

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: ASL510545	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 05/19/2025
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NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE

MELODY LIVING OF LAKE IN THE HILLS

**525 HARVEST GATE ROAD
LAKE IN THE HILLS, IL 60156**

(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 Facility Report Incident Investigations of: 4/3/25/IL190167 - 295.3040 & 295.6000 a)13). 4/20/25/IL190680 - 295.4010.	A 000		
A3040	Section 295.3040 Health Care Worker Background Check This Regulation is not met as evidenced by: Type 2 Violation Section 295.3040 Health Care Worker Background Check An establishment shall comply with the Health Care Worker Background Check Act and the Health Care Worker Background Check Code. This REQUIREMENT was not met as evidenced by: Based on interview and record review the facility failed to ensure all mandated website checks were completed prior to employment for 9 of 10 employees reviewed for Healthcare Worker Background Checks. The findings include: On 5/17/25 at 11:40 AM, R1 said someone stole her wallet and made a bunch of charges on her credit card. R1 said she suspects E5 (Caregiver) took it, but she didn't see her take it. R1 said she can't get out of bed without help. R1 said the caregivers have to help her get out of bed and reach items in her room due MS (Multiple Sclerosis). R1 stated, "I know I didn't order any of	A3040		

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

TITLE

(X6) DATE

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A3040	<p>Continued From page 1</p> <p>that stuff. They bought food, tickets to shows, and had one heck of a time." R1 said her wallet was at the facility and no one removed it with her permission. R1 said she's been at the facility 2 years and this was the first time anything like this has happened to her. Z1 (R1's husband) said he would never take her wallet. Z1 stated, "We have an unspoken rule in our marriage, I stay out of her purse and she stays out of my wallet. If she wants her wallet, then I will bring her purse to her. I absolutely didn't take her wallet. I have my own money." R1 said she received a fraud alert phone call from her credit card company. R1 said she had to cancel all her credit cards, but she lost her only photo identification and the whole thing was a big hassle. R1 stated, "I should be able to trust that my things are safe here."</p> <p>E5 (Caregiver) was hired on 2/5/25. E5's Healthcare Registry Check was completed prior to hire, but the facility didn't have any printed documentation that the mandated website checks were completed prior to 5/17/25 (the day requested by surveyor). (The mandated website checks include: Illinois Sex Offenders Registration, Illinois Department of Corrections Sex Registrant, Illinois Department of Corrections Inmate Search, Illinois Department of Corrections Wanted Fugitives, and National Sex Offender Registry).</p> <p>E11 (Dietary) was hired 3/13/25. E11's Healthcare Registry Check was completed prior to hire, but the facility didn't have any printed documentation that the mandated website checks were completed prior to 5/19/25.</p> <p>E12 (Dietary) was hired 3/25/25. E12's Healthcare Registry Check was completed prior to hire, but the facility didn't have any printed</p>	A3040		

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A3040	<p>Continued From page 2</p> <p>documentation that the mandated website checks were completed prior to 5/19/25.</p> <p>E13 (Life Enrichment Associate) was hired 4/24/25. E13's Healthcare Registry Check was completed prior to hire, but the facility didn't have any printed documentation that the mandated website checks were completed prior to 5/19/25.</p> <p>E14 (Caregiver) was hired 4/21/25. E14's Healthcare Registry Check was completed prior to hire, but the facility didn't have any printed documentation that the mandated website checks were completed prior to 5/19/25.</p> <p>E15 (Caregiver) was hired 4/21/21. E15's Healthcare Registry Check was completed prior to hire, but the facility didn't have any printed documentation that the mandated website checks were completed prior to 5/19/25.</p> <p>E16 (Caregiver) was hired 4/16/25. E16's Healthcare Registry Check was completed prior to hire, but the facility didn't have any printed documentation that the mandated website checks were completed prior to 5/19/25.</p> <p>E17 (Licensed Practical Nurse - LPN) was hired 5/12/25. E17's Healthcare Registry Check was completed prior to hire, but the facility didn't have any printed documentation that the mandated website checks were completed prior to 5/19/25.</p> <p>E18 (Caregiver) was hired 5/7/25. E18's Healthcare Registry Check was completed prior to hire, but the facility didn't have any printed documentation that the mandated website checks were completed prior to 5/19/25.</p> <p>On 5/17/25 at 3:43 PM, E1 (Executive Director)</p>	A3040			

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A3040	<p>Continued From page 3</p> <p>said the background checks are completed digitally. E1 said the person completing the background checks didn't realize there was a second page to document the website checks were completed and get the timestamped report. E1 stated, "I'm sorry that's our mistake." The surveyor asked E1 if the facility has any documentation to show the mandated website checks have been completed. E1 replied, "I'm not sure." E1 said the website checks should be completed prior to working with the residents. E1 said the Healthcare Worker Background Checks are done for the safety of the residents and other staff members.</p> <p>On 5/19/25 at 3:50 PM, E19 (Vice President) said there is no documentation to show that the additional agency checks were completed. E19 said she wasn't sure why, but they are auditing all the background checks. E19 said there was nothing she could tell me to prove that the website checks were completed.</p> <p>The facility's Abuse & Neglect: Prevention Policy dated 3/19/25 showed, "A. Purpose: To minimize factors suspected or known to contribute to abuse and neglect of Community Residents. B. Policy Statement: We will implement best practices to minimize factors suspected or known to contribute to Residential Abuse. C. Procedure: 1. Team Members must pass a Background Check in accordance with Policy 2.05..."</p> <p>The facility's 2.05 Background Checks Policy modified 10/31/22 showed, "A. Purpose: To: 1. Ensure that individuals seeking employment or volunteer activities in a Community have passed all governmentally mandated background checks, criminal or otherwise, before an offer of employment is made. 2. Ensure safety of the</p>	A3040		

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A3040	Continued From page 4 residents, team members, and visitors to the Community. B. We will perform background checks in accordance with Applicable Law..."	A3040		
A4010	Section 295.4010 Service Plan This Regulation is not met as evidenced by: Type 2 Violation Section 295.4010 Service Plan a) Based on the physician's assessment and establishment evaluation (see Section 295.4000), a written service plan shall be developed and mutually agreed upon by the establishment and the resident. (Section 15 of the Act) The establishment shall respect and accept the resident's choices regarding the service plan. d) The service plan, which shall be reviewed annually, or more often as the resident's condition, preferences, or service needs change, shall serve as a basis for the service delivery contract between the provider and the resident (see Section 295.2030). (Section 15 of the Act) This REQUIREMENT was not met a evidenced by: Based on observation, interview, and record review the establishment failed to follow their service plan related to safety for 1 of 3 residents (R2) reviewed for safety in the sample of 5. The findings include:	A4010		

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A4010	<p>Continued From page 5</p> <p>R2's face sheet showed he moved into the establishment 12/2/23 with diagnoses to include acute kidney failure, benign prostatic hyperplasia, dementia, displaced intertrochanteric fracture of right femur, history of falling, and diabetes mellitus with diabetic neuropathy.</p> <p>R2's service plan showed, "Fall Intervention Nursing/Medical; Fall Interventions will be implemented.... Interventions... 4/21/25 Assist [R2] to the bathroom when he is in the common area. Check in with him frequently to see if he needs to use the restroom, before and after meals. Or needs assist with incontinence. Keep public restroom door locked...."</p> <p>On 5/17/25 at 11:50 AM, R2 was sitting in his recliner with his feet up. R2 said, "My knee has been bothering me. I hurt it when I fell. I was in the bathroom by where we eat and I was standing up washing my hands, I don't know what happened. I guess my foot slipped or something, maybe there was water on the floor. It took them a while to find me because I had the door shut. I went in there by myself..."</p> <p>R2's 4/20/25 progress note entered at 1:14 PM showed, "I was called to the memory care common bathroom. The resident was observed on the floor in the bathroom by the memory care director. The resident was noted with his pants around his ankles, soiled with feces and feces on the floor. The resident was laying on his right side and resting his head on his right arm. The resident was wearing his call button but had not pressed it. Wheelchair was next to the resident with both wheels locked. Resident stated he needed to defecate and went to the bathroom. When he finished he said he stood up and slid</p>	A4010		

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A4010	<p>Continued From page 6</p> <p>down then trying to get to his wheelchair.... The resident was assisted to his wheelchair with 2-person assist. The resident denied pain before during and after the transfer. The resident was instructed to call for assistance when he needed to use the restroom..."</p> <p>R2's 4/21/25 progress note entered at 11:54 AM showed, "Service plan revised. Assist [R2] to bathroom when he is in the common area. Check in with him frequently to see if he needs to use restroom, before and after meals. Or needs assist with incontinence. Keep public restroom door closed and locked. MCD (Memory Care Director) is working with housekeeping to ensure they close the door after cleaning. Care staff reminded to keep it shut as well too..."</p> <p>R2's 4/21/25 progress note entered at 12:50 PM showed, "Resident post unwitnessed fall from 4/20...reassessment done, Noted knee swollen, pitting +2, bruise noted, warm to touch, complain of pain to area rated 6/10... resident unable to bear weight to right knee needing 2 person assist to wheelchair... new order obtained to transfer resident to ER..."</p> <p>On 5/17/25 at 11:38 AM, E20 LPN (Licensed Practical Nurse) said she was working the day after R2's fall. E20 said R2 was complaining of right knee pain and it was swollen so she sent him out to be evaluated. E20 said R2 fell in the bathroom by the dining room. E20 said there are codes on the bathroom doors so they know if there is someone in there just in case they would fall. E20 said R2 uses a wheelchair and needs assistance to stand but he will self transfer. He gets more confused if he has a UTI or something. Fall prevention - monitoring residents with frequent checks, activities, but Ted likes to be in</p>	A4010		

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A4010	<p>Continued From page 7</p> <p>his room. Reminders, they wear a pendant to call for help. Usually Ted does use his call light, it is when he gets confused that he doesn't.</p> <p>On 5/17/25 at 12:56 PM, E7 LPN said the staff were passing trays in the dining room when R2 fell in the common area bathroom near the dining room. E7 said the bathroom door should be locked because some residents are able to toilet themselves but we want to know they are in there. E7 said someone left the door unlocked and R2 self transferred to the toilet. E7 said R2 should not self transfer for safety but he will try to it. E7 said they keep the door locked because residents will transfer themselves in there and they could fall. E7 said if the residents can't get in there by themselves, then staff will have to assist them and then staff would know who was in the bathroom.</p> <p>On 5/19/25 at 8:33 AM, E6 (Memory Care Director) said her office is right next to the common area bathroom. E6 said she was in her office and the caregiver was taking someone else to the bathroom when they found R2. E6 said the caregiver came to her office and reported R2 was on the bathroom floor. E6 said R2 does not typically use the common area bathroom but he came out for lunch a little early that day. E6 said she watched the camera footage from that time and saw R2 propelled his wheelchair to the bathroom himself. E6 said the bathrooms lock automatically when the door shuts and the residents do not know what the code is. E6 said a new housekeeper that did not shut the door fully. E6 said in R2's mind he is pretty independent... on this day he propelled himself from his table straight back to the bathroom, and never stopped and asked for help. E6 said if the door was locked he wouldn't have been able to get in and</p>	A4010		

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A4010	<p>Continued From page 8</p> <p>he would have enough cognition to come back and ask staff for assistance.</p> <p>On 5/17/25 at 3:27 PM, E2 (Wellness Director) said they keep the 2 bathroom doors locked. E2 said, "I think one of the housekeepers left the door open and he went in and toileted himself... [R2] had already finished up his toileting needs and he was cleaning up. I think they said his pants were around his legs... toileting assistance is on his service plan because he is a big fall risk... The doors are locked so they can assist them in the bathroom.. they toilet before and after meals. [R2] should have an escort with him... [R2] is super forgetful..."</p> <p>The establishment's policy and procedure last modified 10/31/2022 showed, "Fall Management... Purpose: To utilize fall assessment techniques in support of fall prevention strategies... Protocol... Preventative Measures: ... we will strive to routinely inspect and maintain an interior and exterior environment that seeks to mitigate obstacles and known or suspected fall risks in accordance with Applicable Law and industry best practices."</p> <p>The establishment's policy and procedure last modified 10/31/2022 showed, "Service Plan... Purpose: A service plan is key to quality care and serves as a communication tool for team members who assist in providing individualized care to residents. The service plan gives a clear understanding of each resident's needs and preferences... Communicates guidelines for team members to deliver consistent quality care and service..."</p>	A4010		

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A6000	Continued From page 9	A6000		
A6000	<p>Section 295.6000 Resident Rights</p> <p>This Regulation is not met as evidenced by: Violation</p> <p>Section 295.6000 Resident Rights</p> <p>a) No resident shall be deprived of any rights, benefits, or privileges guaranteed by law, the Constitution of the State of Illinois, or the Constitution of the United States solely on account of his or her status as a resident of an establishment, nor shall a resident forfeit any of the following rights: 13) The right to be free of abuse or neglect or financial exploitation or to refuse to perform labor.</p> <p>This REQUIREMENT was not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to maintain the resident's rights to be free of abuse of theft for 1 of 3 residents (R1) reviewed for theft in the sample of 5.</p> <p>The findings include:</p> <p>On 5/17/25 at 11:40 AM, R1 said someone stole her wallet and made a bunch of charges on her credit card. R1 said she suspects E5 (Caregiver) took it, but she didn't see her take it. R1 said she can't get out of bed without help. R1 said the caregivers have to help her get out of bed and reach items in her room due MS (Multiple Sclerosis). R1 stated, "I know I didn't order any of that stuff. They bought food, tickets to shows, and had one heck of a time." R1 said her wallet was</p>	A6000		

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A6000	Continued From page 10 at the facility and no one removed it with her permission. R1 said she's been at the facility 2 years and this was the first time anything like this has happened to her. Z1 (R1's husband) said he would never take her wallet. Z1 stated, "We have an unspoken rule in our marriage. I stay out of her purse and she stays out of my wallet. If she wants her wallet, then I will bring her purse to her. I absolutely didn't take her wallet. I have my own money." R1 said she received a fraud alert phone call from her credit card company. R1 said she had to cancel all her credit cards, but she lost her only photo identification and the whole thing was a big hassle. R1 stated, "I should be able to trust that my things are safe here." R1 said she was tired of talking about the whole thing. R1 said at first she thought her husband was the last one in it, but that birthday party was on 2/15/25. R1 stated, "It all started the week of 2/16/25. I wanted to order some new sheets for my bed, so I had the caregiver that usually gives me a shower, get my wallet out for me. I ordered two sets of sheets from (a retail store) and left my wallet lay on the table for a few days. Then one of my usual caregivers (E4) came in and she had someone I didn't recognize (E5) training with her. E5 was eyeing everything in my room. She (E5) saw my nice designer wallet and where my purse was. I didn't see (E5) take it, but something tells me she did it. She didn't work here more than a month or so. Seems like an odd coincidence to me. I've been here two years with no issues and she's here for a month and boom, my wallet goes missing and someone is out having a good time with my credit card. It's just so darn frustrating. I'm just glad we got everything canceled and the credit card company reversed the charges. Basically I'm out \$100, the \$21 that was in the wallet and the cost of the designer wallet. I think I'm most upset that they took my Driver's License.	A6000			

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A6000	<p>Continued From page 11</p> <p>That was the only form of photo identification I had left. Now I don't know what I'll do if I need a one." R1 said she did report her wallet missing to E1 (Executive Director) but she doesn't remember the date. Z1 (R1's husband) was sitting in the recliner, next to R1's bed. Z1 said he was going to give R1 some money before he went to a birthday party on 2/15/25, but R1 didn't want it.</p> <p>The facility's Incident and Accident Report dated 4/3/25 showed, "Resident reported allegations of possible theft from her apartment. Police notified. Report #LA-25-003191. Investigation pending."</p> <p>The facility's Investigation of R1's allegations showed on 3/9/25, Z2 (R1's daughter) called E1 (Executive Director) to report that R1 informed her there was an charge on her credit card. This report showed Z2 (R1's daughter) said R1's wallet had been missing for weeks. This report showed E1 went to R1's room with E2 (Health and Wellness Director) and the Assistant Health and Wellness Director. R1 and Z1 (R1's husband) were present. They searched for R1's wallet and it was not found. R1 said the last time she remembered seeing her wallet was when Z1 (R1's husband) had it in his hand and they he left for a birthday party. Z1 said he didn't take the wallet out of the apartment. This report showed R1 reported that she received a call from her credit card company of possible fraudulent charges. They said they canceled all the cards. This report showed on 4/4/25, Z1 (R1's husband) showed E1 the credit card statement that arrived in the mail. On the statement were 14 charges between 2/21/25 and 3/9/25. R1 and Z1 agreed to call the credit card company with E1. The credit card company said the card was canceled on 3/9/25. R1 told E1 that they credit card company</p>	A6000		

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NAME OF PROVIDER OR SUPPLIER MELODY LIVING OF LAKE IN THE HILLS		STREET ADDRESS, CITY, STATE, ZIP CODE 525 HARVEST GATE ROAD LAKE IN THE HILLS, IL 60156		
(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
A6000	<p>Continued From page 12</p> <p>called to report possible fraud and R1 canceled the credit card. The credit card company said R1 disputed all the charges and they were sent to the fraud department. The credit card company reported R1's credit card did not have any activity in the past year before 2/21/25, except a recurring membership fee. This report showed that Z2 said Z1 did not take the wallet out of the apartment and she thinks someone took it from R1's apartment. This report showed the police were notified and came to the facility. The facility was unable to determine what happened to R1's wallet.</p> <p>R1's Facesheet dated 5/17/25 showed diagnoses to include, but not limited to: Multiple Sclerosis, dysphagia, hypertension, low back pain, and chronic lymphocytic leukemia.</p> <p>R1's Level of Care Evaluation dated 4/6/25 showed she was alert and oriented to person, place, and time. This documented showed R1 is a total mechanical lift for transfers and requires staff assistance with mobility.</p> <p>R1's progress notes did not contain any notes related to her missing wallet.</p> <p>R1's credit card statement showed 14 charges were made from 2/21/25, 7 of the charges are based in the Chicago area.</p> <p>On 5/17/25 at 11:12 AM, E1 said the whole situation was very confusing because the timelines weren't matching. E1 said at first R1 and Z1 (R1's husband) just thought the wallet was misplaced. Then on 4/4/24 Z2 (R1's daughter) said she thought someone took R1's wallet from the apartment. E1 said the same day Z1 (R1's husband) brought the credit card</p>	A6000		

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A6000	<p>Continued From page 13</p> <p>statement with the charges. E1 said at first R1 thought her husband may have taken it 2/21/25, but she also mentioned that E4 (Caregiver) was training E5 (Caregiver) and had placed her wallet in her purse for her. I looked at the schedule and determined that was likely 2/18/25. E1 said when Z2 (R1's daughter) called and said R1's wallet had been taken and there were fraudulent charges, that's when the situation changed. E1 said she interviewed E4 and E5. E1 said she doesn't know what happened to R1's wallet or how the charges were made on her credit card. E1 said R1 needs assistance from the staff to get out of bed. E1 said R1's is alert and oriented, but may have been confused on the timeline for this. E1 said E5 (Caregiver) was on orientation the week of 2/16/25-2/21/25 and started working on her own after. E1 said R1 no longer works at the facility, but it was unrelated to this investigation. At 3:15 PM, E1 said the facility does have cameras in the hallways, but all you can see is people going in and out of the rooms. E1 said she didn't see anyone in R1's room that wasn't supposed to be. E1 said all facility staff have key fobs assigned to them when the start working at the facility and each door registers when and who uses the key fob to enter a resident's room.</p> <p>On 5/17/25 at 2:29 PM, E4 (Caregiver) said had worked at the facility 2.5 years and she works night shift (11P-7A). E4 said she was training E5 (Caregiver) the night R1 asked her to put her wallet away. E4 said she put R1's wallet in her purse and E5 was in the room. E4 said when she trained E5 they weren't together the all time. E4 said at night there are two CNAs to cover the two floors, one will take 2nd floor and 1 will take 1st floor. E4 said when E5 was on her own, then E5 would be assigned the 1st floor and E4 would work the 2nd floor. E4 said E5 no longer worked</p>	A6000		

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A6000	<p>Continued From page 14</p> <p>at the floor and she wasn't very good at her job, but she didn't see her take R1's wallet. E4 said she's never heard of any other concerns with theft at the facility. E4 said R1 is alert and oriented; able to recall events; was dependent on staff to get up; liked her personal items in certain places; and would need assistance to get her wallet and put it back. E4 said R1 told her that her wallet was missing and she was interviewed by E1.</p> <p>On 5/17/25 at 2:58 PM, E5 (Caregiver) said she worked at the facility about a month or so, but she didn't work there any more. E5 said they fired her for poor customer service or "something like that." E5 said after she worked at the facility about 3 weeks, a manager was asking her about R1's wallet. E5 stated, "I didn't see no wallet and I didn't take it. You can go back and review the video." E5 said she was only in R1's room a couple times by herself. E5 said the facility assigns key fobs to enter the resident's rooms.</p> <p>On 5/17/25 at 3:20 PM E2 (Wellness Director) said E5 was terminated for poor work performance because she wasn't doing her job. E2 said residents were being left soiled and the laundry wasn't being done.</p> <p>On 5/19/25 at 1:07 PM, Z2 (R1's daughter) said R1's wallet went missing in February, but she was unsure the exact date. Z2 said she was letting R1 and Z1 (R1's husband) handle it. Z2 stated, "The only question I have, is how is this not declared a theft, if there are credit card charges on a woman that cannot move. The proof is the charges on the credit cards. My dad doesn't touch my mom's wallet or credit cards. he has his own money. Both my parents are very alert and oriented. My dad was going to put some money in her wallet before he left for the birthday party, but she told</p>	A6000		

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A6000	<p>Continued From page 15</p> <p>him not to because she had \$21 and didn't need any more." Z2 said the birthday party was 2/22/25. Z2 said both her parents watch their bills like a hawk. Z2 said it's frustrating that R1 no longer has a photo identification. Z2 said that was also in her wallet. Z2 stated, "My mom doesn't get out of bed without assistance. How does she "misplace" her wallet?"</p> <p>On 5/19/25 at 3:59 PM, the surveyor asked E1 (Executive Director) how R1's wallet was missing and fraudulent charges were made on her credit cart. E1 replied, "I don't have a definitive answer."</p> <p>E5's Time Sheet showed she had Education Training 2/16, 2/18, 2/19, 2/20, and 2/21/25. This time sheet showed E5 worked 2/24, 2/27, 2/28, and 3/1/25. E5's Employee Corrective Action Form dated 4/22/25 showed E5 was "Terminated" for "Unsatisfactory Performance and Violation of Policy." This document showed E5 failed to complete job duties such as laundry, charting, and resident rounding.</p> <p>The facility's Abuse & Neglect: Allegation/Suspicion Response Policy dated 3/19/25 showed, "A. Purpose: To protect Residents from abuse and neglect. B. Policy Statement: Residents have the right to be free from neglect, exploitation, verbal, physical, mental or any other type of abuse. Neglect and abuse of Residents is strictly prohibited and will not be tolerated. We do not permit, aid, or engage in the abuse of Residents. Residents must not be subjected to abuse by Team Members, other Residents, volunteers, employees or other agencies serving Community Residents, family members, Legal Representatives, friends, or other individuals...</p>	A6000		