STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	ASL510054	A. BUILDING: _____ B. WING _____	C 04/22/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BICKFORD - BLOOMINGTON	14 HEARTLAND DR BLOOMINGTON, IL 61704

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A 000	Initial Comment Original Complaint Investigation 2664582/IL201339 - 295.9040a) 2664820/IL201415 - 295.9040a)	A 000		
A9040	Section 295.9040 Environmental Requirements This Regulation is not met as evidenced by: Violation-Repeat Section 295.9040 Environmental Requirements a) The establishment shall be kept in a clean, safe and orderly condition and in good repair. Based on observation, interview, and record review the establishment failed to ensure the resident room air conditioning/heating units, kitchen faucet, and a kitchen light were repaired and in good working order for two of three residents reviewed for environment in a sample of three. Findings include: The undated Establishment Contract for Assisted Living documents "IV. E. Housekeeping, Laundry and Maintenance Service. "Routine maintenance shall be included in the monthly charge, and additional or special maintenance services shall be available." The undated Maintenance Coordinator Job Description documents "Job Summary: Everything we do revolves around our residents' happiness by meeting their specific Core Needs. The Maintenance Coordinator position is primarily	A9040		

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A9040	Continued From page 1	A9040		

responsible for ensuring the efficient operation of the Branch by maintaining equipment, building and grounds. Duties and Responsibilities: 1. Maintain the Branch to a standard of excellence that reflects the quality of care we provide our residents. 2. Prioritize and complete all maintenance tasks timely. 3. Address maintenance issues promptly either by fixing the problem or notifying the Director when outside services are needed. 6. Promptly complete items from Maintenance Request forms. 8. Repair non-working items in resident apartments. 9. Ensure kitchen and laundry equipment is in working order.

The establishment's undated Open and In-Progress work orders log include R1 needing a kitchen faucet replaced. No issues/requests are listed for R2 and no others for R1.

The establishment's Closed work orders log dated Jan 1 - April 21, 2026 does not include R1 and R2's issues.

1. On 4/21/26, at 10:27am, Z1 R1's family member stated the following: They (the establishment management) know about the broken sink, and furnace and air conditioning not working. R1 has no air conditioning, and they did not bring a fan in. When R1's living room gets stuffy R1 falls asleep and R1 does not want to fall asleep so much during the daytime. Z1 confirmed that R1's furnace has been out since at least April 1st and the faucet has been broken since mid-March. R1 was told not to use the sink and there is a note in it that says not to use it.

On 4-21-26 at 11:02am, R1 sat in a recliner in her apartment living room watching television. R1 stated the following: My furnace has been broken

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A9040	Continued From page 2	A9040		

for 7-8 weeks. I don't have any heat. It got pretty cold in here. They brought me three heaters, but it is still cold in here. My kitchen faucet is broken. I get no water from it at all. I have to use the water from the bathroom and that is not easy. It has been broken for 6-7 weeks. The air conditioning is not working either. When it gets hot the staff open the bedroom window. There are no windows in living room to get air. It does not make me feel good. It feels like they forget about me.

On 4/21/26, at 11:05am, there is a hand written note in R1's sink that reads "DO NOT USE DUE TO LEAK."

On 4/21/26, at 2:02pm, E3 Divisional Maintenance Director stated: I am unaware of (R1's) furnace and AC (air conditioning) not working. (R1's) kitchen faucet work order came in on 3/29/26. I am not their own Maintenance person. I am just covering so I am in/out. I learned about the faucet on 3/29/26. It worked. It just leaked. We do not have a Maintenance person right now.

On 4/21/26, at 2:44pm, E3 Divisional Maintenance Director and this writer entered R1's apartment. R1 sat in a recliner in the living room. E3 checked R1's thermostat located in the hallway and stated that it was in the "off" position. E3 turned the thermostat to air conditioning and then to heat; the unit did not turn on. E3 confirmed the unit is not working.

2. The establishment's grievance email from Z2 R2's family member, dated 4/16/26, states that Z2 was reaching out again because R2's air conditioning still was not working.

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A9040	Continued From page 3	A9040		

The establishment's grievance email from Z3 Long Term Care Ombudsman, dated 4/16/26, documents the following: R2 is having difficulties with R2's heating/cooling unit. R2 put in a maintenance request over a month ago and was told it was supposed to be fixed by 3/16/26, but it still has not been. R2 states she is still without heating or air.

On 4/21/26, at 11:16am, R2 sat in a wheelchair in her apartment living room. R2 stated the following: I had trouble with the AC (air conditioning) and furnace for a month. They came in and fixed it in March then it stopped again. They have not come back to fix it again. I told a caregiver about it. It's frustrating. My main kitchen light does not work either. I have had a work request in for 6 weeks. You would think that would be easy to fix. It is frustrating.

On 4/21/26, at 11:20am, this writer attempted to turn on the main kitchen ceiling light and it did not illuminate.

On 4/21/26, at 2:09pm E3 Divisional Maintenance Director stated E3 was unaware of R2's kitchen light needing fixed and thought that R2's furnace/air conditioning unit was working.

On 4/21/26, between 2:53pm - 2:55pm, E1 Executive Director stated the following: E1 was unaware of R2's air conditioning not working until 4/16/26. I don't think it is working yet. It should have been fixed by now.

On 4/21/26, at 2:53pm, E1 Executive Director stated "I would say it is a little lengthy for getting the furnace/air conditioning units and faucet fixed. I would say it's a bit long for them to be without."

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A9040	Continued From page 4 On 4/21/26, at 3:24pm, E1 Executive Director and this writer entered R2's apartment. R2 sat in a wheelchair in the living room. E1 flipped the kitchen light switch to the "up" position and the light did not turn on. E1 then checked R1's thermostat located in the hallway. E1 confirmed that R2's air conditioning and furnace are not working.	A9040		