

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145614	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/24/2024
NAME OF PROVIDER OR SUPPLIER Chateau Nrsg & Rehab Center		STREET ADDRESS, CITY, STATE, ZIP CODE 7050 Madison Street Willowbrook, IL 60521	

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 0567</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Honor the resident's right to manage his or her financial affairs.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 29562</p> <p>Based on interview and record review, the facility failed to ensure that a personal mail with a gift check was given to the resident whom it was addressed to, and not deposited to the transferring account intended for payment of the resident's room and board.</p> <p>This applies to 1 of 3 residents (R1) reviewed for personal funds in the sample of 3.</p> <p>The findings include:</p> <p>Face sheet and Minimum Data Set (MDS) dated [DATE], shows that R1 is [AGE] years-old who is alert and oriented. R1 was independent to some of her activities of daily living (ADL) care and needs supervision to some. R1 was admitted to the facility on [DATE].</p> <p>On September 23, 2024, at 10:17 AM, R1 said that she has been living in this facility for almost 2 years. R1 receives her husband's pension from the police department, and she has social security benefits as well. These checks go straight to the facility for payment of her room, board, and treatment. In addition, R1 usually receives a check every Christmas from the Policemen's Annuity and Benefit Fund of Chicago (PABF) for the widows and widowers of the fallen police officers. However, on December 2023, R1 did not receive a check from PABF. R1 followed up from the PABF organization and spoke to an employee from the department who manages those checks. It was a multiple back and forth follow up to the department and to the facility, until such time her contact person informed her that it was already mailed to her and cashed in. In February 2024, V2 (Former Business Office Manager) informed R1 that she found R1's check. The letter was opened, and the check deposited somewhere. V2 wrote R1 a check worth \$500 to replace the missing check. R1 was informed that there was an employee in the facility who sort through residents' mails.</p> <p>On September 23, 2024, at 11:55 AM, V2 (Former Business Office Manager) stated that there was a check that came in for R1 (from the Policemen's Annuity and Benefit Fund of Chicago). The facility deposited it in R1's trust fund account. R1 mentioned to V2 that she (R1) was supposed to receive a check every year from that organization and has not received it yet. V2 looked and found it in R1's trust fund account. V2 also said that they can open a resident's mail depending upon the contract the resident signed with the facility. There is a special form where the residents signed giving the facility the permission to open any mail that involves a check. That check (PABF) was deposited on January 19, 2024. V2 was not sure the time that the check was released to R1. There is usually a one-week turnaround from the bank before the check is posted to the resident's account until it appears for availability of withdrawal. That particular issue was brought to V2 only one time.</p> <p>(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 0567</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On September 23, 2024, at 12:26 PM, V6 (R1's Daughter/POA medical) stated that the PABF check was deposited in the facility's account, it was released to R1 in late February. The facility is taking all R1's checks and depositing it in the facility's account for her room and board, but the facility is only entitled to R1's social security check and pension check and not her other checks. The facility wrote the \$500 check on February 2, 2024. R1 forwarded it to V6 on the first week of March.</p> <p>On September 23, 2024, at 1:03 PM, V4 (Admission Director) stated that all personal mail gets delivered to the residents, business mail goes to the business office to sort it out, to ensure that it is not a social security or pension or something from Medicaid that needs to be addressed. Some residents need help with sorting out their mail. They sign a paper that gives consent to the facility as to which mail the facility can open.</p> <p>On September 23, 2024, at 11:18 AM, V3 (Current Business Office Manager) said that she (V3) manages the residents' accounts such as Medicaid applications, redeterminations, and collections. When a resident needs cash they fill out a withdrawal slip with the receptionist, and they get the cash from V1 (Administrator). The facility then withdraws whatever the resident cashed in from their RFMS (Resident Fund Management Service) account. The resident's checks pertaining to room and board, are given to the business office. These checks were either from their pension, social security, or from the resident's family. The RFMS is the residents' bank account in the facility. This RFMS has two types of accounts, a transferring, and a non-transferring account. The non-transferring account is for the resident which can be withdrawn by the resident whenever they need cash to spend. The transferring account on the other hand is an account that goes towards the resident's care cost (room, board, treatment payment). At 1:14 PM, V3 also stated that R1's \$500 PABF check was deposited to the transferring account which means that it could go to her care cost.</p> <p>Facility presented the copy of the letter and \$500.00 check from the Retirement Board of the Policemen's Annuity and Benefit Fund of Chicago. The letter read:</p> <p>Dear Annuitant,</p> <p>The Retirement Board of the Policemen's Annuity and Benefit Fund of Chicago (PABF) would like to provide some assistance to you during the holiday season. We are providing you with \$500 gift check that is non-taxable to you.</p> <p>The Board wishes you and your family a Peaceful Holiday Season, and a healthy and Happy New Year.</p> <p>Sincerely,</p> <p>Retirement Board of the Policemen's Annuity and Benefit Fund of Chicago.</p> <p>The Policemen's Annuity and Benefit Fund of Chicago check was dated January 8, 2024, addressed to R1. However, it also showed in another document that V2 deposited this check to the bank (through Direct Deposit Management Service/DDMS) on January 11, 2024, instead of releasing it to R1. The \$500 was only issued to R1 after R1's inquiries.</p> <p>(continued on next page)</p>		

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<p>F 0567</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>R1's admission contract with the facility regarding R1's mail shows that R1 signed permission for facility to direct all her business mail to the business office and all personal mail directed to R1. In addition, R1 signed authorization for facility to have her social security check directly deposited to her transferrable account in the facility, while her pension check which is directly deposited to her personal account in a private bank was being withdrawn by the facility via debit card. Both checks are for all her care cost. However, the same signed contract does not include R1's personal checks or other financial resources.</p>		