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	ASL510064	A. BUILDING: _____ B. WING _____	C 06/12/2026

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BICKFORD - ROCKFORD HOUSE	960 N MULFORD RD ROCKFORD, IL 61107

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A 000	Initial Comment Facility Reported Incident IL00202184 295.4010a)d)g)1)5) Complaint Investigation 2616853/IL00202197 295.3000a)h)4)	A 000		
A3000	Section 295.3000 Personnel Requirmts, Qualifns, and Trng This Regulation is not met as evidenced by: Type 1 violation Section 295.3000 Personnel Requirements, Qualifications and Training 295.3000a)h)4) a) The establishment shall have staff sufficient in number with qualifications, adequate skills, education and experience to meet the 24 hour scheduled and unscheduled needs of residents and who participate in ongoing training to serve the resident population. (Section 35(a)(3) of the Act) h) The establishment shall have sufficient personnel to provide the following for its current resident population: 4) Food services (if provided by the establishment); This regulation is not met as evidenced by: Based on interview and record review, the establishment failed to ensure that staff who prepared food for the residents had the proper dietary training and qualifications. This failure has the probability to affect all	A3000		

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residents who reside in the establishment and creates a substantial probability of severe harm or death to a resident or residents.

The findings include:

On 06/10/2026 at 10:26 AM, E3 (Dietary Aide) said there has been "fill-ins" from other facilities helping in the kitchen over the last few weeks because the previous manager resigned 2-3 weeks ago. E3 said currently there are only 3 dietary staff with 2 fill-ins who are preparing and/or cooking the meals. E3 said that E13 cooks and E14 is a prep cook. Per undated staff roster provided by facility on 06/10/2026 identified E13 as a Cook and E14 as a server.

On 06/10/2026 at 10:29 AM, E4 (Assisting Kitchen Manager) said the previous manager left about 2 weeks ago and it has been a bit of a mess the last few weeks. E4 added that she is the manager at a sister facility and has been coming 2-3 times a week to help out.

On 06/10/2026 at 10:39 AM, E6 (New Cook) said he was hired two weeks ago. E6 provided his food handlers certificate that showed an issued date of 01/12/2020 that was to be renewed in three years. At 10:40 AM, E4 said E6 trained with her last week and is on his own this week.

Review of dietary schedules from 5/31 - 6/13 provided by E4 on 06/10/2026 showed E6 trained on 6/2 - 6/5/2026 from 10AM - 6PM, then worked 6/8 - 6/10/2026 from 10AM - 6PM. E13 worked 630AM - 230PM on 5/31-6/3/2026 and 6/6 - 6/10/2026. E4 was scheduled for 6/4 - 6/5/2026 with no time listed. E11 (Caregiver), E14 and E15 (Servers) are scheduled throughout the week on various shifts during the evening. The PM cook is

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not indicated or identified for this week.

For the week of 6/7 - 6/13/2026, an AM cook is scheduled daily for this week. The PM cook is not indicated or identified for this week. E11 (Caregiver) is listed under PM Cook on 6/7 from 2PM - 8PM. E6 is scheduled from 10AM - 6PM on 6/8 - 6/10/2026 at "6AM".

On 06/10/2026 at 3:02 PM, E2 (Health & Wellness Director) said the community has been short-staffed in dietary for a few weeks and she was not sure who has been cooking the food. E2 added that she has seen E1 (Executive Director) prepping food, and two caregivers (E8 & E11) cooking food. E2 then said she was unsure if E1, E8 and E11 have dietary experience or food handlers training.

On 06/11/2026 at 7:48 AM, E2 (Health & Wellness Director) said E1, E8 and E11 do not have food handling certificates/training.

On 06/11/2026 at 2:18 PM, E11 (Caregiver) said she has assisted in preparing food for the residents at the facility over the last few weeks through last Sunday (06/07/2026). She started doing this at the end of May because the dietary manager got another job and she was asked to help due to short staffing. She just helped with dinner. E11 then said she was helping prep/cut the fruit and salads and she also helped cook food. E11 said she had serv safe training in 2021. E11 then said that E1 (Executive Director) showed her and E8 (Caregiver) what to do and how to follow the recipes to cook the meals and that E1 had also prepared food. E11 added that she was unsure if E1 or E8 have any dietary experience or food handlers training.

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A3000	Continued From page 3 On 06/11/2026 from 2:36 PM - 3:17 PM, E1 (Executive Director) said verbatim regarding the dietary department: The previous dietary manager put in his resignation and was supposed to work through May, but the last day he worked was 05/19/2026. At the same time, we had to terminate the other full time cook on 04/27/26 and a part-time prep cook who decreased his hours. So, in less than one month, we went from a full dietary staff down to just one staff member and still needed to serve three meals a day to 66 residents. At 2:42 PM, E1 said they had help from a manager (E4) and a cook (E16-Assisting Cook) from their sister facilities. E1 said she was instructed to use frozen foods and have food catered from local restaurants. E1 then said she cooked and served food, along with two caregivers (E8 & E11). We do not have current food handlers or serv safe training. I have worked in restaurants for 20 years. I had Relias training when I first started in 12/2023. The training is 1-3 hours long and walks through the Bickford process of how to serve/place food, and proper handwashing. Does not include food handlers' training. When we hire caregivers, they are not assigned to complete the food handlers' training. Dietary staff are assigned to complete these training courses. At 3:07 PM, E1 said E13 is a full time cook and we assisted him. We chopped fruit and vegetables with supervision from E13, E4 and E16. E5 and E6 were just hired. E15 (Server) is our staff member who also assisted. Review of training documentation provided by E1 on 06/11/2026 showed: E4's (Assisting Cook) serv safe training certificate showed an expiration date of 06/04/2026. E15's (Server) training log showed no serv safe or food handlers training.	A3000		

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A3000	Continued From page 4 E13 and E14's serv safe certificate or food handlers' trainings were not provided by community. Note: E16 (Assisting Cook) was not listed on the dietary schedules as fill-in for a cook.	A3000		
A4010	Section 295.4010 Service Plan This Regulation is not met as evidenced by: Type 2 violation Section 295.4010 Service Plan 295.4010a)d)g)1)5) a) Based on the physician's assessment and establishment evaluation (see Section 295.4000), a written service plan shall be developed and mutually agreed upon by the establishment and the resident. (Section 15 of the Act) The establishment shall respect and accept the resident's choices regarding the 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) g) Service plans shall address: 1) The level of service the resident is receiving, including: 5) Whether the resident requires medication reminders, supervision of self-administered medication, or medication administration.	A4010		

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A4010	Continued From page 5 This regulation is not met as evidenced by: Based on interview and record review, the establishment failed to follow and/or update a service plan for medication administration. This failure applies to one (R1) of three residents reviewed for this requirement. This failure has the probability to affect all residents who reside in the establishment and creates a substantial probability of harm to a resident or residents. The findings include: R1's pre-admission physician assessment signed and dated 01/11/2025 documented that R1 requires supervision or reminders to take medication. R1's face sheet documented a move-in date of 02/22/2025 with a past medical history not limited to atrial fibrillation, hyperlipidemia, hypertension, hypothyroidism. R1's service plans signed and dated on 03/05/2025 and 11/05/2025 indicated that R1 requires medication reminders only with medication management daily by the nurse. However, review of R1's medication administration record (MAR) for May 2026 documented "medication supervision [community] nurse will assist [R1] in taking her medication from her pillbox on the appropriate day and time". Medication self-administration assessment dated 06/09/2026 indicated R1 requires full medication administration at this time due to cognition status.	A4010		

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A4010	Continued From page 6 On 06/10/2026 from 2:38 PM to 3:17 PM, E2 (Health & Wellness Director) said verbatim regarding R1: E2 said with medication supervision, the nurse goes into the resident's room and guides the resident to the pill minder, or the resident can go per self. Medications are usually in a lock box, which the resident would typically open. The resident will remove the pill minder and open the appropriate slot for that day and time. The resident then pours out the pills into their hand and self-administers them while the nurse is present. The nurse documents on the MAR that med supervision was done. E2 then said R1 requires medication supervision, and the nurses have been doing this with R1. For medication reminders, E2 said the nurse reminds the resident to take their pills but does not stay to observe the resident self-medicate. E2 added that she has not seen any documentation or an order for medication reminders. Medication reminders are assessed upon admission or with a change of condition. At 2:42 PM, E2 said she assessed R1 the previous week and she should not be medication supervision, she should be medication administration due to her current cognition; Z1 has not signed the assessment as of current. At 2:43 PM, E2 said R1's son has complained of missing med administrations. I learned about the issue in mid-May, when he complained about issues on 5/15 and 5/16. When I found out about the issues on these days, that's when I found out about all the previous issues. At 2:52 PM, if there's no documentation on the MAR, then I cannot assume that the medication was given. At 3:09 PM, E2 said R1's son gave her a list of meds for R1 today. I sent to her physician. Her son puts meds in pill organizer using the med list from "my chart". Those pills don't always add up, sometimes colors/shapes change or are in different time slots. With our med administration,	A4010		

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we would scan the med cards as proof the meds were provided. We can't scan anything when R1's meds are in a pill minder filled by her son. Nurses were not informing me of issues with meds but have been since the 5/15 and 5/16 incidents. Assessment last week found she is unable to manage her own meds. Z1 (R1's son) needs to sign med assessment, then I would update the assessment and that would trigger an update within R1's service plan. At 3:17, I did an MMSE on day of admin assessment. She was 25/30 upon admission and 18/30 on day of assessment which means cognitive decline.

On 06/11/2026 at 12:02 PM, E9 (Licensed Practical Nurse) said when she gives R1 meds, she unlocks the drawer, removes the pills and places them into a med cup then hands the pills to her. She then gives her some water and watches her take them then documents on the MAR after she's done. E9 then said all the nurses give R1 her medications "this way".

On 06/11/2026 at 2:53, E1 (Executive Director) said R1's service plan should have been updated to medication supervision. At 2:58 PM, E1 said after the assessment last week, R1 now needs to be full medication administration. The nurses have been trained on how to do medication supervision versus medication reminder. The wording on R1's MAR is incorrect. Nurses were not doing R1's medications correctly and they were not doing medication supervision correctly with her. They should have been supervising R1 taking her meds; they were administering them.

Resident Services policy last revised 03/2025 provided by community on 06/10/2026 reads in part: a service plan will be developed and maintained for each resident that corresponds

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A4010	Continued From page 8 with their individual needs, preferences and expected outcomes and is based on the resident's functional and cognitive abilities and their health status ...The service plan/level of care shall be reviewed for each resident within 30 days from the date of move-in. [Community] family members shall provide services, according to the information maintained in the service plan ...	A4010		