

Resident Grievance Log - Illinois Veterans Home - Anna*

DATE	ISSUE	RESOLVED (yes/no)	COMMENTS
1/19/21	Missing clothing and quilt.	yes	With resident's consent, Freedom Hall Staff conducted a thorough search of resident's dressers, and closet. Landry contract services representative made aware of missing items, who reported no items found at their facility. IVHA Laundry staff will continue to search for Items. Resident requested monetary reimbursement from IVHA for missing items, IVHA Resident Contract and Laundry Policy states facility is not responsible for lost or missing item, no reimbursement provided to resident. Resident not satisfied of outcome.
2/18/21	Missing money.	yes	With POAHC consent, Freedom Hall Staff conducted a thorough search of resident's lockbox, and dressers. Item was found. Resident and POA satisfied of outcome.
3/23/21	Missing hearing aid.	yes	With resident's consent, Lincoln Hall Staff conducted a thorough search of resident's room. Item was not found. Lost item policy and Procedure followed concern form initiated. Item was found later this day. No further action required. Resident /POAHC satisfied of outcome.
3/30/21	Resident concern over his quarantine r/t administering of facility infection control measures d/t COVID pandemic following leave from facility.	yes	IDPH Risk Assessment reviewed with resident, with resident voicing understanding of the guidelines. Quarantine was implemented d/t assessment score. Resident not satisfied of outcome.
April	None		
May	None		
June	None		

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Resident Grievance Log - Illinois Veterans Home - LaSalle*

DATE	ISSUE	RESOLVED (yes/no)	COMMENTS
1/5/21	Resident dentures missing.	yes	Upon room search dentures were located in the bathroom of W14.
1/7/21	Resident reported to staff that his manicure set was missing.	yes	The manicure set was not missing. It had been given to Social Service to give to his wife due to the sharp objects within the set.
1/8/21	Resident top denture plate missing.	yes	POA notified and she stated that they have been missing since he was on East Wing. She said that she is not interested in replacing them at this time. He is on a soft diet. Staff was reminded to check trays, napkins and linens before disposing.
1/14/21	Resident reported that his watch was missing; he has a history of putting things places and not remembering where.	yes	On 01/18/2021, the resident was observed wearing his watch; a lock box was offered.
1/22/21	Resident missing hearing aide.	yes	Hearing aide were out for repair.
1/24/21	Resident missing hearing aide.	yes	Hearing Aides were found in resident's drawer.
3/10/21	Two VNACs were giving East resident a shower when they noticed that the tooth holding his impant in place was missing. No pain noted.	yes	Family was contacted and plans were made to take the resident to the dentist. He had not been in a long time.
3/22/21	Resident reported she instructed a male staff member not to perform care, but he proceeded to perform cares anyway.	yes	After thorough investigation, complaint was determined to be unfounded. The VNAC involved was provided education on privacy when performing cares and on honoring resident preferences.
4/18/21	West resident reported that his wallet was missing. Laundry contacted. Room was searched.	yes	Wallet found by VNAC in room. \$55 found in washer in Laundry. Resident agreed to have money placed in trust fund.
4/22/21	East resident left hearing aid was missing after a shower, linen and clothing changes. Aid left in ear the evening before at the request of the resident.	yes	Searches were conducted in his room and in Laundry. POA contacted and was bringing a second left hearing aid in. Then resident died on May 4, 2021.
5/2/21	Resident lost wallet	yes	Wallet found in laundry.
June	None		

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Resident Grievance Log - Illinois Veterans Home - Manteno*

DATE	ISSUE	RESOLVED (yes/no)	COMMENTS
1/14/21	<ul style="list-style-type: none"> • Bed is not made up in the a.m.-many times just thrown together in p.m. • Bread with no butter, salads with no dressing, cold coffee with meals. • Staff do not respond to call light in a timely manner - stop putting a person down for going often at night to the bathroom. • Special services more often to ask about issue needs from the outside that are not within house availability. (Via Town Hall Meeting Survey) 	yes	All issues were addressed by either the Unit Director or Unit Social Worker.
1/21/21	Suggests conjugal visits to make this a better experience. (Via Town Hall Meeting Survey)	yes	Unit Social Worker addressed member's suggestion with him.
2/9/21	Room can be cold at night. (via Town Hall Meeting Survey)	yes	Member was provided extra blankets on his bed.
3/22/21	The last time I received a letter, my activity person it was early in the morning, which meant it was here the previous afternoon. (Via Town Hall Meeting Survey)	yes	Every attempt is made to ensure residents receive their mail daily. Administration was notified by the Manteno Post Office that, due to staff off sick, staff taking vacation time, and the high volume of mail/packages being delivered this year, mail delivery to the facility may arrive later than usual. If mail is delivered to the facility late, then the chances of the mail being delivered to the Unit in a timely manner on that day decreases.
3/22/21	When will the Chapel open. (via Town Hall Meeting Survey)	yes	Member was informed that the Chapel will open once Covid restrictions are lifted.
4/7/21	Would like to smoke cigarettes in his room. (via Town Hall Meeting Survey)	yes	Explained to member that smoking is not allowed inside the building.
4/21/21	When will we see Volunteers assist (via Town Hall Meeting Survey)	yes	Member was informed that Volunteers will return once Covid restrictions are lifted.
5/17/21	Would like more visits from Chaplain (via Town Hall Meeting Survey)	yes	Facility Chaplain was notified of the need for more visits.
5/17/21	Can we let animals come in? I would like to see my dog. (via Town Hall Meeting Survey)	yes	Member was informed that animals are not allowed inside of the facility.
5/19/21	Wants to attend church, doesn't like watching church on TV or Channel 44. (via Town Hall Meeting Survey)	yes	Member was informed that Administration is looking at ways to safely hold in-person church services.
5/20/21	More outings, wants to go to the casino, more trips to Walmart (via Town Hall Meeting Survey).	yes	Member was notified that outings and trips are starting back up.

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Resident Grievance Log - Illinois Veterans Home - Quincy*

DATE	ISSUE	RESOLVED (yes/no)	COMMENTS
1/26/21	Fifer resident is report of lack of adequate staffing for resident care to address needs in an appropriate amount of time due to having to pull other staff from other halls to assist. Reports concern is during 3-11 shift on weekends.	no	Administrator met with resident. The weekend referenced had a staffing ratio of 3.5 hrs of care for every resident on the resident's hall. This far exceeds the federal and state statute for staffing a SNU. Plan: Cross train all nursing staff that commonly work A/B hall on any special care practices or interventions specifically for the claimant to in case his comfort level w/ all staff assigned to his care.
4/14/21	New resident complaint regarding lack of options for activities for the residents; and lack of communication options to make suggestions.	yes	Resident was educated on existing protocols and advised of his options to make recommendations or suggestions. Resident was also encouraged to attend monthly community meetings to participate in such resident empowerment opportunities to improve their community living experiences. No further complaints regarding this matter after resolution implemented
4/15/21	Resident complaint regarding his catheter change. This resident is internally allergic to latex; and requires a silicone catheter. The use of silicone only catheters is indicated on the MAR for this resident as an allergy alert.	yes	Nursing Supervisor and Social Worker met regarding this matter. Nurse was consulted. The box had been incorrectly labeled for this resident. Boxes of catheters for this specific resident are labeled; but this one was incorrectly placed with the silicone DME. Allergy is also being added to PCC in addition to MAR as an extra precaution. No further incidents regarding this issue since implementation of resolution.
5/21/21	Resident complaint regarding condition of the sidewalks in areas which restricts his mobility or causes him to "have to break the rules and drive in the road area".	no	Several conversations have taken place with Administration and Engineering regarding issues with the sidewalks. Resident is encouraged to utilize areas that are safe until such time that a viable resolution is achieved.
June	None		

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