STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017047	A. BUILDING: _____ B. WING _____	C 07/19/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MILESTONE SENIOR LIVING HILLSBORO	**504 SALSBERY CIRCLE HILLSBORO, WI 54634**

(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
U 000	INITIAL COMMENTS On 07/19/2024, Surveyor conducted a complaint investigation and abbreviated licensure survey at Milestone Senior Living Hillsboro. The complaint was substantiated. Two deficiencies identified Census: 24	U 000		
U 152	89.25(1)(c) SCHEDULE OF FEES FOR SERVICES. Residential care apartment complexes shall have a written schedule of fees for services which includes all of the following: The facility's refund policy regarding application and entrance fees, security deposits and monthly rent, meal and service charges in the event of death or termination of the contract between the tenant and the facility. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure the refund policy regarding security deposits and monthly rent, meal and service charges in the event of death was followed. Findings include: On 07/17/2024, the Department received a complaint about not getting a refund timely. On 07/19/2024, Surveyor requested Tenant 1's record. Tenant 1 had an admission date of	U 152		

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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U 152	Continued From page 1 12/28/2023 and a discharge date of 04/05/2024. On 07/19/2024 at approximately 11:00 AM, Surveyor interviewed Community Director A regarding the refund process for Tenant 1. Community Director A stated s/he requested a refund from the corporation be provided to the family a day after Tenant 1 passed on 04/06/2024. Community Director A stated the refund should have been processed and sent to Tenant 1's family within 30 days after s/he requested it be sent. Surveyor shared with Community Director A that as of the date of the survey, the refund was not received by Tenant 1's family. Community Director A looked up the refund on his/her computer and confirmed the refund was not sent and confirmed Tenant 1 was due to receive a refund. On 07/19/2024, at approximately 1:00 PM, Surveyor reviewed the refund policy. The following is what the procedure states in the Admission Agreement: A. Refund of Base Monthly Fee. The Base Monthly Fee for the month in which discharge occurs shall be prorated to the date the Unit is vacated. If any refund of the Base Monthly Fee is due, the Community will make the refund within thirty (30) days after the date of discharge. However, if Resident fails to give advance notice of termination as required in this Agreement, the Community reserves the right to retain the Base Monthly Fee for the month in which the discharge occurs. A. Death of Resident. This Agreement may be terminated 15 days after the death of a Resident provided that advanced written notice is given to the Community and the Unit is vacated. The Base	U 152		

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U 152	Continued From page 2 Monthly Fee will be assessed until all personal property of the deceased Resident is removed. The deceased Resident's estate will be liable for all provisions outlined in this Agreement until all charges and fees due pursuant to this Agreement have been paid, at which time refunds will be issued pursuant to the terms of this Agreement. Tenant 1's refund was not issued pursuant to the terms of the current service agreement signed on 12/28/2024.	U 152		
U 268	89.34(17) TENANT RIGHTS Rights of tenants. A tenant of a residential care apartment complex shall have all the rights listed in this section. These rights in no way limit or restrict any other rights of the individual under the U.S. Constitution, civil rights legislation or any other applicable statute, rule or regulation. Tenant rights are all of the following: (17) SAFE ENVIRONMENT. To a safe environment in which to live. This Rule is not met as evidenced by: Based on observation and interview, the facility did not ensure a safe environment in which to live by not having all clothes dryers in the facility properly vented with rigid metal material. Findings Include: The International Mechanical Code, (IMC)-2009 section 504.6 Domestic clothes dryer ducts, states the following:	U 268		

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U 268	Continued From page 3 504.6.1 Material and size. Exhaust ducts shall have a smooth interior finish and shall be constructed of metal a minimum 0.016 inch (0.4 mm) thick. The exhaust duct size shall be 4 inches (102 mm) nominal in diameter. 504.6.2 Duct installation. Exhaust ducts shall be supported at 4-foot (1219 mm) intervals and secured in place. The insert end of the duct shall extend into the adjoining duct or fitting in the direction of airflow. Ducts shall not be joined with screws or similar fasteners that protrude into the inside of the duct. On 07/19/2024, at approximately 12:00 PM., Surveyor conducted a tour of the physical environment. Surveyor observed a laundry room on the first floor which contained two dryers. Both of the dryers did not have rigid metal vent tubing. On 07/19/2024 at approximately 1:15 PM, Surveyor shared this concern with Community Director (CD) A. Surveyor asked if the dryers were recently replaced with new dryers. CD A did not know. Surveyor stated the venting of both dryers was not vented with rigid metal material. CD A stated the venting would be changed within the next few days by maintenance.	U 268		