong, offensive, almost overwhelming odor throughout the room. R1 and her large service dog greeted Surveyor then asked Surveyor to sit down in the chair. R1 inquired about Surveyor's reason for the visit then agreed to speak with Surveyor. R1 stated, "I apologize for the smell in here- I really need to have my carpets cleaned."</p> <p>On 3/28/25 at 11:00 AM E10 (Housekeeper) stated, "Oh My God! (R1's) room is so hard- she has so much stuff in there. I cannot clean in there. I try to vacuum but usually she doesn't want me in there because she says she is sleeping. Her day is supposed to be Tuesday but often I do it on different day because she does not want me in there on Tuesday. (E2- Health and Wellness Coordinator) told me the other day that I need to clean the carpet in there but I cannot get in there to do it and she does not want me to touch her stuff. She asks me to leave the vacuum on the weekends and I do that for her so I think she vacuums herself. I treat these people like I treat my parents and I want everything very clean. I think the smell is from the diapers or from</p>	A9040		

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A9040	<p>Continued From page 3</p> <p>the dog. The dog walks around outside and then into her room. Some of the staff are afraid to go in there. I wear a mask when I go in there."</p> <p>The facility policy entitled Housekeeping/Laundry dated 7/2012 states, "Residents' apartments shall be cleaned on a regular schedule with respect to their right to privacy and preferred lifestyle, to maintain a clean, sanitary and comfortable environment."</p>	A9040		