STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015942	A. BUILDING: _____ B. WING _____	C 07/08/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WILLOWICK CLINTON	306 OGDEN AVE CLINTON, WI 53525

(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
N 000	Initial Comments From 06/17/2025 through 07/08/2025, Surveyor conducted a standard survey and a complaint investigation at Willowick Clinton, a CBRF in Clinton. One deficiency was identified. The complaint was substantiated. Census: 20	N 000		
N 450	83.41(2)(c) Nutrition: menus. Menus. 1. The CBRF shall make reasonable adjustments to the menu for individual resident ' s food likes, habits, customs, conditions and appetites. 2. The CBRF shall prepare weekly written menus and shall make menus available to residents. Deviations from the planned menu shall be documented on the menu. This Rule is not met as evidenced by: Based on observation, record review and interview, the provider did not have deviations from the planned menu documented on the menu. Findings include: On 06/17/2025 at approximately 10:45 a.m., Surveyor conducted a standard survey and a complaint investigation. The complaint alleged that there were concerns with food in the facility. Surveyor observed the June 2025 lunch menu posted on the dining room bulletin board. The posted lunch for on 06/17/2025 was creamed chicken over mashed potatoes, green beans with	N 450		

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

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N 450	Continued From page 1	N 450		

bacon, orange wedges and fruit fluff.

On 06/17/2025 at approximately 11:35 a.m., Surveyor interviewed Cook C. Cook C stated that s/he was just called in that morning to assist with the lunch meal. Cook C stated it was his/her day off. Cook C stated that s/he was making pork chops, baked beans and potato chips. Surveyor asked about the menu change and Cook C stated that s/he does try to keep meals on the menu most of the time. Cook C stated that there was not an update to the menu change on the posted board.

On 06/17/2025, at 12:15 p.m., Surveyor observed lunch. Residents were served pork chops, baked beans, side salad and potato chips. Surveyor asked Caregiver D about the meal being served for lunch. Caregiver D stated that the cook has improved with following the menu. Caregiver D stated that s/he did not know why the meal changed this day. Surveyor observed 5 residents not eating the pork chop.

On 06/17/2025 at 12:35 p.m., Surveyor interviewed Resident 1. Resident 1 said s/he "would have preferred the meal that was posted on the menu for the day." Surveyor asked Resident 1 why s/he did not eat the meat. Resident 1 stated that "most of the time the cook makes the meat taste like leather."

On 06/17/2025 at 12:45 p.m., Surveyor interviewed Resident 2. Resident 2 stated that the cook doesn't really try to make things taste good. Resident 2 stated that sometimes the menu is right, but s/he generally just waits to see what arrives at the table.

On 07/08/2025 at approximately 1:00 p.m.,

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N 450	Continued From page 2 Surveyor discussed concern with Executive Director A and Licensee B of the cook not following the menu. Licensee B stated that the facility had completed a dietary survey with the residents due to the food complaints that last couple of months. Executive Director A stated that the residents were having input in the menu planning during resident council meetings. Executive Director A stated that many residents wanted fried food on the menu daily. Surveyor asked why the cook didn't serve what was on the posted menu for 06/17/2025. Executive Director A stated s/he was unaware of the menu change for 06/17/2025. Executive Director A said that the menu and food were improving and there no complaints in the June resident council meeting.	N 450		