STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017143	A. BUILDING: _____ B. WING _____	R 12/02/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WINDY RIDGE CARE INC HOLLISTER HOUSE	**325 HOLLISTER AVE TOMAH, WI 54660**

(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 On 11/25/2024, Surveyor conducted a verification visit at Windy Ridge Care Inc Hollister House. Data collection continued through 12/02/2024. Two deficiencies were identified. Two of 2 deficiencies were repeat violations. See Statement of Deficiency (SOD) MZB311, dated 10/08/2029, and SOD DZXD11, dated 07/16/2024. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 6	{N 000}		
{N 358}	83.32(3)(n) Rights of Residents: Safe environment In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Safe environment. Live in a safe environment. The CBRF shall safeguard residents from environmental hazards to which it is likely the residents will be exposed, including both conditions that are hazardous to anyone and conditions that are hazardous to the resident because of the residents ' conditions or disabilities. This Rule is not met as evidenced by: Based on observation and interview, the provider did not safeguard residents from environmental hazards to which it was likely the residents would be exposed. The provider's front entrance/exit passageway stairs utilized by residents, visitors, and caregivers, did not include handrails.	{N 358}		

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

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{N 358}	Continued From page 1 This is a repeat deficiency. See Statement of Deficiency (SOD) MZB311, dated 10/08/2029 and SOD DZXD11, dated 07/16/2024. Findings include: The provider is licensed to care for up to 6 residents in the following client groups: developmental disabilities, terminally ill, emotionally disturbed/mental illness, traumatic brain injury, alcohol/drug dependent, correctional clients, and physically disabled. On 11/25/2024, at 1:07 PM, Surveyor observed the provider's front entryway steps leading to the main entrance of the home. There were 5 steps constructed of wooden material. The steps did not include a handrail on either side. At approximately 1:15 PM, Surveyor interviewed House Manager (HM) A. HM A stated they replaced the front and back entrance steps after the last survey was completed. HM A stated the railings were removed over the summer and had not been reinstalled. HM A stated Administrator C planned to replace the railings but had not gotten to it yet. At approximately 1:30 PM, Surveyor interviewed Senior House Manager (SHM) B. SHM B stated they took down the railings immediately after the last survey and planned to replace them. SHM B stated Administrator C planned to replace them but was delayed. At 1:37 PM, Surveyor observed the secondary exit of the home that included 5 wooden steps. The steps did not include a handrail on either side.	{N 358}		

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{N 358}	Continued From page 2 At approximately 1:40 PM, Surveyor interviewed HM A and SHM B. Surveyor shared concerns regarding the lack of handrail on the front and back entrance steps. SHM B stated s/he would be discussing the concerns with Administrator C and the railings would be up by next week. On 12/02/2024, at 10:00 AM, Surveyor interviewed Administrator C by phone. Administrator C stated s/he would be replacing the rails and understood the requirements moving forward.	{N 358}		
{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 correctional agency. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the hot water temperature at fixtures used by residents did not exceed 115 ° Fahrenheit (F). This had the potential to affect all 6 residents. This is a repeat deficiency. See Statement of Deficiency (SOD) DZXD11, dated 07/16/2024. Findings include:	{N 617}		

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{N 617}	Continued From page 3 The provider is licensed to care for up to 6 residents in the following client groups: developmental disability, terminally ill, emotionally disturbed/mental illness, traumatic brain injury, alcohol/drug dependent, correctional clients, and physically disabled. The Bureau of Quality Assurance (BQA) and the Bureau of Assisted Living (BAL) issued, respectively, BQA Memo-98-021 (1998) and DQA publication P-01942 (2017) regarding hot water temperatures. These documents listed hot water temperature thresholds and the harm hot water temperatures can inflict on consumers with physical or psychological conditions that prevent instant recoil from dangerously hot water. This document reaffirms the temperature thresholds listed in BQA Memo-98-021 and DQA P-01942. Exposure to hot water is a potential environmental danger for clients. Elderly clients and clients with mental and physical disabilities may have neurological conditions that prevent instant recoil from hot water. Because these individuals do not instantly react to dangerous temperature levels, they are at particular risk for injury. Hot water can cause scalding, e.g., second and third degree burns in which the skin blisters and swells. In such instances, skin does not return to normal and forms scar tissue upon healing. These burns may lead to permanent disability. (DQA publication P-01942, Hot Water Temperatures in Adult Family Homes, 08/2017). On 11/25/2024, at approximately 1:25 PM, Surveyor tested the temperature of the water at the sink in the kitchen. The water temperature was 132 degrees Fahrenheit. Surveyor then checked the downstairs resident bathroom and	{N 617}		

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{N 617}	Continued From page 4 the upstairs resident bathroom. The downstairs bathroom hot water was 133 degrees Fahrenheit. The temperature of the hot water in the upstairs bathroom was 131 degrees Fahrenheit. At approximately 1:30 PM, Surveyor interviewed Senior House Manager (SHM) B. SHM B stated Administrator C turned down the water heater after the last survey and s/he did not know why the water was still running hot. SHM B stated the provider turned on the furnaces and that could have something to do with it. SHM B called Administrator C on the phone to inform him/her of the hot water readings. After the phone call ended with Administrator C, SHM B stated they would likely be replacing the whole water heater. On 12/02/2024, at 10:00 AM, Surveyor interviewed Administrator C by phone. Administrator C stated s/he had turned down the water heater temperature and was able to maintain temperatures until they spiked back up again. Administrator C stated s/he consulted with a plumber and the provider would be installing mixing valves at all water features in the building.	{N 617}		