**Section 146.275 Monitoring**

a) Monitoring and oversight of the SLF shall be conducted by the Department or its designee.

b) Designated Department staff shall coordinate the program, provide technical assistance and monitor compliance no less often than annually.

c) The Department shall investigate all complaints within seven days after receipt from a resident, a resident's designated representative or others expressing concern related to the health and safety of the residents. The Department may conduct a full certification review or make referrals to other appropriate entities for additional action if the results of a complaint investigation indicate the need to do so.

d) An SLF shall not restrict or hamper access by Department designated staff to the building, residents or designated records required to conduct routine or periodic reviews or investigations. A resident may limit access to his or her private dwelling space to Department designated staff, except for reviews regarding suspected violations or situations that may pose a threat to the resident's or others' health, safety or well-being. A resident may also elect to limit access to himself or herself and his or her records, except as required as a condition of payment for housing and services by a third party.

(Source: Amended at 29 Ill. Reg. 4360, effective March 7, 2005)