STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0010669	A. BUILDING: _____ B. WING _____	R 01/15/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PRAIRIE RIDGE ASSISTED LIVING	819 WILCOX STREET WAUPUN, WI 53963

(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 01/15/2026, the Bureau of Assisted Living, Southern Regional Office, conducted a verification visit at Prairie Ridge Assisted Living, a certified residential care apartment complex (RCAC) located in Waupun, WI. As a result of the survey, 2 deficiencies were identified. Both deficiencies are repeat deficiencies. See Statement of Deficiency (SOD) 78WP15, dated 09/12/2025, and SOD 78WP14, dated 12/19/2024. Under statutory provisions of Wis. Stat. Chapter 50, a $200 revisit fee is being assessed. Census: 31	{U 000}		
U 131	89.23(4)(b)1. SERVICES PROVIDER QUALIFICATIONS. Service manager. Each residential care apartment complex shall have a designated service manager who shall be responsible for day-to-day operation of, including ensuring that the services provided are sufficient to meet tenant needs and are provided by qualified persons; that staff are appropriately trained and supervised; that facility policies and procedures are followed; and that the health, safety and autonomy of the tenants are protected. The service manager shall be capable of managing a multi-	U 131		

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

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U 131	Continued From page 1 disciplinary staff to provide services specified in the service agreements. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that the service manager was responsible for the day-to-day operation of the residential care apartment complex (RCAC). There was no evidence that the provider complied with special orders that were issued by the Department with Statement of Deficiency (SOD) 78WP15 on 10/23/2025. This is a repeat deficiency. See SOD 78WP14, dated 12/19/2024. Findings include: On 01/15/2026, Surveyor reviewed Department records for the provider. Surveyor reviewed the Notice and Letter order that was issued with SOD 78WP15 on 10/23/2025. Within the Notice and Letter order, the following special orders were detailed: "Based on the results of the Department's inspection, and monitoring visit, and pursuant to Wis. Stat. § 50.034(2)(e), EFFECTIVE UPON RECEIPT OF THIS NOTICE and ORDER, the Department of Health Services HEREBY ORDERS that Prairie Ridge Assisted Living: "1. Pursuant to Wis. Admin. Code §§ DHS 89.56(3)(a) and (3)(c)., effective immediately, the operator shall comply with the requirements	U 131		

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U 131	Continued From page 2	U 131		

specified by Wis. Admin. Code § DHS 89.27 and ensure the operator and each tenant enter into a mutually agreed-upon written service agreement based on a comprehensive assessment. The operator shall develop and implement corrective measures to address the deficiency issued under Wis. Admin. Code § DHS 89.27(3)(c) in Statement of Deficiency 78WP15.

"The operator's corrective measures, at a minimum, shall include the following:

"WITHIN 7 DAYS of receipt of this notice, the operator shall provider Tenant 4, Tenant 6, and Tenant 7, their legal representatives, and case managers (if any) with a copy of Statement of development 78WP15 and a copy of this Notice and Order letter. The operator shall retain evidence, acceptable to the department, to verify compliance with this Order. Acceptable documentation will be a signed, certified mail receipt or a verification letter or email from each tenant, their legal representative, and case manager. Required evidence will be made available to the department representatives upon request.

"WITHIN 45 DAYS of receipt of this notice, the operator shall develop and implement a written procedure to ensure:

"- Each tenant has a mutually agreed-upon written service agreement consistent with the comprehensive assessment under s. DHS 89.26.

"- The service agreement contents are consistent with Wis. Admin. Code §§ DHS 89.27(2) and (3) and are presented in a language and a format that make it possible for the tenants to readily identify the type, amount, frequency and cost of

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U 131	Continued From page 3	U 131		

services they receive, the qualifications of the staff providing those services and whether the services are provided directly by the facility or by a subcontract.

"- The initial service agreement and any renewals of the service agreement shall be dated and signed by a representative of the facility; by the tenant or by the tenant's guardian, if any, and all other persons with legal authority to make health care or financial decisions for the tenant; and by the county for a tenant whose services are funded. The operator shall provide a copy of the service agreement to all parties who signed the agreement.

"- The service agreement shall be reviewed when there is a change in the comprehensive assessment or at the request of the facility or at the request or on behalf of the tenant and shall be updated as mutually agreed to by all parties to the agreement.

"ADDITIONALLY, the operator shall provide training for all managers, and service providers (as appropriate) on the procedure required by Order #1. Training will be documented in personnel records and will include the date/duration of training, the signature/qualifications of the instructor, and an outline of course content."

On 01/15/2026, at approximately 1:45 p.m., Surveyor requested from Administrator T all evidence of the provider's compliance with the special orders issued with SOD 78WP15. Administrator T confirmed the SOD had been issued prior to his/her employment with the provider and so s/he would have to look for any existing records.

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U 131	Continued From page 4 Nothing further was provided. At approximately 2:52 p.m., Surveyor interviewed Administrator T to inquire the status of the earlier records request. Chief Operating Officer K was in the room and took place in the interview. Chief Operating Officer K reported that the provider's former administrator and manager were the staff who would have been responsible for following through on the special orders from SOD 78WP15 and that neither were currently employed by the provider. Chief Operating Officer K reported s/he knew they had received the SOD but could not confirm if they carried out the special orders. Chief Operating Officer K confirmed there was no evidence of the provider's compliance with the special orders from SOD 78WP15. Cross Reference: U0185 DHS 89.27(3)(c) Service Agreement	U 131		
{U 185}	89.27(3)(c) Service Agreement (3) OTHER SPECIFICATIONS (c) The service agreement shall be presented in language and a format that make it possible for tenants to readily identify the type, amount, frequency and cost of services they receive, the qualifications of the staff providing those services and whether the services are provided directly by the facility or by subcontract. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that the service agreements for 4 of 4 tenants reviewed were presented in language and a format that made it possible for them to readily identify the type,	{U 185}		

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{U 185}	Continued From page 5 amount, frequency, and cost of services they received. This is a repeat deficiency. See Statement of Deficiency (SOD) 78WP15, dated 09/12/2025. Findings include: Example 1 - Tenant 4 On 01/15/2026, at approximately 10:30 a.m., Surveyor interviewed Caregiver G regarding the needs of Tenant 4. Caregiver G reported that Tenant 4 was considered "full assistance" and required staff assistance for nearly all cares - including toileting (mostly for cueing), dressing, showering, and medication administration. Caregiver G reported that Tenant 4 was on hospice and that hospice staff typically assisted Tenant 4 with showers but if they only did 1 for the week or if an unanticipated need arose, the provider's staff would provide Tenant 4 with a shower. Caregiver G reported that Tenant 4 required staff to check his/her blood sugars four times daily and administer his/her insulin four times daily. Caregiver G reported that staff administered all of Tenant 4's medications. At approximately 11:00 a.m., Surveyor requested from Administrator T the most recent assessment and service agreement for Tenant 4, as well as any assessments and service agreement updates completed for him/her since the provider's last survey on 09/12/2025, during which his/her records were reviewed (See SOD 78WP15, dated 09/12/2025). At approximately 1:15 p.m., Administrator T provided Surveyor an assessment for Tenant 4, dated 12/17/2025, and a service agreement	{U 185}		

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{U 185}	Continued From page 6	{U 185}		

dated 04/14/2023. While reviewing the records, Surveyor interviewed Administrator T. Administrator T reported that a lot of focus from the provider's staff had been on addressing outstanding regulatory deficiencies at the provider's community-based residential facility (CBRF), attached to the RCAC, and so s/he believed the same regulatory issue with tenant service agreements persisted since the last survey. Administrator T reported that there had been discussions for the best way to establish service charges for the services tenants received - including implementation of a point system versus a tiered system to correlate with charges - but the provider hadn't yet decided a method to use.

In reviewing the assessment provided, Surveyor observed that different numerical values were assigned to different assistant levels for each identified self-care task. Tenant 4's "Points Summary" was identified as 25 total points but his/her "Level of Care" was identified as "None Assigned."

Surveyor reviewed the service agreement provided for Tenant 4, titled "Admission Agreement" which was dated 04/14/2023. Of note, this was the same service agreement, unchanged, identified in the previous survey's citation for "U0185 89.27(3)(c) Service Agreement" (See SOD 78WP15, dated 09/12/2025). The agreement identified that Tenant 4's "fees for service" were $65.57 per day or $2,000 for a 30-day month. There was no information within the agreement identifying any charges for individual services Tenant 4 was receiving.

As part of the same interview above,

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{U 185}	Continued From page 7 Administrator T confirmed that the service agreement for Tenant 4 had been unchanged since the last survey. Example 2 - Tenant 6 On 01/15/2026, at approximately 10:30 a.m., Surveyor interviewed Caregiver G regarding the needs of Tenant 6. Caregiver G reported that Tenant 6 was completely independent with all self-care tasks and self-administered his/her medications. Caregiver G reported that the services Tenant 6 received included meal preparation and laundry. At approximately 1:15 p.m., Administrator T provided Surveyor an assessment for Tenant 6, dated 12/17/2025, and a service agreement dated 04/14/2023. While reviewing the records, Surveyor interviewed Administrator T. Administrator T reported that a lot of focus from the provider's staff had been on addressing outstanding regulatory deficiencies at the provider's community-based residential facility (CBRF), attached to the RCAC, and so s/he believed the same regulatory issue with tenant service agreements persisted since the last survey. Administrator T reported that there had been discussions for the best way to establish service charges for the services tenants received - including implementation of a point system versus a tiered system to correlate with charges - but the provider hadn't yet decided a method to use. In reviewing the assessment provided, Surveyor observed that different numerical values were assigned to different assistant levels for each identified self-care task. Tenant 6's "Points Summary" was identified as 0 total points but	{U 185}		

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{U 185}	Continued From page 8	{U 185}		

his/her "Level of Care" was identified as "None Assigned."

Surveyor reviewed the service agreement provided for Tenant 6, titled "Admission Agreement" which was dated 04/14/2023. The agreement identified that Tenant 6's "fees for service" were $150.82 per day or $4,600 for a 30-day month. There was no information within the agreement identifying any charges for individual services Tenant 4 was receiving or how his/her fee was determined.

Example 3 - Tenant 7

On 01/15/2026, at approximately 10:15 a.m., Surveyor interviewed Tenant 7. Tenant 7 reported that s/he was independent with all self-care tasks. Tenant 7 reported s/he received staff assistance for medication management and meal preparation.

At approximately 10:30 a.m., Surveyor interviewed Caregiver G regarding the needs of Tenant 7. Caregiver G corroborated Tenant 7's report and reported that Tenant 7 was independent with all self-care tasks. Caregiver G confirmed that staff administered all of Tenant 7's medications. Caregiver G reported that it was required for staff to check Tenant 7's blood pressure every morning due to a couple of medications s/he took which had administration parameters in place for certain blood pressure values.

At approximately 11:00 a.m., Surveyor requested from Administrator T the most recent assessment and service agreement for Tenant 7, as well as any assessments and service agreement updates completed for him/her since the provider's last

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survey on 09/12/2025 during which his/her records were reviewed (See SOD 78WP15, dated 09/12/2025).

At approximately 1:15 p.m., Administrator T provided Surveyor an assessment for Tenant 7, dated 12/17/2025, and a service agreement dated 07/10/2025. While reviewing the records, Surveyor interviewed Administrator T. Administrator T reported that a lot of focus from the provider's staff had been on addressing outstanding regulatory deficiencies at the provider's community-based residential facility (CBRF), attached to the RCAC, and so s/he believed the same regulatory issue with tenant service agreements persisted since the last survey. Administrator T reported that there had been discussions for the best way to establish service charges for the services tenants received - including implementation of a point system versus a tiered system to correlate with charges - but the provider hadn't yet decided a method to use.

In reviewing the assessment provided, Surveyor observed that different numerical values were assigned to different assistant levels for each identified self-care task. Tenant 7's "Points Summary" was identified as 3 total points but his/her "Level of Care" was identified as "None Assigned."

Surveyor reviewed Tenant 7's "Residency Agreement" which was dated 07/10/2025. Of note, this was the same service agreement, unchanged, identified in the previous survey's citation for "U0185 89.27(3)(c) Service Agreement" (See SOD 78WP15, dated 09/12/2025). Page 2 of the agreement documented that Tenant 7's "Total Monthly

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Charge (determined by an assessment)" was $5,300. Within the agreement, Surveyor observed the following:

- "...Prior to admission, You will receive an evaluation / assessment by Community staff and the staff will develop a service plan for you based upon this evaluation. Upon admission, You will be reassessed by Community staff and the staff will develop a service plan upon this assessment within thirty (30) days of your admission..." (Page 3)

- "Level of Care Fee. Based upon the Community staff's initial assessment of You, You agree to pay to the Community a Level of Care during the term of your residency...Your level of care rate is added into the monthly room and board rate to determine a total monthly rate..." (Page 3)

- "Assistance with Activities of Daily Living. As part of your Level of Care Fee, the Community's staff will provide assistance or supervision to You with dressing, grooming, bathing and other activities of daily living as needed, to the extent allowed by applicable state law and as set forth in Exhibit C ('Resident Service Plan Addendum - Supplies and Services Covered in the Resident's Level of Care Fee'), which is attached to this Agreement and made a part of it (the 'Resident Service Plan'), and which may be amended from time to time..." (Page 3)

- Page 18 contained an overview of exhibits within the agreement. Of note, Exhibit A was identified as, "Supplies and Services Included in the Monthly Service Fee," Exhibit B was identified as, "Schedule of Additional Fees, Amenities and Services," and Exhibit C was identified as, "Care Plan/Level of Care."

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{U 185}	Continued From page 11 - Exhibit A (as referenced above) identified that the "Basic Service Fee" included items such as three daily meals, toilet paper, activity programming, building and grounds maintenance, weekly housekeeping, cable, outdoor parking, window coverings, and 24-hour staff. - Exhibit B (as referenced above) identified a list of additional charges that included pricing for items such as monthly storage, bathroom grab bars, light bulb replacement, and monthly wellness monitoring. - Exhibit C (as referenced above) documented the following: "...The services provided in your Individual Service Plan and your Level of Care, which can be adjusted from time to time, will be included in your Monthly Service Fee...You will be notified in advance if the Community changes the service level rates as per the terms of this Agreement." - Page 39 contained the following: "After an assessment with the [registered nurse] or designee, the level of care will be determined. Your monthly service fee will be based on that level of care needed. See our admission agreement for more details." There was no information identifying the fees for the individual services that Tenant 7 was supposed to be receiving in accordance with his/her level of care (referenced as the model of service pricing from Exhibit C). As part of the same interview above, Administrator T confirmed that the service agreement for Tenant 7 had been unchanged since the last survey.	{U 185}		

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{U 185}	Continued From page 12 Example 4 - Tenant 8 On 01/15/2026, at approximately 10:30 a.m., Surveyor interviewed Caregiver G regarding the needs of Tenant 8. Caregiver G reported that Tenant 8 was considered "full assistance" and required staff assistance for some cares - including dressing, showering, and medication administration. Caregiver G reported that Tenant 8 was generally independent with toileting and ambulation within his/her room but received a staff escort to/from meals in the dining area. Caregiver G reported that Tenant 8 was on hospice and that hospice staff typically assisted Tenant 8 with showers but if they only did 1 for the week or if an unanticipated need arose, the provider's staff would provide Tenant 8 with a shower. Caregiver G reported that Tenant 8 did not require any sort of routine or scheduled vitals monitoring other than the baseline standard of weekly vitals, which was in place for all tenants. At approximately 11:00 a.m., Surveyor requested from Administrator T the most recent assessment and service agreement for Tenant 8, as well as any assessments and service agreement updates completed for him/her since the provider's last survey on 09/12/2025 (See SOD 78WP15, dated 09/12/2025). At approximately 1:15 p.m., Administrator T provided Surveyor a service agreement for Tenant 8 dated 02/05/2021. No assessment was provided. While reviewing the record, Surveyor interviewed Administrator T. Administrator T reported that Admissions Coordinator Q had reassessed all tenants on 12/17/2025 after the last survey. Administrator T reported that in looking through all the provider's records, staff	{U 185}		

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PRAIRIE RIDGE ASSISTED LIVING	819 WILCOX STREET WAUPUN, WI 53963

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{U 185}	Continued From page 13 were unable to find the assessment that was completed for Tenant 8 on this date. Administrator T reported s/he spoke with Admissions Coordinator Q who had confirmed s/he did an assessment for Tenant 8 but misplaced the record. Administrator T reported the last assessment on file for Tenant 8 was dated 10/15/2024. Administrator T reported that a lot of focus from the provider's staff had been on addressing outstanding regulatory deficiencies at the provider's community-based residential facility (CBRF), attached to the RCAC, and so s/he believed the same regulatory issue with tenant service agreements persisted since the last survey. Administrator T reported that there had been discussions for the best way to establish service charges for the services tenants received - including implementation of a point system versus a tiered system to correlate with charges - but the provider hadn't yet decided a method to use. Surveyor reviewed the service agreement provided for Tenant 8, titled "Admissions Agreement" which was dated 02/05/2021. The agreement identified that Tenant 8's "fees for service" were $98.36 per day or $3,000 for a 30-day month. There was no information within the agreement identifying any charges for individual services Tenant 8 was receiving. ADDITIONAL INTERVIEW: On 01/15/2026, at approximately 3:00 p.m., Surveyor interviewed Chief Operating Officer K and Administrator T. Both confirmed that since the last survey, there had been meetings and discussions that had taken place for how to determine and implement a service fee system for tenants, but nothing had been put in practice.	{U 185}		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0010669	A. BUILDING: _____ B. WING _____	R 01/15/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PRAIRIE RIDGE ASSISTED LIVING	819 WILCOX STREET WAUPUN, WI 53963

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{U 185}	Continued From page 14 Both confirmed Surveyor's observation that with the current service agreements for the above reviewed tenants there was no way to readily determine the cost of the services they received. Chief Operating Officer K showed Surveyor a blank template for what the provider was planning to implement. From the document, Surveyor observed a section where a "base rate" could be entered as well as a section where fees could be written in for services such as "activities of daily living support," "cognitive support and cuing," and "mobility and transfer assistance," among other services. Chief Operating Officer K confirmed that the details had not yet been determined for how this would be implemented. Cross Reference: U0131 DHS 89.23(4)(b)1 Services	{U 185}		