STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015949	A. BUILDING: _____ B. WING _____	11/20/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
STAPLES ADULT FAMILY HOME CONGRESS	7317 W CONGRESS ST MILWAUKEE, WI 53218

(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 11/10/2025 with information gathered through 11/20/2025, Surveyor conducted a standard survey, at Staples Adult Family Home Congress, an Adult Family Home (AFH) in Milwaukee, WI. Three deficiencies were identified. Census: 4	M 000		
M 262	88.05(2)(a) DIFFICULTY WALKING If a resident is not able to walk at all or able to walk only with difficulty, or only with the assistance of crutches, a cane, or walker or is unable to easily negotiate stairs without assistance: 1. The exits from the home shall be ramped to grade with a hard surfaced pathway with handrails. 2. All entrance and exit doors and interior doors serving all common living areas and all bathrooms and bedrooms used by a resident not able to walk at all shall have a clear opening of at least 32 inches. 3. Toilet and bathing facilities used by a resident not able to walk at all shall have enough space to provide a turning radius for the resident's wheelchair and provide accessibility appropriate to the resident's needs. This Rule is not met as evidenced by: Based on observation, record review and interview, the provider did not ensure the back exit ramp from the home was ramped to grade	M 262		

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

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M 262	Continued From page 1	M 262		

with handrails for 1 of 2 exits. Resident 1 and Resident 2 were not able to walk at all and used a wheelchair for mobility.

Findings include:

On 11/10/2025, at approximately 12:20 PM, while conducting a tour with Licensee A, Surveyor observed the back exit railing did not go all the way to the end of the sloped ramp and left approximately 3 feet of the ramped slope without edge protection. At the end of the ramp, there was approximately 18 inches where the ramp led to the grass and not a hard surfaced pathway. The ramp did not have handrails.

On 11/10/2025, Surveyor reviewed Resident 1's and Resident 2's records and identified the following:

Resident 1
-Resident 1 was admitted to the provider's home on 04/25/2016.
-Resident 1's Individual Service Plan (ISP), dated 06/12/2025, documented the following: "Transfer/mobility: [Resident 1] is not able to walk and uses a power wheelchair."

Resident 2
-Resident 2 was admitted to the provider's home on 07/08/2020.
-Resident 2's ISP, dated 08/01/2025, documented the following: "Transfer/mobility: [Resident 2] is [wheelchair] bound. [Resident 2] needs guided direction while using his/her power wheelchair."

On 11/10/2025, at approximately 12:39 PM, Surveyor interviewed Licensee A. Licensee A confirmed Resident 1 and Resident 2 utilized a

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M 262	Continued From page 2 wheelchair for mobility. Licensee A confirmed the back exit ramp was not ramped to grade with handrails. On 11/20/2025, at approximately 11:50 AM, Surveyor received an email from Licensee A reporting corrections were made to the back exit ramp.	M 262		
M 412	88.06(3)(d)1 DESCRIPTION OF SERVICES A description of services the licensee will provide to meet the assessed need. This Rule is not met as evidenced by: Based on record review and interview, the provider did not have a description of services the licensee would provide to meet the assessed need for 4 of 4 residents (Resident 1, Resident 2, Resident 3 and Resident 4) reviewed. Resident 1's Individual Service Plan (ISP) did not include his/her need for the level of supervision required in the home and community. Resident 2's ISP did not include his/her need for money management and the level of supervision required in the home and community. Resident 3's ISP did not include his/her need for money management and the level of supervision required in the home and community.	M 412		

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M 412	Continued From page 3 Resident 4's ISP did not include his/her need for money management and the level of supervision required in the home and community. Findings include: On 11/10/2025, Surveyor reviewed resident records and identified the following: Resident 1 -Resident 1 was admitted to the provider's home on 04/25/2016. -Resident 1's member centered plan (from the Managed Care Organization), dated 10/01/2025, stated the following: "Supervision and Overnights-Person/Agency providing assistance: [Yes]." -Resident 1's ISP was dated 06/12/2025. Resident 1's ISP did not include his/her need for the level of supervision required in the home and community. Resident 2 -Resident 2 was admitted to the provider's home on 07/08/2020. -Resident 2's member centered plan (from the Managed Care Organization), dated 10/01/2025, stated the following: "Instrumental Activities of Daily Living-Person/Agency providing assistance: [this home] staff assist with Instrumental Activities of Daily Living. [Resident 2's] daughter assists with finances. "Supervision and Overnights-Person/Agency providing assistance: [Yes]." -Resident 2's ISP was dated 08/01/2025. Resident 2's ISP, documented the following:	M 412		

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M 412	Continued From page 4 "Money Management: [Resident 2] requires assistance with all components of money management as s/he does not have a basic understanding of a monetary transaction nor an understanding how to allocate or budget money to pay bills." -Resident 2's ISP did not include who would assist Resident 2 with all components of money management. -Resident 2's ISP did not include his/her need for the level of supervision required in the home and community. Resident 3 -Resident 3 was admitted to the provider's home on 07/16/2021. -Resident 3's member centered plan (from the Managed Care Organization), dated 09/01/2025, stated the following: "Instrumental Activities of Daily Living-Person/Agency providing assistance: [this home] staff assist with Instrumental Activities of Daily Living. [Resident 3] has a rep payee. "Supervision and Overnights-Person/Agency providing assistance: [Yes]." -Resident 3's ISP was dated 08/01/2025. Resident 3's ISP, documented the following: "Money Management: [Resident 3] requires assistance with all components of money management as s/he does not have a basic understanding of a monetary transaction nor an understanding how to allocate or budget money to pay bills." -Resident 3's ISP did not include who would assist Resident 3 with all components of money management.	M 412		

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M 412	Continued From page 5 -Resident 3's ISP did not include his/her need for the level of supervision required in the home and community. Resident 4 -Resident 4 was admitted to the provider's home on 03/23/2023. -Resident 4's member centered plan (from the Managed Care Organization), dated 07/01/2025, stated the following: "Instrumental Activities of Daily Living-Person/Agency providing assistance: [this home] staff assist with all assessed needs. [Resident 4] has a rep payee who assist with all assessed needs related to money management. "Supervision and Overnights-Person/Agency providing assistance: [Yes]." Resident 4's ISP was dated 10/09/2025. Resident 4's ISP, documented the following: "Money Management: [Resident 4] requires assistance with all components of money management as s/he does not have a basic understanding of a monetary transaction nor an understanding how to allocate or budget money to pay bills." -Resident 4's ISP did not include who would assist Resident 4 with all components of money management. -Resident 4's ISP did not include his/her need for the level of supervision required in the home and community. On 11/10/2025, at approximately 9:14 AM, Surveyor interviewed Licensee A. Licensee A confirmed Resident 2's, Resident 3's and Resident 4's ISPs did not include who would assist residents with all components of money	M 412		

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M 412	Continued From page 6 management. Licensee A reported residents required 24-hour supervision. Licensee A confirmed Resident 1's, Resident 2's, Resident 3's and Resident 4's ISPs did not include their need for the level of supervision required in the home and community.	M 412		
M 570	88.10(3)(l) Safe Physical Environment Individuals, except for correctional residents, have basic rights which they do not lose when they enter an adult family home. A resident shall have a safe environment in which to live. The adult family home shall safeguard residents who cannot fully guard themselves from environmental hazards to which they are likely to be exposed, including conditions which would be hazardous to anyone and conditions which would be or are hazardous to a particular resident because of the resident's condition or disability. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure a safe physical environment by ensuring water temperatures did not exceed 115° Fahrenheit (F) for 1 of 1 resident bathroom. The hot water temperature in the resident bathroom was 121.6° F. Findings include: The home is licensed to provide services for up to 4 residents with client groups of developmentally disabled, physically disabled, irreversible dementia/Alzheimer's, traumatic brain injury, advanced aged, emotionally disturbed/mental	M 570		

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M 570	Continued From page 7 illness. On 11/10/2025, at approximately 12:20 PM, Surveyor toured the home with Licensee A and observed the following: -Surveyor tested the water temperature in the resident's bathroom sink faucet. The water temperature was 121.6° F. "Exposure to hot water is a potential environmental danger for residents. Elderly residents and residents with mental and physical disabilities may have neurological conditions that prevent instant recoil from hot water. Because these individuals do not instantly react to dangerous temperature levels, they are at particular risk for injury. Hot water can cause scalding; e.g., second and third degree burns in which the skin blisters and swells. In such instances, skin does not return to normal and forms scar tissue upon healing. These burns may lead to permanent disability." (Source: Publication DHS P-01942 - 08/2017). On 11/10/2025, at approximately 12:42 PM, Surveyor interviewed Licensee A regarding the temperature of the water. Licensee A confirmed that the water temperature in the resident's bathroom reached 121.6° F. Licensee A reported s/he recently had the water heater repaired. Licensee A reported s/he would have the water temperature adjusted.	M 570		