STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	14E322	A. Building B. Wing	04/24/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Sharon Health Care Pines	3614 North Rochelle Peoria, IL 61604

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 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many Note: The nursing home is disputing this citation.	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody. 33975 Based on interview and record review the facility failed to protect a resident (R1) from mental and verbal abuse and failed to protect residents from further potential abuse. This failure resulted in residents experiencing emotional distress and persistent fear of V3 (Certified Nursing Assistant). This failure has the potential to affect all 102 residents who reside in the facility. This failure resulted in an Immediate Jeopardy. The Immediate Jeopardy began on 3/19/25 at approximately 5:00 pm, when V3 (Certified Nursing Assistant/CNA) responded inappropriately to R1. V3 taunted R1 by sticking her tongue out at R1; calling R1's significant other ugly; and asking if R1 was going to fight V3. R1 experienced emotional distress and fear of V3. V3's termination was rescinded and V3 returned to work in the facility, leaving residents fearful. While the immediacy was removed on 4/24/25, the facility remains out of compliance at Severity Level II as additional time is needed to evaluate the implementation and effectiveness of their removal plan and Quality Assurance monitoring. Findings include: (continued on next page)

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 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many Note: The nursing home is disputing this citation.	The Facility Abuse Prevention Program Facility Policy, reviewed 12/18/24, documents: the Facility affirms the right to our Residents to be free from abuse and neglect; prohibits mistreatment, neglect or abuse of its Residents, and has attempted to establish a Resident sensitive and secure environment; purpose of this policy is to assure that the Facility is doing all this within its control to prevent occurrences of mistreatment, neglect or abuse of our Residents; by orienting and training employees on how to deal with stress and difficult situations, and how to recognize and report occurrences of mistreatment, neglect and abuse; establishing an environment that promotes Resident sensitivity, security and prevention of mistreatment; identifying occurrences and patterns of potential mistreatment promptly and aggressively and making the necessary changes to prevent future occurrences; committed to protecting our Residents from Abuse by anyone including, but not limited to Facility staff, other Residents and staff from other Agencies, or any other individuals; this Facility will not knowingly employ individuals who have been convicted of abusing, neglecting or mistreating individuals; the following are based on Federal and State Regulations and interpretive guidelines; verbal abuse is defined as the use of oral, written or gestured language that willfully includes disparaging and derogatory terms to Residents, within their hearing distance, regardless of their age, ability to comprehend, or disability; example of verbal abuse include, but no limited to, threats of harm or saying things to frighten a Resident; and mistreatment means inappropriate treatment. The Facility Resident Rights for People in Long-Term Care Facilities, revised 3/2011, documents: Your Facility must provide services to keep your physical and mental health and sense of satisfaction and you must not be abused by anyone, physically, verbally or mentally. The Facility Diffusing Behaviors Policy, undated, documents: do not raise voice; do not argue, scold or threaten; do not treat patients like they are your children, do not be condescending; do not talk about patients in his/her presence; and do not take it personally and get upset; do remain calm; do intervene early; do not try to reason with someone who is unreasonable; and do take time to listen. The facility's current Room Roster documents 102 residents currently reside in the facility. The Facility's local Report to the State Agency, dated 3/25/25, documents an Abuse incident on 3/19/25 between R1 and V3 (CNA). The Final Report documents an event that occurred in the Main Dining Room. R1 and V5 (Registered Nurse/RN) were discussing R1's request for a wheelchair to assist temporarily with mobility issues, when V3 (CNA) interrupted the conversation to comment that (R1) was not having any kind of difficulties with mobility earlier when your new girlfriend was visiting, then R1 told V3 to shut up, and called V3 a bitch. R1 stated, I am not talking to you (V3). V3 proceeded to tell R1 your girlfriend is ugly. R1 got upset and V3 remained argumentative and confrontational, raising both arms into fists, saying What are you going to do about it? Fight me? The Facility's local Report to the State Agency, dated 3/25/25, documents an interview with R1. R1 stated that while R1 was at the Nurse's Station, R1 was talking to V5 (Registered Nurse) and V3 (CNA) stated to me by the way, your girlfriend is ugly. So R1 stated, no she is not. R1 also stated, I also could have said more to her, but I do not recall. Then R1 stated that (V3) started to stick her tongue out and stated, I am going to take away your visitor pass and V3 was making threatening gestures. (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many Note: The nursing home is disputing this citation.	R1's Information Report, dated 3/21/25 at 1:45 pm, documents that V3 (CNA) told R1, Your girlfriend is ugly. R1 stated, Look, she is not ugly, she is beautiful. V3 then stuck her tongue out at (R1) three times. V1's (Administrator/ADM) Information Report, undated, documents that it was difficult getting V3 to write a statement regarding the incident with R1. V1 documents that V3 was very confrontational and aggressive. The Information Report also documents that V3 was fixated on wanting to know what was being done to (R1) personally and how (R1) was going to be punished for cussing at (V3). V1 attempted to explain to V3 that the Facility does not punish Residents and that the Resident population in the Facility has mental illnesses or brain injuries and consequently may have behaviors. V3 remained argumentative with minimal insight. V3's (CNA) Information Report, dated 3/19/25, documents that R5 was helping R1 walk, and V3 stated that V3 jokingly said to R5, Why are you holding her arm? She can walk. R1 told V3 to shut up. V3 then stated to R1, I was not even talking to you, why are you even talking to me? R1 told V3 because I can. V3 stated, that is when I said 'girl' by the way, yo (your) girlfriend ugly. V5's (Registered Nurse/RN) Informational Report, undated, documents that R1 was talking to V5 about obtaining a wheelchair. V5 stated (V3) 'chimed' in and responded to R1. R1 responded to V3 stating you are not my nurse or CNA so shut up. V5 then proceeded to ask R1 to calm down and go back to R1's hall. Then V3 proceeded to call (R1's) girlfriend ugly. R1 then called V3 a b*tch. V3 then responded to R1 fight me, fight me. V5 states that the staff grabbed (R1) and (V3) and proceeded to tell them to let her (R1) go. R1 went down the hallway. V5 stated that V3 was inappropriate and R1 told V5 that R1 felt disrespected and that R1 is afraid of (V3) when (V3) works down (R1's) hallway. V6's (Registered Nurse/RN) Informational Report, undated, documents that V3's response to R1 was over-the-top and inappropriate. R1 wanted to sit in a wheelchair because R1's foot hurt. V3 stated, you was not hurting earlier. R1 told V3 to shut the f*** up b****, I was not talking to you. V6 states that R1 was tired of being interrupted by (V3). V3 then told R1 well, your girlfriend is ugly. V6 stated that V3 would not stop and kept saying what (are) you gonna do about it? and like (V3) was trying to get (R1) to fight. V6 stated that V3's behavior was inappropriate and unprofessional. V7's (Registered Nurse/RN) Informational Report, undated, documents that V3 is confrontational, demeaning to the Residents and just talks down to them. V7 also stated that V3 acts like she does not provoke them (Residents) on purpose. V8's (Licensed Practical Nurse/LPN) Informational Report, undated, documents that V8 reports that V3 is borderline rude and not appropriate with Residents. V8 also reports that V3 is often confrontational with residents and talks down to them. V10's (Certified Nursing Assistant/CNA) Informational Report, undated, documents that V3 was grossly inappropriate and unprofessional. V10 also states that V3 presents as confrontational and argumentative with Residents. The Facility Nursing 24 Hour Staffing Reports (dated 4/1/25, 4/2/25, 4/3/25, 4/5/25, 4/6/25, 4/9/25, 4/10/25, 4/14/25, 4/15/25, 4/17/25, 4/19/25 and 4/20/25) document V3 (CNA) working Second Shift on the B Hall, C Hall, E Hall and Kitchen Window. (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many Note: The nursing home is disputing this citation.	V3's (CNA) Timecard Report, dated 3/20/25 through 4/22/25, documents that V3 worked a total of 119.65 hours (3/27/25, 3/28/25, 3/31/25, 4/1/25, /4/2/25, 4/3/25, 4/5/25, 4/6/25, 4/8/25, 4/9/25, 4/10/25, 4/14/25, 4/15/25, 4/17/25, 4/19/25 and 4/20/25). V3's (CNA) Employee Report, dated 3/19/25, documents V3's misconduct. The Employee Report documents that V3 was grossly inappropriate with a Resident offering unprofessional personal observations on a Resident's relationship. The Employee Report also documents that V3 presented as confrontational and argumentative with a Resident and that further issues will result in termination, as behavior will not be tolerated. V3's (CNA) Employee Report, dated 3/20/25, documents a suspension pending an investigation of possible verbal abuse and inappropriate dialogue with a Resident. V1's (ADM) letter to V11 (Union President), dated 3/28/25, documents that the Facility found that V3 (CNA) was found to have displayed actions and/or conduct that is not in keeping with the Facility Employee Guidelines and/or State and Federal Regulations. The letter documents that V3 was grossly inappropriate with a Resident (R1) during an unprovoked verbal interaction and that V3's demeanor was confrontational, threatening and unprofessional. Furthermore, the letter also documents that V3's exchange was borderline blatant emotional and verbal abuse. V1 advised V11 that, after much deliberation, V3's termination was modified to a suspension. On 4/19/25 at 10:30 am, R1 stated, (V3) was not joking with me, at all that day. (V3) says she is joking, but I never feel like she is joking. (V3) is always derogatory, insulting and threatening towards me and knows how to push my buttons. She knows that things bother me and continues to just poke and poke at me. My girlfriend had come down from Chicago to visit me earlier that day and I was walking fine at that time. Then around dinner time, (R5) was helping me walk to talk to V5 (Registered Nurse) at the Nurse's Station, and I was asking for a wheelchair because my legs had started hurting. I was not even talking to (V3) and (V3) just walked up and interrupted my conversation with (V5). I told (V3) to shut up, I was not even talking to (V3), and it was none of (V3's) business. Then (V3) told (V5) not to help me walk and that (V3) thought I did not need a wheelchair or any help because (V3) saw me walking earlier in the day with my girlfriend and (V3) told (V5) that I was walking just fine then. Then I got mad at (V3) and called (V3) a b*tch. (V3) put her fists up at me and asked me if I wanted to fight her and (V3) called my girlfriend ugly. I told (V3) that my girlfriend is not ugly, she is beautiful. Then (V3) stuck her tongue out at me and she did that like three times. (V3) causes so many problems for everyone here, I am scared of her. I walked back to my room to avoid her, but I was scared walking back down the hallway by myself, like (V3) was going to come after me. It is not right for (V3) to work in a place like this. (V3) is still rude to me and I feel like (V3) keeps bullying me and antagonizes me on purpose. (V3) constantly demeans me and harasses me, even when I am minding my own business. I have seen (V3) do this bullying and intimidation to so many people that are here and (V3) even does it to the employees. We all see it and it is very uncomfortable. I am scared to even be around her, it makes me nervous, so a lot of times I just have to go to a different area to be away from her. I think people are scared to say anything, I know that I am scared. (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many Note: The nursing home is disputing this citation.	On 4/19/25 at 7:59 am, R2 stated, I have had run-ins with (V3). (V3) has an attitude with me. We all think she is mean and are scared of her. (V3) is aggressive and hateful. I think (V3) does and says things on purpose to hurt people. (V3) is just not a nice person to anyone. (V3) works second shift, and usually works the kitchen window with serving food. When we are in the Dining Room, (V3) says mean things to all the residents. On 4/19/25 at 8:13 am, R3 stated, Oh, (V3) is not known as a nice person. What's sad is, I think (V3) is a good CNA. (V3) acts like (V3) is kidding with me, but I know that (V3) really is not. I never say anything because I really do not want to deal with it, so I just keep it to myself. I am just glad that (V3) really does not need to help me much, because it makes me nervous and uncomfortable when (V3) is around. On 4/19/25 at 10:45 am, R4 (Resident Council President) stated, (V3) is known to talk to people very harsh and people complain about it, but not everyone tells on (V3) because they are scared of (V3). On 4/19/25 at 10:45 am, V5 (Registered Nurse) stated, I was the nurse on duty the night that (R1) and (V3) got into it. (R1) walked up to me at the Nurses' Station in the Dining Room area and (R5) was holding on to (R1's) arm to help because (R1) wanted a wheelchair. (V3) just walked up to the Nurses' Station and interrupted our conversation and told me that (R1) did not even need a wheelchair. (R1) told (V3) to shut up and leave (R1) alone and that it was not any of (V3's) business. (R1) cursed at (V3) and (V3) put up (V3's) fists towards (R1) and asked (R1) to fight. (V3) also stuck out (V3's) tongue a couple times at (R1). (V3) is very rude and evil to people. I have been scared to walk out to my car by myself at night after Second Shift because of her. I am not gonna lie, (V3) is getting by with everything and (V3) tells everyone that (V3) is part of the Union, and they cannot do anything to (V3). On 4/22/25 at 8:17 am, V9 (Ombudsman) stated, I am aware of verbal situations with (V3/CNA). (V3) is a Second Shift CNA and let me tell you, (V3) is something else. I have heard from Residents that (V3) is very rude and they have even voiced concerns to me. It does also happen during the mealtimes too, when other Residents are around. (V3) has a nasty attitude, not only with Residents but also to staff, and the Residents are witnessing that. I do know that (V3) got suspended for talking to a Resident (R1) in an abusive manner. Even though these residents here in this Facility have a lot of psychological diagnoses and brain injuries, some are still very well with it. The way that (V3) talks to the residents, is still a form of abuse and (V3) should not be talking to them in that manner, and we know that is not right. (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many Note: The nursing home is disputing this citation.	On 4/19/25 at 1:01 pm, V3 (CNA) stated, (R5) was helping (R1) and was holding (R1's) hand; they were up at the Nurses' Station. I heard (R1) ask (V5/RN) for a wheelchair because (R1) said that (R1's) legs were weak, and I said 'that is funny you were just walking fine earlier today when your girlfriend was here. I did not think that she needed a wheelchair and said, you do not even need a wheelchair. (R1) then said to me 'b*tch shut up.' (R1) was cursing at me and telling me to shut up. So, I told (R1) that (R1's) girlfriend was ugly and just stuck my tongue out at (R1) to mess with (R1), because we are all like family and we all just joke around. I was kidding with (R1) that we were gonna fight. I do not even help or talk to half of them Residents anyway because I am on the other side of the building. I just stay in the break room and mind my own business. The only time I see the other residents is when I am in the Dining Room working the serving window. I think they have me mistaken with someone else, I never am rude to them. I ended up getting fired but then I grieved that and ended up getting suspended instead for that incident with (R1) about the wheelchair and had to do some additional training. On 4/22/25 at 11:58 am, V11 (Certified Nursing Assistant Union President) stated, I am aware of the incident with a Resident in the Facility (R1) and (V3). (V3) was discharged and then employment was re-instated. I cannot really get into it much because there is a Union Grievance, and it is going to Arbitration. We do expect our Union employees to follow the Federal and State Regulations for Nursing Homes for Abuse. I do not condone Verbal or Mental Abuse. On 4/22/25 at 9:10 am, V4 (Abuse Coordinator/Assistant Administrator/Quality Assurance) stated, I am the Abuse Coordinator. We became aware of (V3's) interaction with (R1) and completed a full investigation. (V3) is part of a Union, and we terminated (V3) over the incident, but then the Union became involved, so we had to just suspend (V3) and bring (V3) back to work, under the guidance of our attorney and the Union. We became aware of (V3's) demeanor and behaviors with the Residents and staff, but we had no choice but to bring (V3) back. We have put safety measures in place to monitor (V3's) behaviors because (V3) is very intimidating and insulting. On 4/19/25 at 8:52 am, V1 (Administrator) stated, I reported and investigated the allegation between (R1) and (V3). I actually terminated (V3) over it but (V3) is a Union employee and the Union made me reinstate (V3) after a five-day suspension. We had to backpay (V3) also. They contributed it to cultural interpretation according to the Union. Basically, staff reported to me that (V3) interrupted a conversation between (R1) and (V5) and was antagonizing (R1), told (R1) that (R1's) girlfriend is ugly and raised (V3's) fists at (R1) and wanting to fight, apparently (V3) states it was a joke. I told (V3) we do not joke like that. I had multiple staff and Residents that witness (V3's) aggressiveness and inappropriate language with the Residents. There are staff that are actually scared of (V3) too. After this incident, we started reviewing the camera footage and have a monitor on (V3's) shift. When I was investigating the incident, (V3) was more upset that (R1) cursed at (V3) than anything and wanted me to reprimand (R1). I tried to explain to (V3) that our Residents have mental issues, and we need to learn to de-escalate and not provoke behaviors, and to be patient with them. On 4/24/25 at 1:00 pm, V4 (Abuse Coordinator/Assistant Administrator/Quality Assurance) stated, (V1/ADM) is in firing (V3) right now and I can hear (V3) yelling through the door. V1 (Administrator/ADM) was notified of the Immediate Jeopardy on 4/24/25 at 8:50 am. On 4/23/25, the surveyor confirmed through interview, observation, and record review, the facility took the following actions to remove the Immediate Jeopardy: (continued on next page)

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F 0600 Level of Harm - Immediate jeopardy to resident health or safety Residents Affected - Many Note: The nursing home is disputing this citation.	1. V3 completed Abuse training and Behavior De-escalation training on 4/9/25 and was monitored continuously on Second Shift. 2. V3 was immediately terminated on 4/24/25 by V1 (ADM) and V2 (Director of Nursing/DON). 3. On 4/22/25, V1 (ADM), V2 (DON) and V4 (Abuse Coordinator) completed an entire whole house audit to evaluate Facility Residents at risk for potential abuse and no evidence was noted. 4. On 4/22/25, an all-Staff in-service by V1 (ADM) and V4 (Abuse Coordinator) was conducted on Resident Abuse and Reporting. A tracking sheet was expected to be completed by close of business on 4/23/25. 5. A sign was placed by the Facility timeclock to ensure employees complete the Abuse training prior to work on floor and direct care with Residents. 6. A checklist was developed to ensure one-hundred percent compliance with the mandatory training for employees/staff that are on vacation and as needed basis (PRN). 7. A current employee list was audited and over seen on 4/22/25, by V1 (ADM), V2 (DON) and V3 (Abuse Coordinator) to evaluate potential staff requiring one-on-one review and said employees to have additional training on Abuse and Mandatory Behavioral De-escalation courses. 8. An Abuse training module through the Facility computer program was initiated in April 2025 with trainings on Abuse prevention, sensitivity and respect to be scheduled and implemented for part of the progressive disciplinary process. 9. V1 (ADM), V4 (Abuse Coordinator) and Department Heads to monitor for compliance. Completion Date: 4/24/25.