STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015957	A. BUILDING: _____ B. WING _____	01/22/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WATERFORD AT WISCONSIN RAPIDS (THE)	491 25TH ST N WISCONSIN RAPIDS, WI 54494

(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 01/21/2026 with information gathered through 01/22/2026, Surveyor conducted a standard survey at The Waterford at Wisconsin Rapids, a Community-Based Residential Facility (CBRF) in Wisconsin Rapids, WI. One deficiency identified. Census: 39	N 000		
N 243	83.21(1)-(3) All employee training. The CBRF shall provide, obtain or otherwise ensure adequate training for all employees in all of the following: Resident rights. Training shall include general rights of residents including rights as specified under s. DHS 83.32(3). Training shall be provided as applicable under ss. 50.09 and 51.61 and chs. 54, 55, and 304, Stats., and ch. DHS 94, depending on the legal status of the resident or service the resident is receiving. Specific training topics shall include house rules, coercion, retaliation, confidentiality, restraints, self-determination, and the CBRF ' s complaint and grievance procedures. Residents ' rights training shall be completed within 90 days after starting employment. Client Group. Training shall be specific to the client group served and shall include the physical, social and mental health needs of the client group. Specific training topics shall include, as applicable: characteristics of the client group served, activities, safety risks, environmental considerations, disease processes, communication skills, nutritional needs, and vocational abilities. Client group specific training shall be completed within 90 days after starting employment.	N 243		

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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WATERFORD AT WISCONSIN RAPIDS (THE)	491 25TH ST N WISCONSIN RAPIDS, WI 54494

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N 243	Continued From page 1 Client Group. In a CBRF serving more than one client group, employees shall receive training for each client group. Recognizing, preventing, managing, and responding to challenging behaviors. Specific training topics shall include, as applicable: elopement, aggressive behaviors, destruction of property, suicide prevention, self-injurious behavior, resident supervision, and changes in condition. Challenging behaviors training shall be completed within 90 days after starting employment. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 1 of 2 employees reviewed (Caregiver B) obtained all training as required within 90 days after starting employment. Caregiver B did not have training in recognizing, preventing, managing and responding to challenging behaviors within 90 days after starting employment. Findings include: The facility was licensed on 02/01/2017, to serve clients with irreversible dementia/Alzheimer's, terminally ill, physically disabled and advanced aged. On 01/21/2026, at approximately 1:00 PM, Surveyor conducted a review of employee records to verify compliance with all employee training requirements. Surveyor identified the	N 243		

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	0015957	A. BUILDING: _____ B. WING _____	01/22/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WATERFORD AT WISCONSIN RAPIDS (THE)	**491 25TH ST N WISCONSIN RAPIDS, WI 54494**

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N 243	Continued From page 2 following: -Caregiver B was hired on 08/14/2024. There was no evidence Caregiver B received training in recognizing, preventing, managing and responding to challenging behaviors. On 01/21/2026, at approximately 4:26 PM, Executive Director A stated Caregiver B had training in recognizing, preventing, managing and responding to challenging behaviors on 11/20/2025. Surveyor stated Caregiver B would had needed the training within 90 days of hire and it looked like the training on 11/20/2025 was continuing education for calendar year 2025. Surveyor requested to send the training completed within 90 days of hire by 01/22/2026 no later than 4:00 PM. As of 01/22/2026, Surveyor did not receive any additional information.	N 243		