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GREENTREE AT MT VERNON	208 ZACHARY ROAD MOUNT VERNON, IL 62864

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A 000	Initial Comment Facility Reported Incident IL201707 295.9040 c) cited	A 000		
A9040	Section 295.9040 Environmental Requirements This Regulation is not met as evidenced by: Violation Section 295.9040 Environmental Requirements c) The establishment shall be free of insects and rodents. Based on observation, interview, and record review, the Establishment failed to effectively manage and contain an active bed bug outbreak by failing to track bed bug activity, follow its bed bug policy for resident isolation and proper laundering of clothing and linens, notify the local health department, educate staff on bed bug infection control practices, and notify residents and resident representatives of an outbreak affecting 11 apartments since the outbreak began. The Establishment also failed to prevent potential exposure by hosting a social event with approximately 100 visitors in common areas adjacent to apartments where bed bugs had been observed and treated 1 day prior. Findings include: The Establishment's pest control invoice dated 2/3/26 documents second floor common area: We were tipped off on a possible bed bug sighting here, so we went through the furniture. Upon inspection, one dead bed bug skin was found on the back left leg of the couch that has its	A9040		

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back to the reception window.

The Establishment's pest control invoice dated 2/5/26 documents E1 (Executive Director) called in and found out that the HOT ROOM is actually 104, treat it and adjacent rooms today. 104: living room is heavily infested, hundreds of bed bugs on the couch, 10-15 on the recliner, as well as 2 live bed bugs on the mattress, which is likely the result of the pile of clothes on it as the tenant only sleeps on the couch. All laundry must be bagged, dried, washed, and re-dried, and kept out of the room to ensure best possible results from this point forward.

The Establishment's pest control invoice dated 2/10/26 documents treated, inspected units 104, 103, 203, and 204 for bedbugs. 104: has improved dramatically, 10-15 live bed bugs were observed at this time.

The Establishment's pest control invoice dated 3/5/26 documents upon inspection of unit 104, 3 live bed bugs were observed on the couch, retreated couch and recliner, no activity was found in bedroom.

The Establishment's pest control invoice dated 4/16/26 documents 104: A pocket of live bed bugs was observed on the underside of the footrest of tenant's main recliner; 2-4 live bed bugs were found in the recliner by the bed.

The Establishment's pest control invoice dated 4/23/26 documents inspected and treated units 103, 104, 112, & 118. 103: one lethargic live bed bug was found on couch or chair earlier in the day, 112: Found one live bed bug on the head rest of the tenant's main chair, no other live bed bugs found in other furniture. 118: pockets of live

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bed bugs observed along the tag and seam of the box spring.

The Establishment's pest control invoice dated 5/7/26 documents treated the following units for bed bugs, these are the findings: 101: 10-15 live bed bugs found in mattress/box spring, 106: 2 live on box spring, 2 dead on recliner, 113:1 live bed bug found on mattress, 216: unable to treat tenant complications, treated baseboards, 225: unable to treat, tenant has cats with no time to plan for it, 228:10 live in recliner.

On 5/8/26 at 8:45 AM E1 Executive Director stated the bed bug outbreak started in apartment 104 and she thought they were gone after apartment 104 was treated. Surveyor asked E1 for bed bug activity tracking documentation and E1 replied "I don't have any tracking; I probably should have." E1 then stated 112 ended up with bed bugs because her and the resident who lives in apartment 103 sit together in the dining room, then the resident who lives in 118 got them. E1 stated she then had the pest control company come in on 5/7/26 and inspect the entire building, they were here for 9 hours and found 6 rooms with active bed bugs. Surveyor asked E1 if she has educated all of the employees of the establishment on how to stop the spread of bed bugs and how to properly apply and remove PPE (personal protective equipment) and E1 replied "no." Surveyor asked E1 if the residents with active bed bug activity were placed on isolation in order to control the spread of the bed bugs and E1 stated no and she doesn't know if she can do that. E1 stated she only notified the families of residents with active bed bugs, and she did not notify the local health department. Surveyor asked E1 if the residents' wheelchairs and assistive devices were treated for bed bugs and

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E1 replied "no, I didn't think about that."

On 5/8/26 at 9:55 AM E1 stated apartments 216 and 225 have active bed bug activity and will not be treated until 5/11/26. Surveyor asked E1 if she is educating and encouraging residents with active bed bugs to stay in their apartment and offering them delivery of meals and E1 stated those residents are still going to the dining room for meals and they have not offered them room service. E1 stated the residents went to a common area while their apartments were being treated.

On 5/8/26 at 10:25 AM E1 stated she did not notify all the residents and their representatives of the bed bug outbreak. E1 stated the Establishment has 14 empty apartments but they did not temporarily relocate any of the residents because they could not take their furnishings. E1 stated they notified the Physicians of the residents who have bedbugs but none of those residents were seen by a Physician per the Establishment's policy.

On 5/8/26 at 10:30 AM E2 Director of Wellness stated she did not formally in-service/educate any of the staff on how to control the spread of bed bugs and that E1 does the staff in-services. E2 stated the Establishment did not isolate any of the residents who have or had active bed bugs and none of those residents were seen by a Physician.

On 5/8/26 at 10:34 AM E3 CNA (Certified Nurse Assistant) stated she has not attended any in-services on controlling bed bugs.

On 5/8/26 at 10:38 AM R4 stated the pest control guy came in, checked his apartment, and stated

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he found some bed bugs in his room. R4 stated no staff of the Establishment have encouraged him to stay in his room nor have any staff talked to him about the bed bug issue.

R4's SPMSQ (Short Portable Mental Status Questionnaire) dated 5/11/26 documents R4 has moderate cognitive impairment.

On 5/8/26 at 10:50 AM E4 Dietary Aide was observed pushing a cart with drinks on it in the first-floor common area. E4 stated no Establishment management staff, nor anyone has educated her on bed bug infection control.

On 5/8/26 at 10:53 AM R9 stated no one from the Establishment has educated her on how to stop the spread of bed bugs nor has anyone encouraged her to stay in until they are all clear. R9 stated she was not asked to move to a different apartment while hers was being treated.

R9's SPMSQ dated 5/11/26 documents R9 has normal mental functioning.

On 5/8/26 at 10:58 AM R10 was observed ambulating in the first-floor common area. R10 stated she did not know the Establishment had an issue with bed bugs until 2 men came in and checked her room the other day. R10 stated no staff of the Establishment have talked to her about how to keep from getting bed bugs.

R10's SPMSQ dated 5/11/26 documents R10 has normal mental functioning.

On 5/8/26 at 11:02 AM Z1 personal caregiver for R11 stated she comes to the Establishment several days a week. Z1 stated she didn't know there was an issue with bedbugs until 2 guys

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came in and checked R11's room the other day.

On 5/8/26 at 11:05 AM R1 stated she resides at the Establishment because her husband R2 needs more care than she can provide. R1 stated no staff have encouraged them to isolate, no staff asked them to move to another apartment while their room was being treated, and staff transport linens in mesh bags. R1 stated her daughter was recently visiting them, she was laying on their couch, and she got bit by a bed bug, so she is not coming back until they are all clear. R1 stated she told her other kids not to come either. R1 stated staff help her husband shower and they have not been wearing isolation gowns when doing so.

R1's SPMSQ dated 5/11/26 documents R1 has normal mental functioning.

On 5/8/26 at 11:10 AM E1 Executive Director stated the Establishment did not do a formal notification to all residents nor POAS (Power of Attorneys) of the bedbug outbreak. E1 stated she does not have any documentation of ongoing follow up monitoring/inspection of the rooms although they probably should have done so.

On 5/8/26 at 11:15 AM E5 Caregiver stated she uses laundry baskets or mesh bags to transport soiled laundry. Surveyor asked if this is how she transports soiled laundry from the apartments with active bedbugs and E5 replied "yes." E5 stated she has not received any education from anyone of the Establishment on bedbug infection control and that she pretty much just sprays herself down with the alcohol the Establishment provides before she leaves her shift.

On 5/8/26 at 11:25 AM Z2 daughter of R12 stated she was unaware of the bed bug issues at the

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Establishment until a couple of days ago when a couple of guys wanted to inspect her mom's apartment. Z2 stated she is freaked out about taking bedbugs home.

On 5/8/26 at 11:30 AM E1 stated the pest control company has not treated the dining room yet. E1 stated they inspected it and did find a dead bed bug.

On 5/8/26 at 11:32 AM Surveyor observed Z3 Hairstylist fixing residents' hair in the Establishment's beauty shop. Z3 stated she did not know about the bed bug outbreak at the Establishment until recently when the other Hairstylist told her about it. Z3 stated no management staff has discussed the outbreak with her including how to prevent the spread of bedbugs.

On 5/8/26 at 11:35 AM E7 Caregiver stated she has not received any education on bed bug control from anyone of the Establishment.

On 5/8/26 at 12:58 PM E1 stated they are having a Mother's Day event today with about 100 guests attending. E1 stated her boss told her to carry on as usual and to have the event. E1 stated her boss is not a licensed nurse. E1 stated she had not previously contacted the local health department about the bed bug outbreak although her Director of Wellness E2 just contacted the local health department a little bit ago about the bed bugs.

On 5/8/26 at 1:07 PM E8 Housekeeper stated she has not received any formal education by any management staff of the Establishment on bedbug infection control. E8 stated no residents have been isolated since the outbreak started.

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A9040	Continued From page 7 On 5/8/26 at 1:10 PM E9 Housekeeper stated she works full-time at the Establishment, and she has not received any information from the Establishment on how to prevent bedbugs from spreading, including what measures should be taken between cleaning apartments. On 5/8/26 at 1:22 PM E10 Maintenance Director stated they have been fighting the bedbugs for quite a while and there has been no formal in-service held with staff on preventing spread of bed bugs. E10 stated he went along with the pest control guys when they were treating the apartments and the only apartment they bagged up all the linens and laundry for was R9. On 5/8/26 at 1:50 PM the front lobby and dining room, both connected to open corridors with bed bug infected apartments, was observed to be full of residents and family members sitting at tables in close proximity to one another. No signage warning of the bed bug outbreak nor the risk of exposure was observed. The Establishment's Pest Eradication, including Control and Prevention of Bed Bug Infestation Policy dated 2/12/16 documents This community has adopted this policy for prevention, surveillance, and control of bed bug infestations. Definitions: 1. Bed bug infestations have been found in multi-dwelling housing, including, but not limited to nursing homes and residential care homes for the elderly. Bed bug infestations are not limited to bedrooms or hotels, but can also be found in public transportation, hospitals, and long-term facilities. 2. Bed bugs are small wingless insects, approximately one-fourth of an inch long. They feed on blood, normally at night. Most, but not all, of a bed bug population will be	A9040		

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found in cracks and crevices near where humans and pets sleep or rest. Bed bugs live in furniture such as couches, easy chairs, dressers and nightstands, but can also be found living on electronic devices such as alarm clocks and radios. 3. In the case of a bed bug infestation, you will see the presence of bed bugs or their cast exoskeletons, and blood spots/stains on bedding, walls, or upholstered furniture. 4. Bed bugs can live many months without a blood meal while hiding in cracks and crevices. 5. Bed bugs do not transmit disease to humans; however, bed bug bites will cause red, raised, itchy reactions on the skin. While the bites do not transmit disease, scratching the bed bug bites can lead to secondary infections. Procedures: Detection, Control, Prevention of Bed Bugs: 1. Should a resident present with, complain of, or be noted to have red, raised, itchy areas of the skin, an initial visual inspection of resident's room and/or common areas will be performed. A licensed pest control operator (PCO) will be contacted immediately to perform such inspection. Should bed bugs be identified by PCO, the following steps will be taken to treat and control bed bugs: Community to comply with the PCO's instructions on how to prepare the room for bed bug eradication. Items in rooms will not be removed before inspection and treatment by the PCO. This practice will help to prevent relocating bed bugs to other areas within the premises. Community will remove clothing, linens, and materials designated for disposal from a bed bug infested room in a sealed plastic bag(s) to prevent relocating bed bugs to other areas, as directed by PCO. Community to ensure that the PCO inspects and/or services all crevices, baseboards, wall voids, windowsills, bed frames, mattresses, box springs, furniture, and closets in infested rooms and rooms adjacent to infested rooms.

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A9040	Continued From page 9 Community to make available to PCO all rooms adjacent to the infested room as well as storage areas, vacuum cleaners, service charts, hallways, and laundry rooms for bed bug inspection and treatment where necessary. Per instructions from the PCO, community maintenance staff will seal cracks and crevices in infested rooms. Resident's clothing will be bagged up and washed then dried using the highest heat the clothing will tolerate. Dry-clean clothing should be placed in a bag and taken to a dry-cleaning establishment. Ensure this establishment is made aware of the presence of bed bugs on the clothing. Community will dispose of all vacuumed refuse from an infested room in a plastic bag, which included vacuum cleaner bag(s). Community will have PCO service all furniture and mattresses prior to disposal. After treatment, the items marked for disposal by the PCO should be wrapped in a protective cover, such as a sheet or plastic, prior to removal from the infested room to the disposal site. This practice will prevent bed bugs and their eggs from falling off while the items are being moved. Community will clearly label infested items as "bed bug infested" prior to disposal or recycling. Community will ensure PCO will continue every 2 weeks to monthly inspections after initial treatment and if infestation continues, the above steps will be taken until PCO determines infestation has been eradicated. Reporting/Treatment of Resident: 1. For any suspected or confirmed case of bed bug infestation based on inspection of resident room, common areas, or as evidenced by red, raised, itch rash on the skin of resident(s) the following reporting will be completed by community: immediate physician's office visit will be required. Should resident's physician not be immediately available to see resident, the resident will be taken to a walk-in clinic, urgent care, or	A9040		

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emergency room. Residents are to be relocated to a vacant room at Community, home with resident's family or friend, or to a hotel during the time the room is being treated, and until the bed bug infestation in resident's room has been eradicated. Resident will take with them only belongings that have been deemed free of bed bugs and bed bug eggs from the PCO. Resident's will be allowed to return to their rooms only after PCO has determined that there is no further evidence of bed bugs or bed bug eggs. Regulatory agency and public health department in which this community operates will be notified within 24 hours or on the next business day if infestation is identified on a weekend. Residents, family members, responsible parties, and staff will be notified in writing of bed bug infestation within 24 hours should PCO make a positive determination of the infestation. It will be the responsibility of the resident, family member, staff member, or outside agency (home health agencies) to report any suspected rashes observed on resident's skin to Administrator, Wellness Coordinator/Director, or community nurse immediately upon discovery of rash. Immediate reporting will ensure the safety to all residents in the event a bed bug infestation is present. Further, if a resident fails to comply with any of the preventative and control measures presented in this policy, the resident and/or responsible party may be held financially responsible for bed bug mitigation expenses for their room or any surrounding rooms/common areas that are infested. Prevention of Infestation spread to other areas: 1. Prior to PCO's inspection of suspected bed bug infestation, Administrator will ensure that Personal Protective Equipment (PPE) such as gloves, gowns, and shoe protective covering supplies are available to all who may enter resident's room or suspected

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area of bed bug infestation. If infestation is noted in common areas, the area will be cordoned off, allowing no access to the area. A garbage can with plastic trash liner will be placed inside the room where PPE can be discarded prior to leaving the room. 2. Residents will be required to stay in their rooms until PCO has determined if there is a bed bug infestation. Once cleared, resident will be allowed to leave their room. IF PCO determines there to be a bed bug infestation, immediate treatment will be started by PCO and resident will be relocated, as stated above, to a vacant room, if available in the community, with appropriate clean furnishings, linens, and freshly laundered clothing. If no availability in the community, Administrator will make arrangements with family, friends, or at a local hotel for resident to be relocated to during the treatment period for bed bug infestation by PCO. 3. Residents shall be advised against purchasing used mattresses and furniture and all furnishings brought into the community will be subjected to inspection by community maintenance staff and/or PCO for the presence of bed bugs or their cast of exoskeletons as well as blood spots/stains. 4. Residents and families are to cooperate with community in the event a temporary relocation is required while the infested room is inspected or being treated by a PCO. 5. New residents and residents returning from hospitalization, rehabilitation, or extended stays outside the community will be evaluated immediately upon return. Administrator will be responsible for determining who will assess resident's skin and Maintenance Director or other Administrator designee shall inspect all belongings for evidence of bed bugs.

The Establishment's Resident Roster dated 5/12/26 documents there are 97 residents

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A9040	Continued From page 12 residing at the Establishment and 11 apartments have been infected with bed bugs since the outbreak was discovered on 2/3/26.	A9040		