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A 000	Initial Comment Complaint Investigation 2661589/IL200065. 295.4010 d) e) g) C) 3) 295.6010 a) 1) 2) b) 1) 2) 3) 4) 5) 6) 7)	A 000		
A4010	Section 295.4010 Service Plan This Regulation is not met as evidenced by: Type 1 Violation Section 295.4010 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) e) The service plan shall be reviewed and revised if necessary immediately after a significant change in the resident's physical, cognitive, or functional condition (see Section 295.4000). g) Service plans shall address: C) special accommodations for the resident; 3) Staff responsible for the provisions of the service plan; Based on interview and record review, the establishment failed to revise Service Plans with interventions after a cognitively intact resident	A4010		

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A4010	Continued From page 1 administered sexually abusive behaviors towards a cognitively impaired resident that caused severe harm to a resident or creates a substantial probability of severe harm to a resident or residents. Findings include: 1. On 02/18/26, Z2 (R1's Daughter/Power of Attorney) provided a copy of the following email that she had sent to E1 (Executive Director) on 01/23/26 at 10:01 PM: "This is (Z2). There have been significant developments since we spoke yesterday. Know that I am in Florida for a week and dealing with this long distance. I am attending a paddling camp and will be unavailable for big chunks of the days for the next week. (R2) has visited my mom (R1) multiple times in her room today. He was heard saying that (E6, Maintenance Director) came to talk to him because someone overheard him. The camera sometimes cuts out when there isn't movement but he told her use her judgment but not to tell anyone about this. Tonight after dinner he came to her room again. He was caressing her face and she told him no hanky panky tonight because of the camera. He said he was hoping she would come to his room. He also told her he wanted to get her clothes off her and lay beside her. Keep in mind, by the time I saw this, it had been a few hours and she was not back. I called the facility and got someone in memory care. They said (staff member) was working. I told them to ask her to go get (R1) from (R2's room) and call me. Neither of which happened. It took many calls from my sister and I to get (R1) to return (to her room). I also had a very pointed discussion with (R2) via my mom's phone telling him that he was taking advantage of someone with decreased capacity. My mother is very upset with me and	A4010		

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A4010	Continued From page 2	A4010		

doesn't want me to 'make a big deal of this'. She missed a call from me and called my brother thinking it was him calling. She told him she met a man and she enjoys his company and they had sex and will both deny it. While it does sound from her part that she is a willing participant, my concerns are many. Until a week ago she never mentioned (R2) and within the time that we were without cameras until now, we have progressed to this. She has zero concept that she has decreased capacity or judgment. But listening to him, he is a cognitively intact individual and can't help but notice her shortcomings. This behavior on his part does not feel like this is the first rodeo for him and this is such classic grooming behavior it is criminal. I don't know if it falls to the level of elder abuse, but it should. He deliberately asked her to his room to avoid the camera because he knows this behavior is unacceptable. When I tell you this is completely out of character for my mom, that is not an exaggeration. She has not had so much as a date in 30 years. At one of her appointments in late fall, one of her practitioners said at this stage of Alzheimer's it is a cognitive age of approximately 5-7 years old. Please keep that in mind when viewing his behavior from my perspective. I am concerned that my message did not get acted on by nursing and don't know if there is an after hours number I should call other than the main number. I am also dumbfounded to think that at 83 with moderate Alzheimer's, I need to consider having my mom tested for STDs (Sexually Transmitted Diseases). I am beyond flummoxed with what to do with this situation, especially when I am out of town. While she seems to feel she is a willing participant and 'enjoys his company', it feels incredibly predatory on his behalf and cannot be allowed to continue. We have been very happy with the level of attention she has gotten from staff and how safe

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A4010	Continued From page 3 we have felt she is there, so the mere thought of having to relocate her is overwhelming and heartbreaking to me. I know it is the weekend and don't know if you will see this before Monday but very much want to discuss what options we may have. I will be without phone access for chunks of time but if you leave a message, I will call you as soon as I can." On 02/17/25 at 02:30 PM - 03:20 PM, Z2 (R1's Daughter/Power of Attorney) stated the following: "My mother has a diagnosis of Alzheimer's Disease. Her neuropsychologist assessed her cognition, and she was assessed with moderate cognitive impairment several months ago. She can talk to you, but she is very forgetful. Her short-term memory is not good, but my mom has a tendency to be able to recall things a little longer when she is emotionally driven or upset about something. We recently took her to Urgent Care. A few weeks prior to this, she had told me she made friends with a man (R2), who also lives at (establishment). The day after she told me this, she told me that he had come to her room to visit her. The wifi had been down for 6 days, so I was not aware of any of this until she told me. Once the wifi came back on, that next day I saw on the camera footage that a man (R2) on a scooter was in her room, and he said to my mom, 'I have been waiting for you. I have been thinking about your pretty breasts and your perky little nipples.' This man is completely alert and knows what he is saying. I was so taken back, and I immediately called (E1, Executive Director) to discuss this. I told her (R2) is not allowed in my mother's room and if they want to visit, it needs to be in an open area of high visibility to others. I believe staff at the building spoke with (R2) following the conversation I had with (E1). But I saw on the camera footage that he went back into her room	A4010		

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A4010	Continued From page 4	A4010		

the following day. He told her that she could use her own judgement and told her that she didn't need to tell anybody about what happened between them. There was another time (R2) had told my mom that he wanted to lay down and feel her naked body next to his. At one point, when she had been out of her room for several minutes, I called my mother. She told me she was visiting a friend and I asked her who she was visiting. She more than likely could not remember his name, so instead of asking him his name, she actually just handed the phone to (R2). I told him that my mother has Alzheimer's and she is not mentally sound to make decisions regarding any type of sexual activity or contact. He told me, 'I don't see her that way.' He continued going to my mom's room and telling her things like she could visit him in his room and he even had her write his room number down on a piece of paper, which we threw away when we found it sitting on her kitchen table. One day, I had reviewed the camera footage and saw that my mom had been out of her room for an extended period of time, so I called her cell phone and turns out, she was in (R2's) room again. I told her that she needed to go back to her room. After that conversation, my mom called my brother and told him, 'We (R1 and R2) had sex. I will deny it and he will deny it if anyone asks, but we had sex.' I believe his behavior was very predatory in nature, because he was completely with it and knew what he was doing. My mother was a prude and never spoke of sex when she had all of her wits about her. She never dated after her husband died, and he passed away 30 years ago. If she was in her right mind, she would have been absolutely mortified if someone approached her and mentioned her breasts and nipples. So fast forward to me taking my mom to Urgent Care. I always check the camera to see how she sleeps at night. I saw one

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night she went to bed really early, and she was up 11 times that night to use the bathroom, which is a big red flag for mom having a UTI (Urinary Tract Infection). I explained everything to the staff at the Urgent care that I have just explained. When I told the doctor that mom had said that she had sex, she was shocked and had no recollection of any of it. I could tell that the staff at Urgent Care was very concerned as well. Mom ended up being treated for a UTI, and the doctor tested her for sexually transmitted diseases. He told me that he has diagnosed elderly patients similar in age to mom with STDs (Sexually Transmitted Diseases). When we returned from Urgent Care, I saw (R2) in the hallway. I told him that my mother had a UTI and he needed to stay away from her and he is not welcome in her room. He was in her room at least twice after this conversation, and it is on camera. There were several instances I witnessed my mom standing in the doorway talking to (R2) in the hall. I could hear him telling her to come to his room and he would repeat his room number to her several times. I have been told by staff that (R2) has since moved out of the building. We are very happy where she is, especially now that (R2) is gone. The staff is very good to my mom, and she is safe now that (R2) is gone. I said something to (E1) because (R2's) behavior was very concerning. I didn't want to make waves, but he was taking advantage of her sexually, especially with her having Alzheimer's. I just wanted them to visit in a public area where things could not be taken too far. This is the kind of predatory behavior you see an adult use with a child."

R1's Progress Note (dated 01/24/26 at 10:34 AM, and created as a Late Entry by E1, Executive Director, on 02/17/26) documents the following: "(E1) came to community to speak to resident

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(R1) re: relationship with another resident per concerns from her daughter. Resident stated (R2) does not make her feel uncomfortable and she enjoys his company and her daughter needs to butt out. (E1) encouraged (R1) to visit with (R2) in common areas and report any concerns."

R1's Progress Note (dated 01/24/26 at 12:39 PM, and created as a Late Entry by E1 on 02/17/26) documents the following: Spoke to (R1's daughters) letting them know that (E1) spoke to (R1) and (R2) about relationship. Let them know we involved (R2's) family as well. Family is ok with them visiting in common areas."

R1's Service Plan has no mention of the intervention of R1 and R2 visiting in common areas of the establishment rather than visiting alone in each other's rooms.

2. R2's Progress Note (dated 01/22/26 at 08:24 AM, and created as a Late Entry by E1 on 02/17/26) documents the following: "(E6, maintenance Director) had conversation with (R2) about sexual advances toward a female resident (R1) and not to visit her apartment."

R2's Progress Note (dated 01/24/26 at 08:23 AM, and created as a Late Entry by E1 on 02/17/26) documents the following: "Spoke to (R2's) POA (Power of Attorney) about (R2) visiting a female resident with sexual advances. She (POA) is going to speak to (R2)."

R2's Progress Note (dated 01/24/26 at 10:00 AM, and created as a Late Entry by E1 on 02/17/26) documents the following: "Spoke to (R2) about relationship with another resident (R1) and let him know her family prefers he does not visit her apartment or invite her to his and it is OK if they

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have a friendship in the common spaces of community. Resident understands."

R2's Progress Note (dated 01/29/26 at 11:06 AM) documents, "Monthly charting for January; Resident uses motorized scooter and walker for ambulation. Resident is independent of all cares and self-administers his medications. Resident had a fall with no injuries related to it. Resident has shown some inappropriate behavior with another resident in which he and his POA (Power of Attorney) were made aware of."

R2's most recent Service Plan has no mention of R2's sexually inappropriate behaviors, or the intervention of R2 not visiting with R1 alone in either of their rooms. This same Service Plan does not mention R2's visitation with R1 needs to be conducted within the common areas of the establishment.

On 02/19/26 at 11:05 AM, E4 (Lead Receptionist/Caregiver) stated she typically works as a receptionist at the front desk but does occasionally pick up shifts as a caregiver. E4 stated she is familiar with both R1 and R2. E4 stated R1 is very forgetful and her family makes decisions on her behalf. E4 stated she was not aware that R1 and R2 had any type of relationship at the establishment, and was not aware that they were not supposed to be alone together in either of their rooms.

On 02/19/26 at 11:20 AM, E5 (Certified Nursing Assistant) stated she has worked at the establishment for approximately six months. E5 stated R1 is very forgetful, and cannot usually recall a conversation for more than five minutes. E5 stated R2 was alert and oriented, and E5 stated she was not aware of R2 having any type

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A4010	Continued From page 8 of cognitive deficits while he resided at the facility. E5 stated she was not aware that R1 and R2 were not supposed to be alone together in either of their rooms, "I heard that they had been fondling each other, but didn't hear this until after R2 had moved out." On 02/19/26 at 01:40 PM, E1 (Executive Director) confirmed R1 and R2's Service Plans were not updated to reflect the intervention of R1 and R2 not visiting alone together in either of their rooms, and visitation should be occurring in areas of high visibility within the common areas of the establishment.	A4010		
A6010	Section 295.6010 Abuse, Neglect, and Financial Exploitation Pr This Regulation is not met as evidenced by: Type 1 Violation Section 295.6010 Abuse, Neglect, and Financial Exploitation Prevention and Reporting a) When the establishment has a reasonable belief that a resident has been the victim of abuse, neglect, or financial exploitation, the establishment shall: 1) Notify the Department within 24 hours after receiving the allegation, by contacting the Assisted Living Complaint Registry by telephone, fax, or other electronic means. The establishment shall document this report and maintain documentation on the premises for 12 months after the date of the report.	A6010		

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A6010	Continued From page 9 2) Investigate and develop a written report within 14 days after the initial report. The establishment shall send the written report to the Department within 24 hours after it is completed and shall maintain a copy of the written report on the premises for 12 months after the date of the report. b) A written report of the investigation conducted pursuant to subsection (a)(2) shall contain at least the following: 1) Dates, times, and description of the alleged abuse, neglect or financial exploitation; 2) Description of any injury to the resident; 3) Description of any change in the resident's physical, cognitive, functional, or emotional condition; 4) Any actions taken by the licensee; 5) A list of individuals and agencies interviewed or notified by the establishment; 6) Names of witnesses to the alleged abuse, neglect, or financial exploitation; and 7) If the abuse, neglect, or financial exploitation is substantial, a description of the action to be taken by the establishment to prevent the abuse, neglect or financial exploitation from occurring in the future. Based on interview and record review, the establishment failed to investigate an allegation of sexual abuse, and report an allegation of sexual abuse to the State Agency for one of two residents (R1) reviewed for abuse in the sample	A6010		

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of two that caused severe harm to a resident or creates a substantial probability of severe harm to a resident or residents.

Findings include:

The establishment's Abuse, Neglect & Exploitation Policy (last revised 05/2021) documents the following: "Our Company is committed to maintaining a safe environment for each resident, visitor and associate. Instances or allegations of abuse, neglect or exploitation should be treated seriously and must be reported to the Executive Director or the supervisor on duty for investigation and appropriate follow-up." This same policy documents, "Sexual Abuse means any sexually oriented behavior directed at a resident by an associate, any sexually oriented behavior between residents that is not fully and freely consented by both residents involved, or any sexually oriented behavior between residents when wither or both residents are incapable of consenting to the behavior because of cognitive impairment." This policy also documents, "Investigation: Upon receipt of an allegation of abuse, neglect or exploitation, the Executive Director, or their designee, should conduct a confidential internal investigation of the incident; External Reporting/Notification: The Executive Director or designee, in consultation with the Regional Director of Operations, shall report allegations and suspicions of abuse to (State Agency) and to the victim's sponsor or responsible family member within 24 hours."

On 02/17/26 at 09:15 AM, E1 (Executive Director) stated she had not conducted any recent abuse investigations at the establishment.

On 02/18/26, Z2 (R1's Daughter/Power of

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A6010	Continued From page 11 Attorney) provided a copy of the following email that she had sent to E1 on 01/23/26 at 10:01 PM: "This is (Z2). There have been significant developments since we spoke yesterday. Know that I am in Florida for a week and dealing with this long distance. I am attending a paddling camp and will be unavailable for big chunks of the days for the next week. (R2) has visited my mom (R1) multiple times in her room today. He was heard saying that (E6, Maintenance Director) came to talk to him because someone overheard him. The camera sometimes cuts out when there isn't movement but he told her use her judgment but not to tell anyone about this. Tonight after dinner he came to her room again. He was caressing her face and she told him no hanky panky tonight because of the camera. He said he was hoping she would come to his room. He also told her he wanted to get her clothes off her and lay beside her. Keep in mind, by the time I saw this, it had been a few hours and she was not back. I called the facility and got someone in memory care. They said (staff member) was working. I told them to ask her to go get (R1) from (R2's room) and call me. Neither of which happened. It took many calls from my sister and I to get (R1) to return (to her room). I also had a very pointed discussion with (R2) via my mom's phone telling him that he was taking advantage of someone with decreased capacity. My mother is very upset with me and doesn't want me to 'make a big deal of this'. She missed a call from me and called my brother thinking it was him calling. She told him she met a man and she enjoys his company and they had sex and will both deny it. While it does sound from her part that she is a willing participant, my concerns are many. Until a week ago she never mentioned (R2) and within the time that we were without cameras until now, we have progressed to this. She has zero	A6010		

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A6010	Continued From page 12	A6010		

concept that she has decreased capacity or judgment. But listening to him, he is a cognitively intact individual and can't help but notice her shortcomings. This behavior on his part does not feel like this is the first rodeo for him and this is such classic grooming behavior it is criminal. I don't know if it falls to the level of elder abuse, but it should. He deliberately asked her to his room to avoid the camera because he knows this behavior is unacceptable. When I tell you this is completely out of character for my mom, that is not an exaggeration. She has not had so much as a date in 30 years. At one of her appointments in late fall, one of her practitioners said at this stage of Alzheimer's it is a cognitive age of approximately 5-7 years old. Please keep that in mind when viewing his behavior from my perspective. I am concerned that my message did not get acted on by nursing and don't know if there is an after hours number I should call other than the main number. I am also dumbfounded to think that at 83 with moderate Alzheimer's, I need to consider having my mom tested for STDs (Sexually Transmitted Diseases). I am beyond flummoxed with what to do with this situation, especially when I am out of town. While she seems to feel she is a willing participant and 'enjoys his company', it feels incredibly predatory on his behalf and cannot be allowed to continue. We have been very happy with the level of attention she has gotten from staff and how safe we have felt she is there, so the mere thought of having to relocate her is overwhelming and heartbreaking to me. I know it is the weekend and don't know if you will see this before Monday but very much want to discuss what options we may have. I will be without phone access for chunks of time but if you leave a message, I will call you as soon as I can."

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	ASL510089	A. BUILDING: _____ B. WING _____	02/23/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE URBANA	1706 E AMBER LN URBANA, IL 61802

(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
A6010	Continued From page 13 On 02/17/25 at 02:30 PM - 03:20 PM, Z2 (R1's Daughter/Power of Attorney) stated the following: "My mother has a diagnosis of Alzheimer's Disease. Her neuropsychologist assessed her cognition, and she was assessed with moderate cognitive impairment several months ago. She can talk to you, but she is very forgetful. Her short-term memory is not good, but my mom has a tendency to be able to recall things a little longer when she is emotionally driven or upset about something. We recently took her to Urgent Care. A few weeks prior to this, she had told me she made friends with a man (R2), who also lives at (establishment). The day after she told me this, she told me that he had come to her room to visit her. The wifi had been down for 6 days, so I was not aware of any of this until she told me. Once the wifi came back on, that next day I saw on the camera footage that a man (R2) on a scooter was in her room, and he said to my mom, 'I have been waiting for you. I have been thinking about your pretty breasts and your perky little nipples.' This man is completely alert and knows what he is saying. I was so taken back, and I immediately called (E1, Executive Director) to discuss this. I told her (R2) is not allowed in my mother's room and if they want to visit, it needs to be in an open area of high visibility to others. I believe staff at the building spoke with (R2) following the conversation I had with (E1). But I saw on the camera footage that he went back into her room the following day. He told her that she could use her own judgement and told her that she didn't need to tell anybody about what happened between them. There was another time (R2) had told my mom that he wanted to lay down and feel her naked body next to his. At one point, when she had been out of her room for several minutes, I called my mother. She told me she was visiting a friend and I asked her who she was	A6010		

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	ASL510089	A. BUILDING: _____ B. WING _____	02/23/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BROOKDALE URBANA	1706 E AMBER LN URBANA, IL 61802

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A6010	Continued From page 14	A6010		

visiting. She more than likely could not remember his name, so instead of asking him his name, she actually just handed the phone to (R2). I told him that my mother has Alzheimer's and she is not mentally sound to make decisions regarding any type of sexual activity or contact. He told me, 'I don't see her that way.' He continued going to my mom's room and telling her things like she could visit him in his room and he even had her write his room number down on a piece of paper, which we threw away when we found it sitting on her kitchen table. One day, I had reviewed the camera footage and saw that my mom had been out of her room for an extended period of time, so I called her cell phone and turns out, she was in (R2's) room again. I told her that she needed to go back to her room. After that conversation, my mom called my brother and told him, 'We (R1 and R2) had sex. I will deny it and he will deny it if anyone asks, but we had sex.' I believe his behavior was very predatory in nature, because he was completely with it and knew what he was doing. My mother was a prude and never spoke of sex when she had all of her wits about her. She never dated after her husband died, and he passed away 30 years ago. If she was in her right mind, she would have been absolutely mortified if someone approached her and mentioned her breasts and nipples. So fast forward to me taking my mom to Urgent Care. I always check the camera to see how she sleeps at night. I saw one night she went to bed really early, and she was up 11 times that night to use the bathroom, which is a big red flag for mom having a UTI (Urinary Tract Infection). I explained everything to the staff at the Urgent care that I have just explained. When I told the doctor that mom had said that she had sex, she was shocked and had no recollection of any of it. I could tell that the staff at Urgent Care was very concerned as well. Mom ended up

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A6010	Continued From page 15	A6010		

being treated for a UTI, and the doctor tested her for sexually transmitted diseases. He told me that he has diagnosed elderly patients similar in age to mom with STDs (Sexually Transmitted Diseases). When we returned from Urgent Care, I saw (R2) in the hallway. I told him that my mother had a UTI and he needed to stay away from her and he is not welcome in her room. He was in her room at least twice after this conversation, and it is on camera. There were several instances I witnessed my mom standing in the doorway talking to (R2) in the hall. I could hear him telling her to come to his room and he would repeat his room number to her several times. I have been told by staff that (R2) has since moved out of the building. We are very happy where she is, especially now that (R2) is gone. The staff is very good to my mom, and she is safe now that (R2) is gone. I said something to (E1) because (R2's) behavior was very concerning. I didn't want to make waves, but he was taking advantage of her sexually, especially with her having Alzheimer's. I just wanted them to visit in a public area where things could not be taken too far. This is the kind of predatory behavior you see an adult use with a child."

On 02/18/26 at 01:40 PM, E1 (Executive Director) confirmed that an abuse investigation was never conducted after Z2 sent an email to her on 01/23/26 detailing multiple concerns related to sexual abuse. E1 also verified that the allegation of sexual abuse she received on 01/23/26 was not reported to the State Agency.