STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017961	A. BUILDING: _____ B. WING _____	C 04/24/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BETHEL MENASHA III	1665 CENTURY OAKS COURT MENASHA, WI 54952

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N 000	Initial Comments On 04/23/2025, Surveyor conducted an abbreviated survey and complaint investigation at Bethel Menasha III. Information was collected through 04/24/2025. The complaint was substantiated and 5 deficiencies were identified. Census: 8	N 000		
N 452	83.41(3)(b) Food safety. Food safety. Whether food is prepared at the CBRF or off-site, the CBRF shall store, prepare, distribute and serve food under sanitary conditions for the prevention of food borne illnesses, including food prepared off-site, according to all of the following: 1. The CBRF shall refrigerate all foods requiring refrigeration at or below 40°F. Food shall be covered and stored in a sanitary manner. 2. The CBRF shall maintain freezing units at 0°F or below. Frozen foods shall be packaged, labeled and dated. 3. The CBRF shall hold hot foods at 140°F or above and shall hold cold foods at 40°F or below until serving. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure food was stored in a sanitary manner. The interior of the refrigerator was dirty and contained rotting produce and food stored in the	N 452		

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

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N 452	Continued From page 1 freezer was freezer burned. Findings include: During a tour of the kitchen at 11:15 AM, Surveyor observed the interior of the refrigerator and freezer. Refrigerator: The interior surfaces were dirty and smudged with evidence of spills that had not been cleaned. A large roaster pan was filled with what appeared to be leftover potoates. The contents were not labeled or dated. A produce drawer contained a bag of rotting lettuce with approximately half of the leaves discolored a dark shade of brown. There was also a small plastic bag containing a rotten tomato. The tomatoes was turning black and a black liquid was pooled in the bottom of the bag. The bottom of the drawer contained a layer of dried food particles. Freezer: A gallon size plastic bag was labeled "Rubarb 5/30" [sic]. The fruit was badly freezer burned with the bottom 1/4 of the bag completely covered with ice crystals. A gallon size bag was labeled, "12/27 Ham Bone for Soup." The contents were also freezer burned and half of the ham/ham bone was covered with ice crystals. Manager B was present during the tour and confirmed Surveyor's observations. At 11:30 AM, Manager B commented the rotting produce was "disgusting."	N 452		

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N 481	Continued From page 2	N 481		
N 481	83.43(1) Environment safe, clean, and comfortable Environment. The CBRF shall provide a living environment that is safe, clean, comfortable, and homelike. All common dining and living areas shall contain furnishings appropriate to the intended use of the room. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the home was clean, comfortable, well maintained and homelike. Findings include: The Department received a complaint alleging the facility was dirty. During a tour of the home on 04/23/2025 beginning at 11:10 AM while accompanied by Manager B, Surveyor observed the following: The kitchen cabinets were worn, scraped and dirty with particles of dried food that were difficult to scrape off. The edge of the kitchen counter where it met the dishwasher had a section broken off approximately 12 inches long by 2-3 inches wide. The exterior of the dishwasher was dirty with a dark substance splattered on it. The horizontal blinds in the kitchen window were in poor repair with missing and broken slats. The floor register in the kitchen was covered in a black substance. The floor registers in the south hallway, south bathroom and east bathroom were covered with dark brown substance similar to rust.	N 481		

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N 481	Continued From page 3 The floor register in the living room was covered with a dark substance similar to dirt or dust. The floor register at the east entrance was covered with a dark brown substance and the face was detached from the wall. The wall in the south hallway contained dark substances and large scrapes. One scrape was at least 1 foot long and 3 inches wide. The south bathroom wall had smears, scraped paint and holes (from where a toilet paper holder had previously been.) The east bathroom linoleum floor was dirty with yellow and dark colored stains and divots. One stain was approximately 6 inches in diameter. The curtain rod in Resident 1's bedroom was badly bent, causing a section of the curtains to hang down approximately 6 inches lower than the top of the window. Surveyor interviewed Resident 1 at 12:18 PM. Resident 1 said s/he was frustrated with the cleanliness and disrepair of the facility. Resident 1 said the bathroom floors are always dirty and the curtain rod in his/her room had been like that for a very long time. Licensee C joined Surveyor during the aforementioned tour, while Surveyor was in the kitchen. Surveyor pointed out the concern with the condition of the cabinets. Licensee C responded, "It's not a 5 star hotel," commented it would "cost a lot of money" to replace the cupboards and disagreed there was a concern. At approximately 12:00 PM, Surveyor pointed out the other concerns with the conditions of the floor registers and bathrooms. Licensee C acknowledged the concerns and began cleaning/repainting the cabinets and working to replace the registers.	N 481		

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N 538	Continued From page 4	N 538		
N 538	83.48(3)(a) Fire detection systems inspected annually. After the first year following installation, fire detection systems shall be inspected, cleaned and tested annually by certified or trained and qualified personnel in accordance with the specifications in NFPA 72 and the manufacturer ' s specifications and procedures. This Rule is not met as evidenced by: Based on record review and interview, the provider did not provide evidence the fire detection system was inspected, cleaned and tested annually by a certified or trained and qualified professional. As of 04/24/2025, the provider did not have evidence the smoke and heat detectors were inspected after 08/28/2023. Findings include: On 04/23/2025, Surveyor requested documentation of the most recent smoke and heat detector inspection reports from Administrator A. Administrator A provided Surveyor with documentation at 1:57 PM. The last documented inspection of the smoke and heat detectors was dated 08/29/2023. On 04/23/2025 at 2:00 PM, Surveyor asked Administrator A if there was documentation of an inspection after 08/29/2023; s/he replied s/he might have the documentation somewhere else and looked through a stack of papers. While looking through the papers, Administrator A said s/he had a document that showed the inspections occurred during July 2024 in the other buildings	N 538		

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N 538	Continued From page 5 they operate, but there was not one for this facility. Administrator A said s/he would contact the company to see if there was an inspection report. On 04/24/2025 at 4:29 PM, Administrator A emailed Surveyor an invoice from a company for work completed on 10/22/2024. The work description read; "Fire Alarm Control System: Wireless Cellular Communicator...Starlink Installs and Monitoring Takeovers: Menasha Location(s)." On 04/24/2025 at 4:46 PM, Surveyor interviewed Administrator A. Administrator A explained a new electronic monitoring system was installed in October and described its capability to remotely monitor for activation of the alarms and to notify the fire department. S/he did not have information or documentation to verify the smoke and heat detectors were physically inspected, cleaned and tested after 08/29/2023.	N 538		
N 616	83.55(6)(a) Bath and toilet areas: water supply. The CBRF shall connect each sink, bathtub and shower to hot and cold water, and supply adequate hot water to meet the needs of the residents. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the east side bathroom sink had hot running water to meet the needs of the residents for hand hygiene after using the toilet. Findings include: On 04/23/2025 at 11:30 AM, Surveyor ran the hot water in the east side bathroom sink used by	N 616		

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N 616	Continued From page 6 residents. The water was cold to touch and did not warm up. Manager B placed his/her hand under the running water and described it as "ice cold." Licensee B joined in the room and also agreed the water was cold and would not afford an option for residents to wash their hands with warm water after using the toilet. Licensee B said s/he did not know what the problem with the hot water was, but agreed to immediately address the concern. Surveyor interviewed Administrator A on 04/23/2025 at 1:44 PM. Administrator A said s/he did not know how long the bathroom had been without hot water at the sink. Administrator A said s/he or Licensee B would follow with a plumber to ensure the hot water was restored, and provide Surveyor with evidence of correction by the following day. On 04/24/2025, Administrator A sent a text and a photo indicating the water heater in the basement had been turned hotter (from 90°F to 100°F) but did not provide information to verify hot water was restored to the bathroom sink.	N 616		
N 617	83.55(6)(b) Bath and toilet areas: water temperature The CBRF shall set the temperature of all water heaters connected to sinks, showers and tubs used by residents at a temperature of at least 140°F. The temperature of water at fixtures used by residents shall be automatically regulated by valves and may not exceed 115°F, except for CBRFs serving residents recovering from alcohol or drug dependency or clients of a government	N 617		

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N 617	Continued From page 7 correctional agency. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the water heater was set to a temperature of at least 140°F. Findings include: The provider is licensed to serve up to 8 residents from the following client groups; irreversible dementia/Alzheimer's, Emotionally Disturbed/Mental Illness, Physically Disabled, Advanced Aged, Terminally Ill, Traumatic Brain Injury. At 11:49 AM, Surveyor and Licensee B went to the basement to view the water heater. Surveyor observed there was a dial with 9 settings ranging from "LOW" to "VERY HOT": Setting : LOW Settings with three unnumbered hash marks Setting: HOT Settings A, B and C Setting: VERY HOT The dial on the water heater was set between LOW and HOT. Licensee B explained s/he had turned down the water heater during October of 2024 to prevent the water from getting too hot at the faucets. Surveyor observed a temperature and pressure gauge on top of the water heater. The temperature read 90°F. Surveyor asked Licensee B if s/he could verify the water heater was keeping hot water at 140 degrees to kill bacteria. Licensee B said s/he	N 617		

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N 617	Continued From page 8 could not but s/he would contact the plumbing company that services their hot water heater to get more information about the temperature setting. On 04/24/2025 at 3:20 PM, Administrator A sent Surveyor photos as evidence the water heater was maintaining water at 140°F. The photo was of the same temperature gauge observed the previous day and read 100°F. SURVEYOR NOTES: --"On the typical gas water heater temperature control knob, you will find various settings. 'Off' is sometimes labeled as 'Low' or has a solid circle indicator. Choosing this setting will heat the water to 90-100 degrees Fahrenheit. Next on the dial is 'Hot,' sometimes indicated with a triangle, which will get your water to 120 degrees Fahrenheit. Your dial may feature additional settings marked with...A, B and C, for 130, 140 and 150 degrees Fahrenheit, respectively. The 'Very Hot' setting is for 160 degrees Fahrenheit..." Source: https://www.constellationhome.com/blog/water-heater-temperature/#:~:text=Next%20on%20the%20dial%20is,is%20for%20160%20degrees%20Fahrenheit, retrieval date 04/29/2025. -- "Domestic hot water systems are frequently identified as the source of Legionella during Legionellosis outbreaks. The term "domestic" applies to all non-process water used for lavatories, showers, and drinking fountains in commercial, industrial, and multi-family residential settings. Water heaters maintained below 60°C (140°F) and that contain scale and sediment may foster Legionella growth..." Source: https://www.osha.gov/legionnaires-disease/control-prevention, retrieval date 04/28/2025.	N 617		

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N 617	Continued From page 9 --"Legionnaires' disease is a severe form of a lung infection called pneumonia. It's caused by a bacterium known as legionella. Most people who catch Legionnaires' disease breathe in the bacteria from water or soil. Older adults, people with weakened immune systems and people who smoke have a higher risk of getting Legionnaires' disease. The legionella bacterium also causes Pontiac fever, a milder illness that's like the flu. Pontiac fever usually clears on its own. But untreated Legionnaires' disease can kill." Source: https://www.mayoclinic.org/diseases-conditions/legionnaires-disease/symptoms-causes/syc-20351747, retrieval date 04/29/2025.	N 617		