STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	145625	A. Building B. Wing	06/22/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
California Terrace	2829 South California Blvd Chicago, IL 60608

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)
F 0584 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	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. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review, the facility failed to provide linen inventory documentation to ensure there was enough linen for all the residents of the facility. The failure affects all 237 residents that reside in the facility.Findings include:R4 is a [AGE] year-old male. R4's BIMS (Brief Interview for Mental Status) dated 4/03/2026, notes R4 is alert.R6 is a [AGE] year-old female. R6's BIMS dated 6/11/2026, notes R6 is alert.On 6/20/2026, at 9:47 AM, V4 (LPN) stated, I have seen linen delivered on all shifts.On 6/20/2026, at 10:24 AM, R4 stated, I will ask the aides to give me linen, and they will say there is no linen. This happens on all three shifts. Residents will get linen at the end of the shift to make it seem like we have not been neglected all day. This has been going on for the last three years.On 6/20/2026, at 10:43 AM, V7 (CNA) stated, There is never enough linen. The facility encourages us to dump the linen, down the chute, so we can have more linen. I do not remember the time they delivered the linen, but it was early.On 6/20/2026, at 11:12 AM, V4 (CNA) stated, there is a shortage of linen, but I can get my work done.On 6/20/2026, at 11:26 AM, R6 stated, The facility never has enough linen. I will tell the aides about it. The aides say they must wait until the facility washes the linen.On 6/20/2026, at 11:36 AM, V11 (CNA) stated, Morning linen was received but now there is no more linen. This is not an issue for us. We receive linen in the morning and in the afternoon.On 6/20/2026, at 11:40 AM, V3 (ADON) stated, the facility does have linen but there is a delay. It does come up. It is distributed on floors based on acuity. Staff can go downstairs if they need linen.On 6/20/2026, at 12:20 PM, V12 (Housekeeping/Linen Supervisor) stated, The facility has enough linen for the residents. My laundry lady was taking laundry to the fourth floor. We call and ask the aides to put their linen down the laundry chute. We have linen that comes in every month. I count it up and give it to the administrator on what goes out. I count wash clothes, fitting sheets, gowns, bath towels. I have staff that work from 6:00 AM-2:00PM. I have a lady that comes from 2:00 PM to 10:00 PM. Then I have a night shift from 10:00 PM to 6:00 AM.On 6/20/2026, at 12:30 PM, surveyor was with V12 in the linen room. The room was full of various supplies and a lot of different boxes. The linen director had to dig for towels, wash cloths, etc. There was no way to inventory the linen the way the linen was stored. V12 was asked for laundry inventory sheets to ensure there is enough linen for all the residents of the facility.On 6/20/2026, at 12:45 PM, V12 stated, the administrator had to send the laundry counts to corporate and then she will get the laundry counts to me.On 6/21/2026, at 10:49 AM, V1 (Administrator) stated, There are 237 residents in the facility. I feel that linen fluctuates. It is a fluid process. There are some residents hoarding the linen. There are linen sweeps completed.On 6/21/2026, at 10:49 AM, V1 provided a typed document stating, we do not have any inventory linen sheets in the facility to ensure there is enough linen for the residents.

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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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview, and record review, the facility failed to provide documentation related to the maintenance and upkeep of the facility elevator and failed to provide interventions to ensure the elevator was kept in good working condition. This failure affects 85 wheelchair bound residents in the facility. Findings include:On 6/20/2026, at 9:46 AM, the left elevator on the 1st floor of the facility was not working.On 6/20/2026, at 9:47 AM, V4 (LPN) stated, The second elevator was working Thursday. Now it's down again.On 6/20/2026, at 10:24 AM, R4 stated, The elevator has been down for over a week. It came back on one day but then went off again the next day. It's been a traffic jam. It is a fire hazard and nuisance. The service elevator is only for food service. They do not let us use the service elevator. I have not seen anyone fix the elevator. The administrator is so nonchalant.On 6/20/2026, at 10:30 AM, on the 2nd floor the left elevator door was seen open with an orange cone to keep residents from entering the elevator.On 6/20/2026, at 10:43 AM, V7 (CNA) stated, The elevator has been down for one day. It was fixed the last time I was here.On 6/20/2026, at 11:26 AM, R6 stated, There is only one elevator here. I found out that we only have one elevator.On 6/20/2026, at 11:40 AM, V3 (ADON) stated, The elevator has been down for two days. The administrator already told me about it.On 06/20/2026, at 12:58 PM, V13 (Maintenance Assistant) stated, I do not remember when the elevator went down. We are waiting for someone to come out and fix it. The supervisor and I looked at the motor that opened and closed the door. The motor belt was broken because it was split in half. The right and the left elevators are new. They do not break easily. Something would have to be done for them to break down. The residents have access to one elevator on the right. I am not aware if the residents can use the service elevator.On 6/21/2026, at 10:00 AM, the left elevator was still broken.On 6/21/2026, at 10:14 AM, V19 (Maintenance Director) stated, The elevators do not break down a lot. The left elevator broke down on 6/11/2026 or 6/12/2026. It was broken for two or three days. The elevator company came to fix it. I do not remember. Then the elevator worked for three days and then it broke down again. I then informed the administrator. The facility is waiting for the company to come fix it. The elevator panel and tank were replaced. This is the third time the elevator has broken down. The residents have one elevator for them to use. The residents are not allowed to use the freight elevator. Only about three or four wheelchair bound residents can fit into the elevator at a time. The residents must wait. I think the elevators break down due to the door banging into the wheelchair doors. It has something to do with the sensors. I believe both elevators need to be replaced.On 6/21/2026, at 10:49 AM, V1 (Administrator) stated, Corporate holds the elevator contract and they schedule the routine maintenance. I let corporate know we have a situation, and they or myself will call the company. Recently, the residents have been complaining about the elevator. They ask me when it will be repaired. The company was out the following week. The first time it broke was from 6/12/2026 to 6/15/2026. It was a timing belt that that was the reason, it broke down, according to the company. There are three elevators in the building. There are 237 residents that have access to one elevator. It becomes an issue during smoke time. Staff will bring residents down on the service elevator during smoking time.On 6/21/2026, V1 stated, via email, there are 85 residents that are wheelchair bound in the facility that must use the elevator. V1 stated she has no idea when the elevators were put in and corporate does not have an exact date. Per corporate, the way their contact is set up with the company, we do not get work orders. V1 reached out to the elevator company for six months of work orders. The on-call department could only be reached, and documentation could be provided.On 6/21/2026, at 12:46 PM, via email, V20 (Corporate Employee) stated, The elevators are in pretty good condition and have not needed too many repairs. Also, the facility has multiple elevators which enable the facility to still have working elevators when one may be down. The company comes to the facility as needed. The elevator company can provide (continued on next page)

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F 0921 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Many	the facility work orders typically upon request. Off hand, I remember the elevator has broken down twice recently. To obtain documentation, the paperwork would need to be requested from the elevator contractor during regular business hours. During non-business hours, they have an answering service and technicians available only for emergencies. Regarding interventions, the elevator contractor provides routine maintenance are per the agreement. I am not aware of any elevators being replaced. To replace an elevator, typically an elevator tech would need to do this work. The facility is responsible for keeping the elevators in good working condition. They have contracted an outside vendor to do the repairs and maintenance. It is important to keep an elevator in good condition for safety and for accessibility.On 6/21/2026, the facility was asked to provide documentation related to the maintenance of the elevator. Work orders and any receipts were requested. V1 provided work orders for February, April, and June 2026. No other work receipts were provided for 2026. No elevator logs were provided to support the fact that the elevator was kept in good working condition.Facility assessment dated [DATE], notes physical plant needs are scheduled for routine maintenance to ensure proper functioning.