STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017574	A. BUILDING: _____ B. WING _____	R-C 04/02/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BRIGHT CARE	9035 N 97TH ST MILWAUKEE, WI 53224

(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 04/02/2025, Surveyor completed a verification visit and a complaint investigation at Bright Care. Statement of Deficiency FQ9915 was corrected. Two new deficiencies were identified. One complaint was substantiated. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee will be assessed. Census: 23	{N 000}		
N 447	83.41(1)(c) Dishwashing Dishwashing. 1. Whether washed by hand or mechanical means, all equipment and utensils shall be cleaned using separate steps for pre-washing, washing, rinsing and sanitizing. Residential dishwashers may be used in kitchens serving 20 or fewer residents. Kitchens serving 21 or more residents shall have a commercial type dishwasher for washing and sanitizing equipment and utensils in accordance with standard practices described in the Wisconsin food code. 2. A 3-compartment sink for washing, rinsing and sanitizing utensils, with drain boards at each end is required for all large facilities with a central kitchen. Washing, rinsing and sanitizing procedures shall be in accordance with standard practices described in the Wisconsin food code. In addition, a single compartment sink or overhead spray wash located adjacent to the soiled drain board is required for pre-washing. This Rule is not met as evidenced by: Based on interview, observation and record review, the provider did not ensure washing, rinsing and sanitizing procedures were in	N 447		

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

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N 447	Continued From page 1 accordance with standard practices described in the Wisconsin food code. The water temperature from the warewashing 3-compartment sink faucet measured 46.8° Fahrenheit (F). Findings include: On 03/14/2025, the Department received a complaint alleging the kitchen in the community based residential facility (CBRF) did not have hot water. The facility was licensed as a CBRF class CNA non-ambulatory, serving up to 28 residents, in the client groups developmentally disabled, irreversible dementia/Alzheimer's, advanced age, physically disabled, and emotionally disturbed/mental illness. On 04/01/2025, at 9:12 AM Surveyor toured the kitchen with Chef AA. Surveyor interviewed Chef AA and the following was reported: - The kitchen did not have hot water available for approximately 2 months. - Chef AA was informed the water heater that served the kitchen area was broken. - S/He used water from the coffee maker to wash dishes. Surveyor tested the water temperature from the warewashing faucet in the kitchen, and it read 46.8° F. Surveyor observed the facility used Sunburst Sentinel Sanitizer for the manual warewashing. On 04/01/2025, at approximately 1:30 PM, Surveyor interviewed Director of Operations A and the following was reported: - The water heater which serviced the kitchen area needed replacing. - There was no hot water available within the	N 447		

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N 447	Continued From page 2	N 447		

kitchen.
- The sanitizer used in the dishwashing process was used to wash all dishes which required manual washing.
- Quotes for a replacement water heater were being obtained.
Director of Operations A stated, "this is an industrial kitchen; it's not quick or easy or cheap to fix."

Surveyor reviewed the label and description of the Sunburst Sentinel Sanitizer which stated the following:
" . . . Highly effective quaternary ammonium chloride sanitizer. . . . An effective multi-purpose no-rinse sanitizer when used at 1 oz per 20 gallons of warm water. . . . "

The Wisconsin Food Code stated the following:

" . . . 4-501.19 Manual Warewashing Equipment, Wash Solution Temperature. The temperature of the wash solution in manual wearwashing equipment shall be maintained at not less than 43°C (110°F) or the temperature specified on the cleaning agent manufacturer's label instructions. . . . 4-501.114 Manual and Mechanical Warewashing Equipment, Chemical Sanitization - Temperature, pH, Concentration, and Hardness. A chemical sanitizer used in a sanitizing solution for a manual or mechanical operation at contact times specified under 4-703.11 (C) shall meet the criteria specified in § 7- 204.11 sanitizers, Criteria, shall be used in accordance with the EPA-registered label use instructions, and shall be used as follows: . . .
(C) A quaternary ammonium compound solution shall:
(1) Have a minimum temperature of 24°C (75°F), . . . " (Source: Wisconsin Food Code, Published

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N 447	Continued From page 3 under s. 35.93, Wis. States., by the Legislative Reference Bureau, Agriculture, Trade and Consumer Protection ATCP 75 Appendix, https://docs.legis.wisconsin.gov/code/admin_code/atcp/055/75_.pdf (retrieval date - April 1, 2025).) On 04/02/2025, at 4:00 PM, Surveyor interviewed Director of Operations A and the following was reported: - Chef AA utilized the sanitizer to manually wash pots and pans and other larger items which did not fit into the dishwasher. - S/He was unaware the sanitizer the facility was using required a specific water temperature to effectively sanitize equipment. - The leak in the water heater was discovered by Maintenance Manager Z on 02/12/2025, and s/he preemptively shut down the water heater. - Following Surveyor's on-site visit on 04/01/2025, Director of Operations continued searching for a new water heater and contractor to install it. Cross Reference: 83.45(1)(e) - Electrical, Mechanical, Water Supply	N 447		
N 496	83.45(1)(e) Electrical, mechanical, water supply Systems. The CBRF shall maintain all electrical, mechanical, water supply, plumbing, fire protection and sewage disposal systems in a safe and functioning condition. This Rule is not met as evidenced by: Based on observation and interview the provider did not ensure the water supply system was maintained in a safe and functioning condition. The facility's hot water heater which serviced the kitchen area was not functioning for	N 496		

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N 496	Continued From page 4 approximately 48 days. Findings include: On 03/14/2025, the Department received a complaint alleging the kitchen in the community based residential facility (CBRF) did not have hot water. The facility was licensed as a CBRF class CNA non-ambulatory, serving up to 28 residents, in the client groups developmentally disabled, irreversible dementia/Alzheimer's, advanced age, physically disabled, and emotionally disturbed/mental illness. On 04/01/2025, at 9:12 AM Surveyor toured the kitchen with Chef AA. Surveyor interviewed Chef AA and the following was reported: - The kitchen did not have hot water available for approximately 2 months. - Chef AA was informed the water heater that served the kitchen area was broken. - S/He used water from the coffee maker to wash dishes. Surveyor tested the water temperature from the hand-washing faucet in the kitchen, and it read 57.2° Fahrenheit (F). Surveyor tested the water temperature from the warewashing faucet in the kitchen, and it read 46.8°F. On 04/01/2025, at approximately 1:30 PM, Surveyor interviewed Director of Operations A and the following was reported: - The water heater which serviced the kitchen area needed replacing. - When the water heater broke, Maintenance Manager Z "shut it down." - There was no hot water available within the kitchen.	N 496		

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N 496	Continued From page 5 - Kitchen staff were advised to utilize gloves for food preparation. - Kitchen staff were advised to use nearby bathroom sink(s) to wash their hands. - The sanitizer used in the dishwashing process was used to wash all dishes which required manual washing. - Quotes for a replacement water heater were being obtained. Director of Operations A stated, "this is an industrial kitchen; it's not quick or easy or cheap to fix." On 04/02/2025, at 4:00 PM, Surveyor interviewed Director of Operations A and the following was reported: - The leak in the water heater was discovered by Maintenance Manager Z on 02/12/2025, and s/he preemptively shut down the water heater. - Following Surveyor's on-site visit on 04/01/2025, Director of Operations continued searching for a new water heater and contractor to install it. Cross Reference: 83.41(1)(c) - Dishwashing	N 496		