

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145440	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/24/2026
NAME OF PROVIDER OR SUPPLIER Neighbors Health Center		STREET ADDRESS, CITY, STATE, ZIP CODE 811 West 2nd Byron, IL 61010	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to ensure a comfortable temperature range of 71 degrees Fahrenheit to 81 degrees Fahrenheit was maintained for 10 of 11 residents (R1, R3-R11) reviewed for a comfortable environment in the sample of 11. The findings include: On March 23, 2026, there were multiple rooms on the 100 hall of the facility that had multiple blankets on the windowsills of residents' rooms and a blanket over the air conditioning units in the residents' rooms. On March 23, 2026, at 8:55 AM, R1 said her room has been cold. R1 said about a month ago, there were portable heaters in the hallways. R1 said she must have three blankets on her bed to stay warm. R1 said it gets colder at night, and it makes her sad that it cannot be warmer. R1's Minimum Data Set (MDS) dated [DATE], shows she is cognitively intact. R1 has no behaviors of rejecting any care. On March 23, 2026, at 9:08 AM, R5 said it has been cold in the facility for a while. R5 said she has to wear a bunch of blankets when it gets cold. R5 said she feels depressed because she has no heat. R5 said when the residents ask about the heat, the facility says, we are fixing it. On March 23, 2026, at 9:15 AM, R4 said, We haven't had much heat this winter. At one point it was 61 degrees. R4 said 68 degrees would be a comfortable temperature for him. R4 said he sleeps with five blankets on his bed. R4 said at one point the facility had portable heaters in the hallway that were handy, and the heat was coming in but the facility had to get rid of those. R4 said he has to wash up fast because it is so cold in his room. R4 thought the unit was without heat since January 2026. R4's MDS dated [DATE], shows he is cognitively intact. R4 has had no behaviors of rejecting any care. On March 23, 2026, at 9:24 AM, R7 said it was cold for weeks. R7 said it was terrible. R7 said she has five blankets on her bed. R7 said the facility offered for her to change rooms, but R7 said she did not want to move her room. On March 23, 2026, at 9:31 AM, R3 said when the temperature outside is cold, it gets cold in here. R3 said this has been going on for a while, a little over two months. R3 said when it gets down to 30 degrees outside, it's freezing in here. It makes me feel angry, makes me feel like I got left here and they don't want to do anything about it. There's four blankets on my bed, if I need more I have more in my closet. R3 said the facility cannot use portable heaters. R3 said the facility offered to move her. R3 said she slept in another unit one night and slept for ten hours. R3 said she doesn't want to move her room. R3 said she prefers to have her bedroom door closed so she does not hear all the noise, but when it gets too cold, she props it open so it can be warmer. R3 said she had to refuse her shower because it was too cold. R3's Shower Sheet dated February 23, 2026, shows that she refused her shower. R3's MDS dated [DATE], shows she is cognitively intact. R3 has had no behaviors of rejecting any care. On March 23, 2026, at 9:45 AM, R8 said it is cold in her room. R8 said a few days ago, it was really cold outside. R8 said she sleeps with three thick blankets on. R8 said she's disappointed, because she expects to be comfortable. On March 23, 2026, at 10:00 AM, R9 said she is so tired of not having heat. R9 said the unit has gone months with no heat. R9 said the facility told her that they are working on the heat. R9 said she has slept in her coat because it is so cold. R9 sleeps with four blankets on. R9 said she is not comfortable. R9 said she has refused showers, because it is too cold. R9 said she has to undress herself little by little because it's cold. R9 said the facility has (continued on next page)</p>		

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>taken temperatures in her room, but do not tell her what the temperature is. If the weather is warmer outside, R9 said it is warmer in the facility. R9 said the facility has offered her to move rooms, but R9 said, I don't want to move. All my stuff is in my room. R9's MDS dated [DATE], shows she is cognitively intact. R9 has had no behaviors of rejecting any care. On March 23, 2026, at 10:20 AM, R6 said her room was cold last week. R6 said she let staff know that she was cold, and they said they would talk to maintenance. R6 said she did not see maintenance come in her room. The staff offered her more blankets. On March 23, 2026, at 10:31 AM, V6 (Restorative Certified Nursing Assistant/CNA) said she works the 100 hall about every other week. V6 said it has been cold in that hall. V6 said she did not know why it was so cold. V6 said she knows the facility has had people working on the heating, but it doesn't seem to change. V6 said it has been cold for months. V6 said residents have complained that they were cold and V6 let maintenance know and gave them an extra blanket. On March 23, 2026, at 11:46 AM, V8 (CNA) said the 100 hall is freezing. V8 said it has been cold down there for about the last month now. V8 said that all she has been told is that the maintenance guy is working on it. V8 said staff have not been told why it is so cold in that hall. V8 said residents complain all day long about it being cold in that hall. I make sure to give them extra blankets and ask the nurse when they are going to fix the heat. There are days when I have to work in a hoodie because it is so cold down there. A lot of residents want to stay in bed because it is so cold. Last week, a couple of residents refused showers because it was so cold. [R10] refused her shower last week. On March 23, 2026, at 2:13 PM, R10 said it has been freezing all winter. R10 said her roommate and herself stay in the dining room because it is warmer in there. R10 said she sleeps with 4-5 blankets on. R10 said the facility offered to move her to another room, but R10 said, We would have to move all of our stuff. We shouldn't have to move. It makes me angry and upset. I feel like we are not being heard. It has been all winter; I don't think the facility is being forthright with us. R10 said there are blankets placed by the windows and air conditioning units to prevent the drafts that come in. R10's MDS dated [DATE], shows she is cognitively intact. R10 has had no behaviors of rejecting any care. On March 23, 2026, at 2:27 PM, V11 (Licensed Practical Nurse) said the temperature on the 100 hall fluctuates. V11 said if it is cold outside, then the hall and rooms get really cold. V11 said she did not know what happened. V11 said a lot of residents complain about being cold. V11 said she let maintenance know and gets the residents extra blankets. V11 thought the heating issue has been occurring for about the last three months. On March 24, 2026, at 10:59 AM, V3 (Representative Payee Monitor) said she was in the facility on February 24, 2026. V3 said she was in the facility for about eight hours. V3 said there was a clear temperature difference when she moved from the administrative office area to the residential area. V3 said she wore her winter coat when she was walking through the resident hallways. V3 said it was her understanding that this issue has been happening for a while now. V3 said she saw and spoke to some residents that were in bed with multiple blankets on, some residents were even wearing hoodie coats while lying in bed. On March 24, 2026, at 11:18 AM, V5 (Ombudsman) said residents have been complaining about no heat for most of the winter. V5 said that Resident Council Meeting Minutes for the month of February should have included concerns about the heating issue. V5 said she was present during this meeting, so she knows that the heating concerns were brought up. (These minutes were reviewed onsite and did not include any concerns regarding the residents' concerns about the heat.) V5 said the heat is still not working. Those people are cold. On March 24, 2026, at 12:17 PM, V7 (Maintenance Director) said he received complaints that it was too cold on February 24, 2026, and February 26, 2026. V7 said on February 24, 2026, he was told it was too cold at night, so he came into the facility. V7 said he had to turn the fourth boiler on letting it get to temp and then shut it off. V7 said the fourth boiler was not working earlier on in the day so he had to shut it off. V7 said the boiler had a blockage in it and the boiler was overheating and shutting off. V7 said as of now, the fourth boiler is still down. V7 said the facility has ordered new filters, and as soon as the new filters come in, the entire system will be drained and then refilled with water. V7 said he is hoping when the boilers are drained, that the</p> <p>(continued on next page)</p>		

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<p>F 0584</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>blockage will come out. V7 said temperatures should be kept at 68-69 degrees in residents' room. V7 said all residents were offered to be moved to another unit and all residents refused. V7 said the last time the facility used portable heaters was about December 2025 when the facility had similar issues. V7 said blankets are placed on residents' windowsills and air conditioners to help with keeping heat in and stop the drafts from coming in. On March 24, 2026, at 1:08 PM, V1 (Administrator) said the facility has done a lot of work to the boiler system. V1 said there were blockages seen in the boiler system. V1 said a new heating and cooling system was ordered but could not be installed yet because the temperatures have been too cold outside and some bricks need to be knocked out. The facility's Room Temperature logs that were provided by V7 show that on February 24, 2026, the lowest temperature on the 100 hall was 65.3 degrees Fahrenheit and the highest temperature was 68.1 degrees Fahrenheit. The baseboard temperature in one of the rooms was 54.6 degrees Fahrenheit. On February 26, 2026, the lowest temperature on the 100 hall was 62.6 degrees Fahrenheit and the highest temperature was 67 degrees Fahrenheit. The facility's Invoice from the heating and cooling company dated February 18, 2026, shows, Still not getting good flow through boiler #4. The facility's invoice from the heating and cooling company dated February 22, 2026, shows, No flow through 400 pad. Flow issues throughout whole building. Invoice dated February 23, 2026, shows, 100 wing is the most concerning wing according to maintenance. I opened up the circuit [NAME] to allow more water flow through that wing. The system is as open as it will get. The facility's Severe Cold Weather Procedures policy not dated, shows, Facility will prepare for periods of severe cold weather as follows: Assure that heating systems are working correctly in residents' rooms. The Illinois Department on Aging Residents' Rights for People in Long Term Care Facilities booklet revised November 2018 shows, Your facility must provide services to keep your physical and mental health, at their highest practical levels. Your facility must be safe, clean, comfortable, and homelike.</p>		