STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	SHF520296	A. BUILDING: _____ B. WING _____	C 04/01/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VILLAS AT RIVER BIRCH-4016	4016 COCKRELL LN SPRINGFIELD, IL 62711

(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 Original Complaint #IL188890 Violations cited: 295.1020 V 295.2030 V 295.2060 V	A 000		
A1020	Section 295.1020 Informatio to be made available to Resident This Regulation is not met as evidenced by: Violation Section 295.1020 Information to Be Made Available to the Resident by the Licensee a) Each establishment shall provide a resident or representative with the following information at the time the resident is accepted into the establishment: 1) A copy of current resident policies or a resident handbook; 2) Whether each unit has independent heating and cooling controls and their location; 3) The establishment's policy concerning response to medical emergency situations; and 4) Whether the establishment provides therapeutic diets. b) The current telephone numbers for: 1) The Illinois Department of Public Health's Office of Health Care Regulation and Assisted Living Complaint Registry; 2) The Illinois Department on Aging Senior Helpline; 3) The Department on Aging Long-Term Care Ombudsman Program; and 4) 911 or other local emergency response.	A1020		

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A1020	Continued From page 1 c) The establishment's license issued under the Act and this Part shall be posted in public view in the establishment. d) The establishment shall make available for review the results of the most recent Department survey and any statement of correction currently in effect. e) The establishment shall make available for review any waiver or variance currently in effect. These requirements were not met as evidenced by: Based on observation, interview, and record review the establishment failed to properly transfer ownership per regulations. Findings include: Observation: The establishment management failed to produce the required information that is to be provided to the residents. Interview: E1 stated that they were not aware of a new licensed being issued and was not aware of where the establishment's management team was in the process. Record Review: This establishment did have residents in it. A list of 6 residents was obtained.	A1020		
A2030	Section 295.2030 Establishment Contacts This Regulation is not met as evidenced by: Violation	A2030		

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A2030	Continued From page 2 Section 295.2030 Establishment Contracts a) A contract between an establishment and a resident must be entitled "assisted living establishment contract" or "shared housing establishment contract" as applicable, shall be printed in no less than 12 point type, and shall include at least the following elements in the body or through supporting documents or attachments: 1) The name, street address, and mailing address of the establishment; 2) The name and mailing address of the owner or owners of the establishment and, if the owner or owners are not natural persons, the type of business entity of the owner or owners; 3) The name and mailing address of the managing agent of the establishment, whether hired under a management agreement or lease agreement, if the managing agent is different from the owner or owners; 4) The name and address of at least one natural person who is authorized to accept service on behalf of the owners and managing agent; 5) A statement describing the assisted living or shared housing establishment license status of the establishment and the license status of all providers of health-related or supportive services to a resident under arrangement with the establishment; 6) The duration of the contract; 7) The base rate to be paid by the resident and a description of the services to be provided as part of this rate; 8) A description of any additional services to be provided for an additional fee by the establishment directly or by a third party provider under arrangement with the establishment; 9) The fee schedules outlining the cost of any additional services; 10) A description of the process through which the contract may be modified, amended, or	A2030		

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A2030	Continued From page 3 terminated; 11) A description of the establishment's complaint resolution process available to residents and notice of the availability of the Department on Aging's Senior Helpline and the Long-Term Care Ombudsman Program for assistance with complaint resolution; 12) The name of the resident's designated representative, if any; 13) The resident's obligations in order to maintain residency and receive services, including compliance with all assessments required under Section 15 of the Act; 14) The billing and payment procedures and requirements; 15) A statement affirming the resident's freedom to receive services from service providers with whom the establishment does not have a contractual arrangement, which may also disclaim liability on the part of the establishment for those services; 16) A statement that medical assistance under Article V or Article VI of the Illinois Public Aid Code is not available for payment for services provided in an establishment; 17) A statement detailing the admission and residency termination criteria and procedures as set forth in the Act and this Part; 18) A statement indicating that the establishment maintains a risk management process; 19) A statement listing the rights specified in Section 95 of the Act and acknowledgment that, by contracting with the assisted living or shared housing establishment, the resident does not forfeit those rights; and 20) A statement provided by the Department detailing the Department's annual on-site review process, including what documents contained in the resident's personal file shall be reviewed by the on-site reviewer. (Section 90 of the Act)	A2030		

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A2030	Continued From page 4 b) The establishment contract shall also include: 1) Terms of occupancy, including resident responsibilities and obligations; 2) The amount and purpose of any fee, charge, and deposit, including any fee or charge for any days a resident is absent from the establishment; 3) The establishment's policy for refunding fees, charges, or deposits; 4) The establishment's responsibility to provide at least 30 days written notice before the effective date of any change in a fee or charge. A licensee is not required to provide 30 days written notice of increase to a resident whose service needs change, as documented in the resident's service plan; and 5) The establishment's policy concerning notification of a relative or other individual in an emergency, significant change in the resident's condition, or termination of residency. c) A copy of the establishment contract shall be given to the resident or the resident's representative. d) An establishment contract that has been signed shall be maintained on the premises throughout the resident's residency at the establishment. e) Establishment contracts may be automatically renewed from year to year. Any modifications to the contract shall be made in writing and signed by both parties. f) The contract may be terminated immediately at any time upon agreement of the parties. These requirements were not met as evidenced by: Based on observation, interview, and record review the establishment failed to provide	A2030		

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A2030	Continued From page 5 establishment contracts per regulations. Findings include: Observation: The establishment management failed to produce establishment contracts upon request. No contracts had been created or signed by the residents and the establishment. Interview: E1 stated that they were not aware of an established contracts for the new company and was not aware of where the establishment's management team was in the process of creating the contracts. E1 confirmed that documents related to contracts did not exist and that the corporate team was still disusing a new rate amount. Record Review: This establishment did have residents in it. A list of 6 residents was obtained.	A2030		
A2060	Section 295.2060 Quality Improvement Program This Regulation is not met as evidenced by: Violation Section 295.2060 Quality Improvement Program a) The establishment shall establish an effective quality improvement program that encompasses oversight and monitoring, resident satisfaction, and ongoing quality improvement and implementation of any plan that addresses improved quality services. The quality improvement process implemented by the establishment must benchmark performance, be customer centered, be data driven, and focus on resident satisfaction. (Section 30(a) of the Act)	A2060		

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A2060	Continued From page 6 For the purpose of this Section, "benchmark" means creating points of reference from which measurements can be made. b) A system shall be in place to facilitate the detection of issues and problems, to expedite the implementation of action, and to resolve problems. 1) Data analysis shall be used to identify and implement changes that will improve performance or reduce the risk of additional events. 2) The establishment shall maintain documentation that shows that data analysis has occurred and that actions, as appropriate, have been implemented to address identified issues and to resolve problems, as well as any follow-up actions taken by the establishment. c) The existence, results, and process of a quality improvement program cannot be used as evidence in any civil or criminal court proceeding. d) The result of the quality improvement program cannot be the sole basis for citing a violation. These requirements were not met as evidenced by: Based on observation, interview, and record review the establishment failed to establish a quality improvement program per regulations. Findings include: Observation: The establishment management failed to produce an established quality improvement program upon request. No documentation was available. Interview: E1 stated that they were not aware of an established quality improvement program and	A2060		

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A2060	Continued From page 7 was not aware of where the establishment's management team was in the process of creating one. E1 confirmed that documents related to a quality improvement program did not exist. Record Review: This establishment did have residents in it. A list of 6 residents was obtained.	A2060		