STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016698	A. BUILDING: _____ B. WING _____	R-C 11/20/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
EXCEL R3	2019 GREEN ST LOWER RACINE, WI 53402

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
{M 000}	INITIAL COMMENTS On 11/20/2023, Surveyor completed a standard survey, verification visit and complaint investigation at Excel R3. As a result, the previous 3 deficiencies were corrected and 2 new deficiencies were identified. The complaint was substantiated. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee will be assessed. Census: 3	{M 000}		
M 278	88.05(3)(b) FREE OF HAZARDS The home shall be free from hazards and kept uncluttered and free of dangerous substances, insects and rodents. This Rule is not met as evidenced by: Based on observation, interview and record review, the provider did not ensure 1 of 3 resident rooms were free from hazards. Resident 1's and Resident 2's shared bedroom had bed bugs. Findings include: On 08/23/2023, the department received a complaint alleging the provider had bed bugs. On 11/08/2023, at 10:45 AM, Surveyor toured the facility and observed the following: -Resident 1 and Resident 2 shared a bedroom. -Resident 1's bed was located on the north side	M 278		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

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M 278	Continued From page 1	M 278		

of the room. Resident 1's bed was covered in a mattress protector. Surveyor observed 23 circular, reddish brown staining on Resident 1's fitted sheet, consistent with old blood stains. Surveyor observed bed bugs crawling on the outside of the mattress protector. Surveyor counted 6 live bed bugs located at the top half of Resident 1's mattress, near the head of the bed.
-Resident 2's bed was located at the east side of the room. Resident 2's bed was covered with a mattress protector. The mattress protector was ripped in the middle exposing approximately 34 inches by 50 inches of the mattress. Surveyor observed 2 areas of a bright red substance on the mattress protector consistent with blood. Surveyor observed raised brown specks, located in the creases on the corner of the mattress protector, consistent with bed bug and casings. Surveyor counted 10 live bed bugs located at the foot of Resident 2's bed.

On 11/08/2023, at 11:00 AM, Surveyor interviewed Licensee A. Licensee A reported s/he had an exterminator coming to complete a bed bug treatment. Licensee A reported s/he has had exterminators in for the bed bugs twice this year. Licensee A reported s/he was told by the exterminator the treatment would last for a year. When Surveyor showed Licensee A Resident 1's and Resident 2's bedroom, Licensee A stated, "I didn't know the bed bugs were that bad." Licensee A reported staff reported they had seen a couple of bed bugs. When Surveyor inquired when staff reported the bed bugs, Licensee A did not respond. When Surveyor inquired when the exterminator was scheduled to complete a treatment, Licensee A did not respond.

On 11/09/2023, at 12:00 PM, Surveyor reviewed exterminator records and identified the following:

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	0016698	A. BUILDING: _____ B. WING _____	R-C 11/20/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
EXCEL R3	2019 GREEN ST LOWER RACINE, WI 53402

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M 278	Continued From page 2 -On 01/24/2023, the exterminator reported stated, "Today I stopped out to do a treatment for bedbugs [sic] on the lower unit of the home. I started off by inspecting for bedbug [sic] activity. I checked all of the rooms including the living room, but I only found them in the room with the two beds. Both of those beds and box springs had live bed bugs in them ..." -On 05/05/2023, the exterminator reported stated, "Today I inspected and treated all areas listed above for bedbugs ...I found 4 bedbug [sic] today during my treatment. I seen [sic] 2 adults on each of the boxsprings [sic] in the middle room." On 11/20/2023, at 12:00 PM, Surveyor interviewed Office Manager F from the exterminator company Licensee A had used. When Surveyor inquired about the bed bug treatment dates being several months apart, Office Manager F reported treatments were to be completed every month until the exterminator could ensure the issue had been resolved. When Surveyor inquired why treatments were not completed every month, Office Manager F reported Licensee A either cancelled the other appointments or did not call back to confirm the scheduled treatments.	M 278		
M 334	88.05(4)(b)1 FIRE SAFETY-SMOKE DETECTORS Every adult family home shall be equipped with one or more single station battery operated, electrically interconnected or radio signal emitting smoke detectors on each floor level. Required smoke detectors shall be located in each habitable room except the kitchen and bathroom and	M 334		

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M 334	Continued From page 3 specifically in the following locations: at the head of each open stairway, at the door leading to every enclosed stairway, on the ceiling of the living room or family room, on the ceiling of each sleeping room and in the basement. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure smoke detectors were in 2 of 5 required locations. The living room and Resident 3's bedroom did not contain a smoke detector. Findings include: On 11/08/2023, at 10:30 AM, Surveyor toured the facility and observed the following: -Resident 3's bedroom was missing a smoke detector. The base was attached to the ceiling. -The living room was missing a smoke detector. The base was attached to the ceiling. On 11/08/2023, at 10:40 AM, Surveyor interviewed Licensee A. Licensee A confirmed the locations required to have smoke detectors. Licensee A reported s/he did not know why there were not smoke detectors in Resident 3's bedroom or the living room.	M 334		