



FOR IMMEDIATE RELEASE

REPORT OF FINDINGS- 20-040-9003
TIMBERLINE KNOLLS RESIDENTIAL TREATMENT CENTER
HUMAN RIGHTS AUTHORITY- South Suburban Region

INTRODUCTION

The complaint stated that a resident's belongings were not returned upon her discharge/transfer from the facility's program. If substantiated, this allegation would violate the Mental Health and Developmental Disabilities Code (the Code) (405 ILCS 5/100 et seq.).

Located in Lemont, Illinois, Timberline Knolls is a private residential treatment facility that provides services to female adolescents and adults. These services include, but are not limited to, eating disorders, drug and alcohol abuse and psychiatric disorders. This 186-bed residential facility had about 86 residents when the complaint was discussed with the facility administration. Additionally, the facility has a partial hospital program for adult females located in Orland Park, Illinois.

METHODOLOGY

To pursue the complaint, the Facility's Chief Executive Officer, the Director of Compliance and the Director of Admissions were interviewed. The complaint was discussed with the adult resident and sections of her record were reviewed with written consent. Relevant facility policies were also reviewed.

COMPLAINT STATEMENT

The complaint specifically stated that the resident's vaporizer device that she had purchased to help her to stop smoking cigarettes and the charger for her electric toothbrush were not returned at discharge.

FINDINGS

Information from the record, interviews and program policy

The record indicated that the resident was admitted to the facility's adult residential treatment program on July 16th, 2019 and was diagnosed with Major Depression, Anxiety Disorder and some physical problems. She had been transferred to the facility from a hospital's inpatient unit and the facility's "New Admission Checklist" form signed by the individual and a staff person indicated that her belongings were inventoried. Her belongings reportedly were searched with consent and those items considered to be contraband were restricted to her luggage or purse or the facility's storage container. The first inventory log of the resident's belongings

found in her record, dated July 16th, 2019, documented that she was allowed to keep some clothing items and hygiene products in her room. Her money, credit cards, etc. were restricted to her purse or wallet. Some of her items such as her iPod (portable music player) and electric toothbrush and charger were placed in the facility's storage container for restricted items. Some of her items such as her vaporizer device, vaporizer juice, and vaporizer box were restricted to her luggage. Her belongings restricted to her luggage were also listed on the transferring hospital's discharge record.

For July 16th, 2019, the resident's record contained an "Informed Consent and Release at Admission for Resident Belongings" form signed by the resident documenting as follows: 1) the facility does not assume responsibility for storage, loss, damage, or theft of personal belongings during her stay at the facility, 2) jewelry or other personal effects may be removed from the resident's possession to ensure safety, 3) this inventory represents a complete and accurate summary of the resident's items upon her admission to the facility, and, 4) the resident had read the form before signing the document.

The second inventory log of the resident's belongings found in her record, dated July 26th, 2019, documented one pair of headphones and six packs of cigarettes were shipped via mail to the facility for her. The third and fourth inventory logs of the resident's belongings found in her record, dated August 5th and 7th, 2019, documented that additional items such as batteries, clothing, and hygiene and beauty products were received from someone who came to visit her at the facility. The second and third inventory logs lacked documentation about what happened to her items after they were inventoried. Some of her items such as her nail polish were restricted to her luggage or a storage container, according to the fourth inventory log, and the second page was not signed by the resident and the staff person. There were no more inventory logs found during the record review. Her record indicated that she had made progress toward her treatment plan and was transferred to the facility's partial hospital program on August 13th, 2019. According to a nursing note, the resident was discharged with all of her medication, but her record lacked indication that her items listed on her inventoried logs were returned. Additionally, the "Informed Consent and Release at Admission for Resident Belongings" form was not signed by the resident and staff documenting that her belongings inventoried during her stay at the facility were returned at discharge.

In the Timberline's response letter to the complaint, the Authority was informed that residents are voluntarily admitted to the facility's program and assigned a lodge with a specific treatment team. According to the staff interviewed, all residents' belongings are inventoried upon their arrival to the facility. The staff reported that the resident's electric toothbrush and charger were placed in a storage container in a locked closet. The investigation team was informed that she was allowed to use her electric toothbrush and charger with staff's supervision. The staff reported that the resident's vaporizer device was restricted to her luggage according to her inventory log completed on the admission day. The staff were not able to determine what items had been returned due to the lack of documentation in her record. The HRA was informed that a staff person should have inventoried her items that she took with her on the discharge day. The investigation team was informed that the facility would reimburse the resident for her vaporizer and charger for her electric toothbrush.

The resident told the Authority that she had many items including an electric toothbrush with a charger and a vaporizer device to help her stop smoking cigarettes upon her arrival to the facility. She said that her electric toothbrush with a charger had cost \$70.00. She said that she had received the vaporizer device during her hospitalization and that the device had cost \$50.00. She told the investigation team that all of her belongings except for her vaporizer device and charger for her electric toothbrush were returned on the discharge day.

The Timberline Knolls “Admission Criteria-RTC” policy states that a staff person will inventory the resident’s belongings. The facility’s policy on personal property (date unknown) ensures the safety of all residents and staff by restricting items such as alcoholic beverages, lighters, cigars or pipes and sharp objects. The policy states that items such as an electric shaver may be stored in the resident’s cubical or other locked storage areas and shall be used with staff’s supervision. The policy states that to maintain a safe environment: 1) the staff is permitted to examine the resident’s belongings upon her arrival, 2) the staff is permitted to remove and store any items that violate the facility’s policy and procedures, 3) the staff is directed to provide supervision during the use of certain items, and, 4) the staff reserves the right to restrict the use of certain items that may impede the resident’s progress in treatment or the safety of others.

The facility’s “Resident Rights and Informed Consent” policy revised on June of 2018 states that every resident shall be permitted to receive, possess and use personal property and shall be provided with a reasonable amount of storage space except as follows: 1) possession and use of certain classes of property may be restricted by the Facility’s Chief Executive Office and/or the resident’s program to protect the individual or others from harm. A notice of restriction shall be given to all residents upon admission to the facility, and, 2) the Facility’s Medical Director or psychiatrist may restrict items not listed on the administrative list to protect the individual or others from harm.

The facility’s “Discharge Planning” policy revised on May of 2018 states that all lawful personal property shall be returned to the resident on the discharge day. It states that the lodge staff will help the resident with collecting her belongings from her bedroom and all storage areas. The staff is responsible for checking the resident’s inventory form to ensure that all items are returned.

CONCLUSION

Section 5/2-104 (c) of the Code states, when a recipient is discharged from the mental health or developmental disabilities facility, all of his lawful personal property which is in the custody of the facility shall be returned to him.

The complaint specifically stated that the resident’s vaporizer device to help her to stop smoking cigarettes and charger for her electric toothbrush were not returned on the discharge day. The resident’s inventory logs documented that she had many items including an electric toothbrush and with a charger, clothing, vaporizer device, vaporizer juice, and vaporizer box on the admission day. She was allowed to some of her belongings such as clothing items in her room. Her electric toothbrush and charger and other items were placed in the facility’s restricted

storage container. Her vaporizer device, vaporizer juice, vaporizer box, and other items were restricted to her luggage. The resident's inventory record lacked documentation of her items returned on the discharge day and she did not sign the informed consent acknowledging that her belongings had been returned. The HRA was not able to determine what items were returned on the discharge day because her record lacked accountability concerning this issue. However, the resident told the investigation team that all of her belongings were returned except for items mentioned in the complaint. The Authority substantiates the complaint as stated above. This violates Section 5/2-104 (c) of the Code and the facility's discharge planning policy regarding personal belongings.

RECOMMENDATIONS

1. Timberline Knolls shall follow Section 5/2-104 (c) of the Code and the facility's "Discharge Planning" policy regarding personal property.
2. Ensure that all of the resident's items on her inventory logs are returned according to the facility's discharge planning policy.
3. Ensure that all inventory logs are signed by the resident and staff person.

COMMENT

The HRA is pleased that the facility administration is willing to reimburse the resident for her missing items to satisfy Section 5/2-104 (c) of the Code and the facility's "Discharge Planning" policy.