

Illinois State Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 3000992		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 02/04/2026	
NAME OF PROVIDER OR SUPPLIER Accolade Healthcare of Waterloo				STREET ADDRESS, CITY, STATE, ZIP CODE 623 HAMACHER STREET , WATERLOO, Illinois, 62298			
(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		S0000				
	First Probationary Licensure Survey						
S9999	Final Observations		S9999				
	Statement of Licensure Violations:						
	Section 300.2100 Food Handling Sanitation						
	300.2100						
	Ill. Admin. Code tit. 77, § 340.1950 - Food Preparation and Service						
	a) Every facility shall comply with the Department's rules entitled "Food Service Sanitation" (77 Ill. Adm. Code 750)						
	This Requirement is NOT MET as evidence by:						
	Findings include:						
	Based on observation, interview and record review the Facility failed to ensure proper handwashing was being performed during the lunch service on 2/3/2026 and food temperatures were being taken for 7 of 10 residents (R10-R16) reviewed for food safety in the sample of 16.						
	Findings include:						
	On 2/3/2026 at 12:00 PM, V6, Cook started serving out the steam table area in the main dining room. V6 did not have any tongs or utensils for the potato chips and V6 was using her gloved hands reaching into the bag and placing the potato chips on top of the casserole with her gloved hands. V6 was not washing her hands in between plates and/or putting on a new set of gloves,						
	On 2/3/2026 at 12:01 PM, V6, Cook, left the steam table room in main dining room with gloved hands. She exited the small steam table area, walked through the dining room and entered the main kitchen. She touched the handles to the kitchen door and entered. After two minutes V6 returned to the main steam table are and did						

Office of Primary Care and Health Systems Management

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	Continued from page 1 not wash her hands and/or put on new gloves. On 2/3/2026 at 12:07 PM, V6, Cook, left the steam table room in main dining room with gloved hands. She exited the small steam table area, walked through the dining room and entered the main kitchen. She touched the handles to the kitchen door and entered. After two minutes V6 returned to the main steam table area and did not wash her hands and/or put on new gloves. On 2/3/2026 at 12:08 PM, V6 stated she was running low on turkey burgers, hot dogs, and hamburgers and went to the kitchen to see if she could find them. On 2/3/2026 at 12:28 PM, V6, Cook, left the steam table room in main dining room with gloved hands. She exited the small steam table area, walked through the dining room and entered the main kitchen. She touched the handles to the kitchen door and entered. After two minutes V6 returned to the main steam table are and did not wash her hands and/or put on new gloves. During the lunch service on 2/3/2026 from 12:00 PM-1:10 PM, V6, Cook served the following residents R10-R13 frozen turkey burgers. V6 would place the patty in the microwave and then heat each patty individually. V6 would open the door of the microwave, turn on the button, then after the microwave would ding (bell rang), take two paper towels and wipe down the remaining liquid and place the patty on a plate and then send out of the kitchen. V6 did not take any food temperatures on the turkey burgers before serving them. During the lunch service on 2/3/2026 from 12:00 PM-1:10 PM, V6, Cook served the following residents R14-R16 frozen hamburger patties. V6 would place the patty in the microwave and then heat each patty individually. V6 would open the door of the microwave, turn on the button, then after the microwave would ding (bell rang), take two paper towels and wipe down the remaining liquid and place the patty on a plate and then send out of the kitchen. V6 did not take any food temperatures on the hamburgers before serving them. On 2/3/2026 at 1:11 PM, V6 stated she did not think she had to take the temperatures on the burgers, and she had so many residents eating the alternate meal, and she was the only staff working, that she was focused on trying to get all of the food out to the residents. On 2/3/2026 at 2:06 PM, V4, Dietary Manager stated she would expect staff to wash hands and change gloves anytime they leave the kitchen. She also stated she would expect temperatures to be taken on any food			S9999			

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S9999	Continued from page 2 reheated and/or heated in the microwave and would expect tongs to be used on potato chips. On 2/3/2026 at 2:09 PM, V5, Dietician stated, I would expect anyone leaving the kitchen to remove their gloves and upon returning to the kitchen to wash their hands at the sink every time they leave and come back. I would expect any food in the microwave that is being heated and/or reheated to check the food temperatures and ensure the food was at least 165 degrees for meat or higher. This is important to prevent food bacteria growth and prevent foodborne illness and disease. I would expect potato chips to have scoops or tongs and gloved hands to used." Food Code: Section 750.160 General – Food Preparation In an effort to prevent the transmission of pathogenic organisms from humans, food shall be prepared with the least possible manual contact, with suitable utensils and on surfaces that prior to use have been cleaned, rinsed and sanitized to prevent cross-contamination. a) Food employees shall avoid direct contact (i.e., using bare hands) with ready-to eat food whenever possible and, to the extent possible, shall handle ready-to-eat food only with suitable utensils such as deli tissue, spatulas, tongs, or single-use gloves. Handling of ready-to-eat food with suitable utensils is not a substitute for proper hand washing. Use of utensils, including deli tissue, spatulas, tongs or single-use gloves, shall be preceded by thorough handwashing. If gloves are used to handle ready-to-eat food, they shall be single-use gloves, i.e., shall be used for only one task (preparing/handling ready-to-eat food), shall be used for no other purpose and shall be discarded when damaged or soiled or when interruptions occur in operations. Raw and under-cooked animal foods that are served or offered for sale in a ready to-eat form are exempt from the cooking requirements of subsections (a)(1) through (5) of this Section, provided the food establishment serving the food follows the consumer advisory requirements specified in Section 750.110(j). Examples of this type of food include raw marinated fish; raw molluscan shellfish; steak tartare; lightly cooked fish; rare meat; and soft, cooked eggs. Establishments such as nursing homes, hospitals, day care centers and nursery schools that serve a highly susceptible population, including the elderly, young children under age four, pregnant women, and individuals who are ill or have compromised immune systems, shall not serve raw or under-cooked animal foods, or must comply with subsections (a)(1) through (5) of this Section. Raw animal foods cooked in a microwave oven shall be: a) Rotated or stirred	S9999					

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S9999	Continued from page 3 throughout or midway during cooking to compensate for uneven distribution of heat; b) Covered to retain surface moisture; c) Heated to a temperature of at least 165°F (74°C) in all parts of the food; and d) Allowed to stand covered for 2 minutes after cooking to obtain temperature equilibrium." The Facility Food Preparation Policy provided by the facility dated 2025 documents, "All foods are prepared in accordance with the FDA (Food and Drug Administration) Food Code. All staff will practice proper hand washing techniques and glove use. The Cook (s) will prepare all cooked food items in a fashion that permits rapid heating to appropriate minimum internal temperatures. Time/Temperature Control for Safety (TCS) hot food items will be cooked to a minimum internal temperature for 15 seconds as follows; Ground meat 155 F (Fahrenheit) degrees, Fish, pork, other meats 145F degrees. When to wash hands, Wash your hands as often as possible. It is important to wash your hands: As often as needed during food preparation and when changing tasks." (B)		S9999				