STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 3000280	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 09/13/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ARCADIA CARE MORTON	**190 EAST QUEENWOOD ROAD , MORTON, Illinois, 61550**

(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) COMPLETION DATE
S0000	Initial Comments First revisit to Complaint Survey: 2526700/2567709 & 2526547/2564655	S0000		09/17/2025
S9999	Final Observations Statement of Licensure Violations 300.2210a) 300.2210b)1)2)3)4)5)6)7)8)9)10 300.2210. Maintenancea) Every facility shall have an effective written plan for maintenance, including sufficient staff, appropriate equipment, and adequate supplies. b) Each facility shall: 1) Maintain the building in good repair, safe and free of the following: cracks in floors, walls, or ceilings; peeling wallpaper or paint; warped or loose boards; warped, broken, loose, or cracked floor covering, such as tile or linoleum; loose handrails or railings; loose or broken window panes; and any other similar hazards. 2) Maintain all electrical, signaling, mechanical, water supply, heating, fire protection, and sewage disposal systems in safe, clean and functioning condition. This shall include regular inspections of these systems. 3) Maintain all electrical cords and appliances in a safe and functioning condition. 4) Maintain the interior and exterior finishes of the building as needed to keep it attractive and clean and safe (painting, washing, and other types of maintenance). 5) Maintain all furniture and furnishings in a clean, attractive, and safely repaired condition. 6) Maintain the grounds and other buildings on the grounds in a safe, sanitary and presentable condition.	S9999		09/17/2025

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

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S9999	Continued from page 1 7) Maintain the grounds free from refuse, litter, insect and rodent breeding areas. 8)The building and grounds shall be kept free of any possible infestations of insects and rodents by eliminating sites of breeding and harborage inside and outside the building, eliminating sites of entry into the building with screens of not less than 16 mesh screens to the inch and repair of any breaks in construction. 9)Maintain all plumbing fixtures and piping in good repair and properly functioning. 10) Protect the potable water supply from contamination by providing and properly installing adequate, backflow protection devices or providing adequate air gaps on all fixtures that may be subject to backflow or back siphonage. 300.2220. Housekeeping 300.2220a)1)2)3 300.2220c) a) Every facility shall have an effective plan for housekeeping including sufficient staff, appropriate equipment, and adequate supplies. Each facility shall: 1) Keep the building in a clean, safe, and orderly condition. This includes all rooms, corridors, attics, basements, and storage areas. 2) Keep floors clean, as nonslip as possible, and free from tripping hazards including throw or scatter rugs. 3) Control odors within the housekeeping staff's areas of responsibility by effective cleaning procedures and by the proper use of ventilation systems. Deodorants shall not be used to cover up persistent odors caused by unsanitary conditions or poor housekeeping practices. c) Bathtubs, shower stalls, and lavatories shall not be used for laundering, janitorial, or storage purposes. These Requirements were NOT MET as evidenced by: Based on observation, interview, and record review the facility failed to employ and schedule sufficient maintenance, custodial, and housekeeping staff to ensure the facility was kept clean and free of odors and ensure walls, floors, toilet lids, and doorways	S9999		

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S9999	Continued from page 2 were kept maintained and in good repair. These failures have the potential to affect all 81 residents residing within the facility. Findings include: The facility's Daily Census dated 9/9/25 documents 81 residents currently reside within the facility. The Facility's Assessment Tool dated 8/25 through 8/26 documents, "The purpose of the assessment is to determine what resources are necessary to care for residents competently during both day-to-day operations and emergencies. Use this assessment to make decisions about your direct care staff needs, as well as your capabilities to provide services to the residents in your facility, at least annually, per the above requirement. Facility Resources Needed to Provide Competent Support and Care for our Resident Population Every Day and During Emergencies Staff Type-support staff including plant operations, custodians, housekeeping, and maintenance staff. Staffing Plan: The facility's plan to ensure sufficient staff to meet the needs of the residents at any given time is based on the staffing calculator, which takes into consideration the facility census and acuity levels impacting staffing needs. Staff other (department heads, nurse educator, quality assurance, ancillary staff, housekeeping, dietary, laundry): Refer to facility assessment addendum." This same Facility Assessment does not include an addendum to provide the facility with the staffing plan and number of staff needed to perform maintenance services, housekeeping services, and laundry services. The facility's Resident Council Minutes dated 9/4/25 document, "Maintenance: We (the facility) are currently looking for a Maintenance Director. Work orders can be filled out for any issues please let any staff know." The facility's Housekeeper Job Description dated 7/2023 documents, "The primary purpose of the Housekeeper is to perform the day-to-day activities of the Housekeeping Department in accordance with current federal, state, and local standards, guidelines and regulations governing our facility, and as may be directed by the Administrator, and/or the Director of Environmental Services, to assure that our facility is maintained in a clean, safe, and comfortable manner. Ensure that work/cleaning schedules are followed as closely as practical. Clean floors including sweeping, dusting, damp/wet mopping, stripping, waxing, buffing, disinfecting etc. (etcetera). Clean, wash, sanitize, and/or polish fixtures, ledges, room heating/cooling	S9999		

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S9999	Continued from page 3 unites, bathroom fixtures, etc. The facility's Housekeeping Supervisor Job Description dated 7/2023 documents, " The primary purpose of the Housekeeper Supervisor is to perform the day to day activities of the Housekeeping Department in accordance with current federal, state, and local standards, guidelines and regulations governing our facility, and as may be directed by the Administrator, and/or the Director of Environmental Services, to assure that our facility is maintained in a clean, safe, and comfortable manner. Ensure that work/cleaning schedules are followed as closely as practical. Coordinate daily housekeeping services with nursing services when performing routine cleaning assignments in resident living and/or residential areas. Clean floors including sweeping, dusting, damp/wet mopping, stripping, waxing, buffing, disinfecting etc." The facility's Maintenance Director Job Description dated 12/2022 documents, "The primary purpose of the Maintenance Director is to plan, organize, develop, and direct the overall operation of the Maintenance Department in accordance with current federal, state and local standards, guidelines, and regulations governing our facility, and as may be directed by the Administrator, to assure that our facility is maintained in a safe and comfortable manner. Essential Duties and Responsibilities: Repair facility/resident property, as necessary." The facility's Laundry and Housekeeping Schedule dated 8/26/25 through 9/9/25 documents there was only one housekeeper scheduled during four days during this timeframe. On 9/9/25 a tour of the facility was conducted from 9:15 AM through 10:30 AM. During this tour, all resident room doorways and resident walls had numerous areas of missing paint and drywall. R1 and R2's floor had scattered debris throughout the floor and a dirty four-by-four gauze on the floor. R1 and R2's wall had a two-foot-long unpainted patch of drywall above the air conditioner and nine floor tiles around and underneath R1's bed had rust colored stains. R5 and R6's floor had scattered debris and the cover to the wall air conditioning unit was off the air conditioner and the cover was leaning in the corner. R9's sink counter had a golf-ball rigid chunk of granite missing at waist level in the middle of the edge and a linear crack running from the sink to the outer right corner. The outside corners of R3, R4, R7 and R8's bathroom door baseboards were missing six-inch pieces of cove base and drywall. Two bedpans were in R3 and R4's bathroom.	S9999		

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S9999	Continued from page 4 These two bedpans were unlabeled and uncovered and sitting on top of the handrails located within R3 and R4's bathroom. The B-Wing shower room toilet lid was unsecured, and the top of the lid had multiple orange stains. The B-Wing shower room baseboard had a six-inch missing piece of cove base and drywall. The main dining room ledges were covered in dust. The B-Wing hallways had a strong odor of feces and urine. There were no maintenance or custodial staff in the building during this timeframe. On 9/9/25 at 9:30 AM R5 and R6 were both lying in their beds with V8 (R5's Family Member) at R5's bedside. R5 stated, "There are not enough housekeepers here to clean my room like it should be every day. The housekeeper (V4) we have is great but does not have enough time to wipe everything down and mop our floors on the days when it is just her. That cover to the air conditioner has been broken off for over two weeks. There is nobody in maintenance to fix anything around here. My walls have been scratched up and missing paint since I have lived here. I haven't even met anyone in maintenance. There is never no one to clean on second shift. The hallway usually stinks of urine." On 9/9/25 at 9:45 AM R6 stated, "Our (R5 and R6's) room does not get swept and mopped every day. There is no one here on second shift to take out the trash or clean up the dining room. The administration leaves the dining room cleaning and trash for the CNAs to do. The CNAs (Certified Nursing Assistants) do not have time to do housekeeping." On 9/9/25 at 10:00 AM R3 was lying in bed. R3 stated, "My walls have always had missing paint. The bedpans in the bathroom are never covered and I never know if it is my bed pan or my roommate's bedpan that is being used. The housekeeper tries hard, but when one housekeeper is working our rooms do not get cleaned." On 9/9/25 at 10:15 AM V4 (Housekeeper) stated, "I have worked here as a housekeeper for four months. The doorways have always had missing paint since I have worked here. There is no maintenance staff. Every other weekend and two other days every two weeks, I am the only housekeeper for the entire facility. There is no way to get everything in the facility cleaned by myself. I do what I can. All high-touch surfaces do not get disinfected on those days, and I cannot get to all the mopping and dusting. The dining room does not get cleaned after supper as there is no housekeepers on second shift. The facility does not have maintenance workers either. Really, we need at least three housekeepers daily to get everything that should be	S9999		

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S9999	Continued from page 5 cleaned done daily." On 9/9/25 at 10:30 AM R7 stated, "I never see maintenance here fixing anything. My baseboard has been missing since I have been in here. My room does not get cleaned every day. When there is a housekeeper here my room gets cleaned, but some days there is not a housekeeper working. The dining room always stinks, and nothing gets dusted. I feel sorry for the housekeepers. They are overworked. There are never any housekeepers on second shift to clean up which leaves the CNAs to have to take out the trash and clean the dining room. There are not even enough CNAs to do what they have to do let alone do housekeeping too." On 9/9/25 at 10:35 AM R8 stated, "There is not enough housekeepers and no maintenance around here. My walls have always had missing chunks and trim. My room does not get cleaned when there is not a housekeeper working." On 9/9/25 at 10:45 AM V7 (Housekeeper) stated, "I have worked here a little over a year. We (the facility) need more housekeepers. I am always told it is not in the budget. On four days every two weeks there is only one housekeeper to try and clean this entire facility. That is impossible. There are days when the shower room never gets cleaned or disinfected, the hallways never get cleaned, and the trash does not get emptied. There is only so much time and things get left undone. Somedays there is only one staff member to do laundry and housekeeping. We do not have maintenance workers or any floor care staff. I know there are quite a few rooms that could use maintenance to fix the walls, and the doorways have had missing paint ever since I have worked here." On 9/9/25 at 11:15 AM V5 (CNA) stated, "The B-Wing shower room toilet lid has always been loose and stained, and the shower room baseboard has always had missing trim. This shower room (B-Wing) does not always get cleaned. There is no maintenance staff and some days there is not even a housekeeper working on the B-Wing." On 9/9/25 at 11:35 AM V6 (Housekeeping Supervisor) stated, "I have worked her for a year. There is supposed to be two housekeepers per day that I am aware of. On four out of every two weeks (14 days) there is only one housekeeper scheduled. I am told that the facility is cutting housekeeping staff and not allowed to schedule two housekeepers every day. There is also no maintenance staff. One housekeeper cannot get this entire facility cleaned the way it should be daily."	S9999		

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S9999	Continued from page 6 On 9/9/25 at 1:45 PM V1 (Administrator-In-Training) stated, “We (the facility) do not calculate or have guidelines for how many housekeepers we are supposed to staff daily. I cannot give you a number of hours. The facility does not have any maintenance staff or custodial staff currently. The Facility Assessment does not have an addendum to let me know how many housekeeping, maintenance, or custodial staff are needed.” (B)	S9999		