

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008577	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/06/2023
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NAME OF PROVIDER OR SUPPLIER SHELTERED VILLAGE	STREET ADDRESS, CITY, STATE, ZIP CODE 600 BORDEN WOODSTOCK, IL 60098
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Z 000	COMMENTS Complaint Survey: 2316832/IL163315	Z 000		
Z9999	FINDINGS Statement of Licensure Violations 350.620a) 350.1210b) 350.1060h) Section 350.620 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility which shall be formulated with the involvement of the administrator. The policies shall be available to the staff, residents and the public. These written policies shall be followed in operating the facility and shall be reviewed at least annually. Section 350.1210 Health Services b) The facility shall provide all services necessary to maintain each resident in good physical health. Section 350.1060 Training and Habilitation Services h) There shall be available sufficient, appropriately qualified training and habilitation personnel, and necessary supporting staff, to carry out the training and habilitation program. Supervision of delivery of training and habilitation services shall be the responsibility of a person who is a Qualified Mental Retardation Professional.	Z9999	Attachment A Statement of Licensure Violations	

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X8) DATE

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Z9999	<p>Continued From page 1</p> <p>These Requirements werwe not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to:</p> <ol style="list-style-type: none"> 1) Have a system in place to identify a discrepancy in the number of clients scheduled for day training and the number of clients who are present at the day training site. 2) Take action to resolve a discrepancy, when 1 of 1 client (R1) who was scheduled for day training, was not present at the day training site. 3) To ensure staff supervision to make sure all the clients exit the bus at the day training site <p>Findings Include:</p> <p>Per review of facility's list of clients dated 8/22/23 indicate R1 currently resides in the facility</p> <p>Inventory for Client and Agency Planning Assessment (ICAP) dated 9/21/22 indicates R1 has severe mental retardation and an overall age equivalent to 2 years and 10 months (R1 functions intellectually as a 2 year, 10-month-old child)</p> <p>Facility Incident Report and nurse's note dated 8/18/23 at 2:30 PM and written by E10 (Registered Nurse), indicate E10 received a call from the day program site indicating R1 was found on the bus, at the end, of the day. R1 appears to have not dsembarked the bus earlier when arrival to the day program site. R1 was alert and was sent via 911 to the emergency room, for further evaluation.</p> <p>During an interview conducted on 8/22/23 at 9:50 AM, E2 (Assistant Administrator) stated,</p>	Z9999		
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Z9999	<p>Continued From page 2</p> <p>all the clients go to the same day training site. We have one day training site. Since we have so many clients, we split them up into A and B groups. They go to day training on opposite days. For transport to the day training site, two, day training staff (bus driver & one additional staff) come to the facility to get the clients for day training. Facility staff help load the clients on the bus. Facility staff check off the clients' names as they leave the facility and get on the bus. Facility staff don't get on the bus. Direct Support Persons (DSP), staff help load the clients on the bus. Day training staff (bus driver and one additional staff) unload the bus and other day training staff, whoever is available, help them unload the clients from the bus. Staff check off the names of the clients as they get off the bus. We have an excused list of clients that are not going to day training. Staff who does the check off list for the clients getting on the bus, at the facility, gives the excused client list to the bus driver, at the end, of the second load. We have two buses. Each bus takes two loads of clients to day training. The clients that are not assigned to the wheelchair bus can go on the walker bus. There is no set list for the walker bus (clients that walk independently). It is whoever is up front and waiting for the bus, at the time, of bus loading. If there is not room on the walker bus, they ride the wheelchair bus (clients that use wheelchairs). The walker bus will hold twelve clients that are able to walk up onto the bus. On 8/18/23 at 2:30 PM, E8 (Director of Nursing) came into my office and said, "You are not going to be happy." E8 said a client was left on the bus. E8, E4 (Social Service Director), and E2 called E3 (Day training site Director). E3 told us that when the staff pulled the bus up to load the clients to bring them back to the facility, staff found R1 on the bus. R1 was incontinent of</p>	Z9999		
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Z9999 Continued From page 3

urine. The staff cleaned R1 up. E2, E8, and E4 discussed sending R1 to the emergency room from the day training site. R1 went to the local hospital, for an evaluation. R1 received a diagnosis of heat exposure. R1 got evaluated and came back to the facility on the same day. R1 should not have been left on the bus, at the day training site.

During an interview conducted on 8/22/232 at 10:04 AM, E1 (Administrator) stated, we own the day training site. Facility and day training staff are our employees. We own all the vehicles and buses too. We have assigned bus drivers.

During an interview conducted on 8/22/23 at 11:21 AM, E7 (Direct Support Person) stated on Friday 8/18/23, I was assigned to the bus check off. We have a list of clients going to day training, each day. I call the clients' names and they get up and go out the door to load the bus. As the clients go out the door, we put a check mark by their name. I don't recall if I walked any clients to the bus, that day. Most of the clients can walk themselves. We do have some clients in wheelchairs.

During an interview conducted on 8/22/23 at 11:37 Am, E5 (Direct Support Person) stated, on Friday, 8/18/23, I was driving the bus to the facility, to pick up the clients to drive them to the day program. I do two trips on one of the two buses, in the morning and in the evening. It was on the second trip, I returned to the day program, to drop off the clients. I called everyone off the bus by faces. I stood up and apparently R1 was leaning down forward, in his seat, on the bus. I didn't see him. I didn't tell R1 to come off the bus. I parked the bus in the employee parking lot, at the day program. I walked a couple of seats, in

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Z9999	<p>Continued From page 4</p> <p>the front, of the bus, to check for clients. I should have walked the entire bus to check for clients. R1 was on the driver's side of the bus, in the second seat, from the back, of the bus, by the window. Normally after we pick the clients up, and get back to the day program, one staff stands outside the bus and directs the clients in the building. I stay on the bus and call the clients out of their seats. Another staff does check off when the clients get off the bus. After I parked the bus, I went into the day program and started working. I checked my assignment and started toileting the clients.</p> <p>During an interview conducted on 8/22/23 at 11:48 AM, E6 (Direct Support Person) stated, on Friday, 8/18/23 morning, we were loading everyone to get on the bus to go to day training. I opened the door and helped some of the clients walk to the bus. I assisted R1 to the bus. We got everybody on the bus. I grabbed the soda pop, to take to day training. E5 (DSP) was on the bus, accepting the clients on the bus. We drove the clients to day training. I usually help the clients get off the bus. I helped them get off the bus. As they were getting off the bus, no staff was checking them off. After the person that I thought was the last client to get off the bus, I asked E5 if that was all the clients. He said yeah.</p> <p>During an interview conducted on 8/22/23 at 12:17 PM, E3 (Day Training Director) stated on Friday, 8/18/23, I wrote EX on the excused list by R1's name. I had the excused list and I was updating the electronic attendance for who was present that day at day training. When I got to R1's name, I thought, I hadn't seen him that day. I asked one other staff, E9 (Qualified Intellectual Disabilities Professional), if she had seen R1 today and she said no. I then went to the work</p>	Z9999		
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Z9999	<p>Continued From page 5</p> <p>floor. I know where he generally sits. He wasn't there. I went back to my office. I put EX for excused, by R1's name. Usually when the clients come to day training, the staff on the bus and other staff in the building help them get into the building. As the clients come in the building, when staff see them, staff check them off. There is no one staff assigned to check them off, in the building. I check the excused list and if clients don't have an EX by their name, it is assumed they are at day training. The driver of the bus, E5 should have checked the entire bus to make sure all the clients were off the bus once the bus was parked. R1 should not have been left on the bus. We dropped the ball.</p> <p>During an interview conducted on 8/22/23 at 11:03 AM, E4 (Social Services Director) stated I investigate the incidents. On Friday afternoon, 8/18/23, around 2:30 PM, E8 got a call, pulled E2 and E4 into the office and told E2 and E4 about the situation. E8 said, when the staff at day training were loading the clients on the bus to come to the facility from day training, R1 was found on the bus, on the driver's side, in the second row, from the back of the bus, next to the window. E5 was the bus driver, that day. E2, E8, and E4 immediately called over to the day training site and talked to E3. It was determined that we should call 911 to have R1 evaluated in the emergency room. At the time we were talking to E3, E4 checked the weather on her phone. It was 78 degrees in Woodstock, IL. E3 said R1 had urinated on himself. The day training staff took him to the bathroom, changed him, and gave him some water to drink. R1 came back to the facility later that evening. E4 spoke to the nurse, E10 at the facility when R1 returned from the hospital. The hospital gave R1 intravenous fluids and took blood work. The hospital paperwork</p>	Z9999		
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Z9999	Continued From page 6 identified that R1 received treatment for heat exposure. E4 is in the process of her investigation. E6 walked R1 onto the bus, that morning. E4 saw that on the camera. E6 road on the bus, with the bus driver and clients to the day training site. Day training site bus check off, at the Facility on 8/18/23, indicates a handwritten X documented next to R1's name. Day training bus assignment for Monday - Friday, indicates E5 and E6 are assigned to the AM and PM walker buses, on Friday. Facility excused list - facility to day training site - B - dated 8/18/23 indicates a handwritten EX, documented by R1's name The local emergency management system run sheet dated 8/18/23 indicates R1's chief complaint - R1 was left on a bus (not running), unsupervised X 6 hours. Hospital Records dated 8/18/23 - indicate R1 arrived at 3:32 PM and was admitted at 3:36 PM. R1's visit diagnosis was heat exposure (primary) - external causes of injury - bus as the place of occurrence of the external cause. Physician progress note dated 8/18/23 at 6:03 PM, indicates - R1, who was accidentally left sitting on a bus, for 6 hours. There is no visible injury. The physician was not able to perform review of systems (ROS) because R1 is nonverbal. Physical exam: R1 is not in acute distress and is not ill-appearing, toxic appearing, or diaphoretic (sweating heavily). R1's skin is warm and dry. Assessment/Plan: R1 has severe mental disability. R1's exam shows no injury and R1's	Z9999		

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Z9999	<p>Continued From page 7</p> <p>laboratory results were normal. R1 was given one liter (1000 milliliters (ml)) of 0.9% normal saline, intravenously and R1 urinated. Clinical impression - heat exposure R1 was discharged on 8/18/23 at 7:24 PM</p> <p>Nurse note dated 8/18/23 at 8PM written by E10, indicates R1 returned to the facility. R1 received a diagnosis of heat exposure. R1 received a fluid bolus at the hospital.</p> <p>The conclusion section, on the facility's final incident report investigation, dated 8/25/23 and written by E4 indicates: Conclusion: The facility is in agreement that R1 did not disembark from the day training bus when it arrived at the day program site on Friday, 8/18/23. All staff involved in this unfortunate incident, acknowledge that by completing further steps to check the bus as well as calling the facility to verify the location of R1 on 8/18/23 may have been key, to preventing this regretful situation.</p> <p>The facility's Day Training Site Policy: Transportation, dated 12/16 documents: Day training site shall ensure the timely and safe transportation of clients from their place of residence to the developmental training site. Day training site shall ensure that appropriate vehicles are available for transportation including wheelchair vehicles. Day training site shall ensure that no individual will be transported, in a one-way trip that exceeds one hour, excluding field trips.</p> <p>Procedure: 1. Day Training site shall provide van and bus transportation for clients residing at the facility 2. Facility staff will check off clients as they enter</p>	Z9999		
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Z9999	Continued From page 8 the van or bus to ensure an accurate client exit count. 3. Facility shall call and inform day training site if clients are not attending day training or shall arrive later that day. 4. Day training site shall complete a client checklist upon arrival from the facility 5. Day training site shall complete a client checklist upon departure from day training site to the facility. (B)	Z9999		
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