| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | 590112 | A. BUILDING: _____ B. WING _____ | R-C 05/28/2025 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| WOODWARD LANE | 3142 COUNTY HWY P CHIPPEWA FALLS, WI 54729 |

| (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 |
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| {M 000} | INITIAL COMMENTS<br><br>On 05/22/2025, Surveyor conducted a verification visit at Woodward Lane. Data collection continued through 05/28/2025.<br><br>One deficiency was identified.<br><br>The deficiency was a repeat violation. See SOD 8FG311, dated 05/21/2024.<br><br>Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed.<br><br>Census: 4 | {M 000} | | |
| {M 276} | 88.05(3)(a) Homelike Environment<br><br>An adult family home shall be safe, clean and well-maintained and shall provide a homelike environment.<br><br>This Rule is not met as evidenced by:<br>Based on observation, interview, and record review, the provider did not ensure the home was clean and well-maintained.<br><br>This is a repeat deficiency. See SOD 8FG311, dated 05/21/2024.<br><br>Findings include:<br><br>The provider is licensed to care for 4 residents in the client groups advanced aged, emotionally | {M 276} | | |

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

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| {M 276} | Continued From page 1<br>disturbed/mental illness and developmentally disabled.<br><br>On 05/22/2025, from approximately 3:19 PM to 04:10 PM, Surveyor observed the following:<br><br>Downstairs Family Room<br>-This room had flooded due to a backed up sewer and was currently being remodeled.<br><br>Deck<br>-A couple of boards were popping up, causing a potential trip hazard.<br><br>Laundry Room/Bathroom<br>-The ceiling vent was dusty.<br><br>Hallway<br>-There were multiple areas on the hallway floor where the carpet was wrinkled, causing a potential trip hazard.<br><br>Hallway Bathroom<br>-The ceiling vent was dusty.<br>-There was a hole in the shower ceiling.<br>-The sink cabinet door did not remain shut.<br><br>Double Bedroom/Bathroom<br>-The ceiling vent was dusty.<br>-There was water damage to the bathroom wall.<br>-The bathtub caulk seal had a black substance on it.<br>-The bathroom floor had a layer of grime and dirt.<br>-The patio door had grime along the seal.<br><br>Resident 2's Bedroom<br>-The window screen was not fully in place and there was a gap.<br><br>Resident 3's Bedroom | {M 276} | | |

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| {M 276} | Continued From page 2<br>-The wall furnace was removed from the wall, which was left unfinished, with exposed electrical wires and needing paint.<br>-The floor had light debris.<br>-The wall behind the door had a hole where the doorknob makes contact.<br><br>On 05/22/2025 at 3:08 PM, Surveyor interviewed Maintenance D. Maintenance D stated s/he had started employment approximately 3 weeks ago. Maintenance D stated s/he had recently screwed down the deck boards that were popping up. Surveyor observed Maintenance D switching out the kitchen ceiling light fixtures.<br><br>On 05/22/2025 at 3:10 PM, Surveyor interviewed Caregiver C. Caregiver C stated that if something needed to be fixed in the facility, staff would contact management to put in a work order. Caregiver C stated that usually maintenance addressed work orders within 1 week.<br><br>On 05/22/2025 at 3:22 PM, Surveyor interviewed Program Manager (PM) B. PM B stated residents helped to clean the bathrooms. PM B stated staff helped to clean and monitor resident cleaning tasks. PM B stated Resident 2's bedroom would be remodeled after s/he discharged from the provider. PM B stated Maintenance D oversaw 20 of their facilities by him/herself and had to prioritize work orders. PM B stated they had been without a maintenance staff for a couple months before Maintenance D was hired. PM B stated facility maintenance issues were brought to management. Surveyor requested maintenance work orders by the deadline of Tuesday, 05/27/2025, at 5:00 PM.<br><br>On 05/27/2025 at 4:53 PM, Surveyor received an email from Regional Director (RD) A. The email | {M 276} | | |

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| {M 276} | Continued From page 3<br><br>read, in part, "I did let our maintenance staff go due to [him/her] not completing projects that I believed were completed. We have hired a new maintenance staff, and [s/he] has been very busy getting all the repairs completed at all of our homes. [S/He] was at [the facility] on May 8th and did fix a lot of the deck boards that needed to be repaired. I sent [him/her] back over there today due to [PM B] informing me that there are some other boards that are soft now. Maintenance let me know that [s/he] is completing that repair today and tomorrow. I have also informed [him/her] of the missed maintenance issues with the bathrooms that our previous maintenance staff had stated were completed and [s/he] will be fixing those tomorrow as well. As for the basement area. I had previously told [PM B] to keep it as a storage area as it was not an area of the home that was used often and was prone to water issues. The clients are to only use it for storage and for a tornado refuge area. It was also an issue with clients moving things around and things being placed by the furnace and other areas that shouldn't have things to maintain safety. We cleaned out the basement and removed all the water damaged furniture, carpet and drywall." The email had two maintenance requests attached for repairing the deck and bathrooms. Both were dated 05/24/2024 and requested by PM B. The forms indicated they were sent to maintenance staff on 05/29/2024 originally.<br><br>On 05/28/2025 at 1:30 PM, Surveyor interviewed RD A and PM B. RD A stated the previous maintenance staff was terminated from employment due to not completing tasks correctly and/or not completing tasks at all. RD A stated s/he did not find out this was occurring until approximately the end of March 2025 and was | {M 276} | | |

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| {M 276} | Continued From page 4<br>under the impression all the work had been completed from a previous Statement of Deficiency. RD A stated that while trying to hire a new maintenance staff, s/he tried hiring a contractor to come in and do the work. RD A stated the contractor did not show up to do the work multiple times. RD A stated Maintenance D had been out to the provider the last couple days to complete work and they were trying to prioritize resident safety needs and state compliance work orders first. RD A stated a maintenance tracker was now in use. RD A stated staff were supposed to have a cleaning task list to follow but did not have one. RD A stated this would be corrected so cleaning tasks were not missed. | {M 276} | | |