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	0018588	A. BUILDING: _____ B. WING _____	C 05/22/2024

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U 000	INITIAL COMMENTS An abbreviated survey and investigation of 3 complaints was conducted on 05/15/2024 with information gathered through 05/22/2024 at Island Shores RCAC. As a result of this survey 2 of 3 complaints were substantiated with 2 deficiencies identified. Census: 53 Assisted Living Tenants	U 000		
U 110	89.22(3) BUILDING REQUIREMENTS ACCESSIBILITY OF PUBLIC AND COMMON USE AREAS. All public and common use areas of a residential care apartment complex shall be accessible to and useable by tenants who use a wheel-chair or other mobility aid consistent with the accessibility standards contained in ch. Comm 69, Barrier-Free Design. All areas for tenant use within the facility shall be accessible from indoors. This Rule is not met as evidenced by: Based on observation, record review and interview, the provider did not ensure tenants who used a wheelchair or other mobility aids had access to public and common use areas from indoors. The facility has 2 elevators, one on the original (East) side of the building and one on the expansion (West) side of the building. On 04/16/2024, the elevator on the expansion side stopped working. During a survey visit on 05/15/2024, the expansion side elevator was "Out	U 110		

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

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of Order" and had not been working for 30 days. Tenants who resided on the second, third and fourth floor on the expansion side and used a wheelchair for mobility, or relied on mobility aids were unable to access the public and common use areas.

Findings include:

On 04/29/2024 and 05/20/2024, the department received concerns regarding the facility's elevator not working.

On 05/15/2024 at 8:30 AM, Surveyor toured the facility with Executive Director A. The first floor of the building contained the main dining room area, activity area, a library, staff offices, a mail center and concierge desk. The building had 2 elevators, one located on the original side (East Side) and one located on the expansion side (West Side). The original side had 3 floors and a working elevator that reached all three floors. The expansion side had four floors and an elevator that was not working. Surveyor observed a sign over the expansion side elevator buttons on all four floors indicating "Out of Order." Surveyor noted the original side elevator did not reach the second, third and fourth floors on the expansion side. The only way tenants could access and use the public and common areas located on the first floor was to walk up and down multiple stairs. Eleven out of 22 tenants located on the second, third and fourth floor on the expansion side required the use of a wheelchair or scooter for mobility.

During an interview with Surveyors on 05/15/2024 at approximately 9:30 AM, Executive Director A indicated the original side of the building had a working elevator that went to all three floors.

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U 110	Continued From page 2 Executive Director A verified tenants residing on the original side were not affected and could access and use all public and common areas. Executive Director A went on to say the expansion side had four floors, with an elevator that has not been working since 04/16/2024. Executive Director A verified there were multiple steps in difference between the second, third and fourth floors to get from the expansion side to the original side and to the working elevator. Executive Director A said tenants cannot access the expansion side from the original side elevator on these floors without going up or down stairs. In addition, Executive Director A confirmed the original side elevator did not reach the second, third and fourth floors in the expansion side, and the only access would be the stairs. Executive Director A indicated, activity rooms were set up on the second, third and fourth floors on the expansion side and meals were being delivered to tenant rooms. Executive Director A went on to say, "I'm in constant communication with tenants and their families regarding the expansion side elevator not working...I've been sending emails to families and communicating with tenants through written letters." On 05/15/2024, Surveyors reviewed the written letters sent to tenants and families from Executive Director A regarding the expansion side elevator. The letters revealed the following: *04/26/2024- "I have some disappointing news. The parts that were ordered for our West (Expansion) Side elevator have been canceled by the vender for reasons we are still investigating...I have our Elevator Contractor updating the Building Inspector as well as including [him/her] in all emails and correspondence as it relates to timelines of repair and completion. In the	U 110		

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meantime, we don't want tenants to cancel doctor appointments. [Maintenance Director E] will be using the elevator key to force the elevator to move from floor to floor for emergencies. We will still be having BINGO, and other activities, on the expansion side and utilizing the designated "Activity Rooms"...Also, regarding dining, if you want something other than the feature, please call dining early, before they start delivering meals..."

*04/29/2024- "RE: Expansion Side Elevator Update- The Elevator Repair Tech arrived this morning and completed an evaluation to replace the obsolete door on the west side elevator. We are waiting for a quote on the material needed for this project and I will update you on the timeline and next steps as soon as we have the information...Expansion Elevator will be bringing tenants to the Dining starting tomorrow, Tuesday, April 30, 2024, for LUNCH ONLY. We can only do this on weekdays. Weekends meals will continue to be delivered to rooms. [Maintenance Director E] will oversee the operation of the elevators and help tenants from the upper floors to 1st floors and back. Elevator will be running for lunch at the following times: To Lunch at: 11:30 AM and 11:45 AM, To Apartments at: 1:00 PM and 1:15 PM."

*05/03/2024- "RE: Expansion Side Elevator Update- I received an update regarding the expansion side (west) elevator. The parts are being assembled today, and then shipped out. I don't have a timeline of repair, until I receive the shipping tracking number. When the parts are delivered, our elevator contractor explained that it can take up to 2 days to install. We will continue to have Expansion Activities that will be held in Units 2211, 3315, 4403...We will be running the

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expansion elevator for doctor appointments during the week. Expansion Elevator will be bringing residents to the Dining on Weekdays for LUNCH ONLY. On the weekends, meals will continue to be delivered to rooms. [Maintenance Director E] will oversee the operation of the elevators and help residents from the upper floors to 1st floors and back. Elevator will be running for lunch at the following times (Monday-Friday): To Lunch at: 11:30 AM and 11:45 AM, Back To Apartments at: 1:00 PM and 1:15 PM."

*05/10/2024- "I have some disappointing news. Today while our elevator contractor was re-wiring and installing the transformer they ran into an obstacle that may not be resolved until next week. (Expansion) Elevators are not operational. I don't have any other concrete information other than that. Tenants residing on the west side (Expansion) will be able to have their meals and guest meals delivered to tenants' rooms at no additional charge. The Dining Room will be opened, however, we will not be able to use the fire key to operate the elevator as we have in the past, for noon meals. Servers will continue to do their best to deliver meals. Tenants and their guests on the East side (Original) will be able to come to the Dining Room...I am deeply sorry to deliver this news and I will keep you informed."

*05/13/2024- "I wanted to give you an update on the elevator. On Friday, we had to order a part for our elevator. It is being shipped by FED EX. I do have a tracking number and I am watching it closely. If the part arrives tomorrow, we will have our elevator contractor ready to install the part. I will keep you posted..."

On 05/15/2024 at 11:20 AM, Surveyor interviewed Tenant 3 who lives on the second floor in the

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expansion side. Tenant 3 stated, "I've been stuck in my room for five weeks. I can't go anywhere because the elevator is broken. I can't get down to the first floor or leave when I want because I'm unable to walk up and down the stairs...I fell in my bathroom last month and now I have really bad back pain from the fall." Tenant 3 went on to say s/he has been receiving letters from the facility regularly, with updates regarding the broken elevator, but the letters have indicated constant delays in getting the expansion side elevator working. Tenant 3 then stated, "My family has helped me find a different place to live and I will be moving out at the end of this month." A review of Tenant 3's record showed admission to the facility on 12/27/2022 with diagnoses of Parkinson's disease and congestive heart failure. The Service Plan for Tenant 3, dated 05/15/2024 indicated s/he's was at risk for falls, walks with a 4 wheeled walker, and was a one-assist standby with all transfers.

On 05/15/2024 at 12:30 PM, Surveyor observed Tenant 5 on the second floor on the expansion side sitting in a chair near the elevator. Tenant 5 indicated s/he lives on the expansion side on the second floor and has been inconvenienced by the elevator not working. Tenant 5 reported s/he has difficulty walking and can not easily navigate the stairs to go outside or to the first floor.

On 05/21/2024 at 3:20 PM, Surveyor spoke with Family Member C. Family Member C stated, "The elevator has been out for six weeks. [Tenant 3] has Parkinson's and cannot walk up and down the stairs. This has made [Tenant 3] house bound 100% of the time and [s/he] needs to move. [Tenant 3] is unable to go down to the first floor to socialize and play bridge with all the bridge players. [Tenant 3] typically goes down to

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the first-floor dining room for lunch and dinner to interact with [her/his] table mates and socialize but is unable to. [Tenant 3] has been eating all meals in [her/his] room." Family Member C indicated, [Tenant 3] had plans to leave the building and go out for brunch on Mother's Day but was unable to attend because [s/he] couldn't get out of the building to go. Family Member C went on to say, "[Tenant 3] would leave the building a regular basis to visit family and have Sunday night dinners with family, but [s/he] has not been able to do this for almost six weeks. [Tenant 3] has been receiving elevator updates frequently from the facility, but all the updates have been saying the elevator is not fixed and they continue to run into issues. [Tenant 3] told me [s/he] just wants to cry when [s/he] receives these updates...As a result of the broken elevator [Tenant 3] is moving out."

On 05/22/2024 at 3:10 PM, Surveyor interviewed Family Member D. Family Member D indicated, Tenant 5 and 6 live on the 4th floor on the expansion side, and the elevator has been out for approximately a month. Family Member D stated, "[Tenant 5] is unsteady, unable to go up and down the stairs, and has had several health emergencies requiring appointments, and hospitalization. [Tenant 5] is only able to leave the building for emergencies and [s/he] is very weak and ill. Facility staff went as far as to carry [him/her] down a flight of stairs with two staff, which is not a safe option considering [Tenant 5's] post-surgical state and [his/her] fear of the stairs...[Tenant 6] is also unable to ambulate four flights of stairs, keeping [him/her] isolated." Family Member D went on to say, "The elevator not working has dramatically affected their happiness and ability to come and go anywhere. Their stuck being isolated in their apartment...

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U 110	Continued From page 7 [Tenants 5 and 6] use to go down to the dining room daily and enjoyed sitting and socializing with their group of friends. There's been several times staff forgot to deliver their meals. [Tenants 5 and 6] are becoming more depressed and stressed. There has been no official date on the repair of the elevator, and both [Tenant 5 and 6] will be moving out." On 05/15/2024 at 11:00 AM, Surveyor interviewed Caregiver B. Caregiver B stated, "I know a lot of tenants have voiced concerns and are upset the expansion side elevator is not working." Caregiver B verified the expansion side elevator has not been working for over four weeks. Caregiver B indicated, several tenants who live on the second, third and fourth floor in the expansion side were unable to access the public and common areas located on the first floor because "They're unable to go up and down the stairs." On 05/15/2024 during the exit meeting with Surveyors at approximately 2:30 PM. Executive Director A confirmed the exact date for the elevator to be fixed was unknown indicating it should've been fixed May 10, 2024 and then further problems occurred. Executive Director A further confirmed the fire key for the expansion side elevator was being used to get tenants to medical appointments and the noon meal Monday through Friday until 05/10/2024. Executive Director A said. "On 05/10/2024, I was told the expansion side elevator was not to be used for anything until further notice." Surveyors asked Executive Director A about [Tenant 5] being carried down a flight of stairs. Executive Director A stated, "Yes that is true...Since 05/10/2024, we've been unable to use the expansion side elevator or the fire key for emergencies because	U 110		

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U 110	Continued From page 8 the transformer blew out. On 05/13/2024, staff had to carry [Tenant 5] from the fourth floor down multiple flights of stairs, to get [Tenant 5] to a medical appointment." Executive Director A confirmed tenants residing on the second, third and fourth floor of the expansion side can not get to the dining room located on the first floor, nor all the activities that happen in the first floor activity room including church, tenant funeral services, the library, and/or to sit outside.	U 110		
U 124	89.23(3)(c) SERVICES SERVICE QUALITY. Services to meet both scheduled and unscheduled care needs shall be provided in a timely manner. This Rule is not met as evidenced by: Based on observation, interview and record review, the provider did not respond to a tenant's use of the call pendant system within a timely manner. Tenants utilized the facility's call pendant system for personal services. Staff did not respond to tenants' call pendants timely and tenants had to wait over 25 minutes for assistance with personal cares. Findings include: Tenant 1 During an interview with Surveyor on 05/15/2024 at 11:15 AM, Tenant 1 said there are times the	U 124		

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wait time for a call light to be answered can be up to an hour, especially on weekend NOC (Night of Care). Tenant 1 said s/he occasionally has a bowel accident and calls for help to get cleaned up and has had to wait an hour for staff to get to him/her but couldn't recall the date. Tenant 1 said it often takes about a half hour to get care.

A review of Tenant 1's record showed admission to the facility on 12/23/2022 with diagnoses of deconditioning, functional diarrhea, diabetes mellitus Type 2, and congestive heart failure. The Service Plan for Tenant 1, dated 05/15/2024 indicated s/he's his/her own decision maker, walks with a cane or walker, is assisted with 1 for dressing and showering. The Service Plan for Tenant 1 also indicated "Staff to respond to all pendant/pull cord calls as needed. Caregiver to assist with shaving, brushing hair, washing hands and face and peri care in AM and PM."

A review of the facility's Alarm History from 05/07/2024 through 05/15/2024 verified Tenant 1's concerns of waiting a long time for assistance. The Alarm History for Tenant 1 showed the following wait times for assistance:

*05/09/2024 from 8:51 AM to 9:29 AM (37.48 minutes).
*05/12/2024 from 6:09 PM to 6:34 PM (25.48 minutes).
*05/15/2024 from 10:48 AM to 11:13 AM (25.37 minutes).

Tenant 2

On 05/15/2024 at 11:45 AM Surveyor observed Tenant 2 sitting in a recliner chair in her/his apartment, with a call pedant attached to a string around her/his neck. Surveyor interviewed

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Tenant 2. Tenant 2 indicated s/he has resided in the facility for over 2 years and utilizes her/his call pendent for assistance with personal services. Tenant 2 stated, "I need help going to the bathroom and getting to bed. I can't walk. I need 2 people to transfer me to the toilet and bed with a lift. I mainly use my call pendent to get help to use the bathroom. Many times I've waited over 25 minutes for staff to answer my call. Usually, one staff responds, shuts off my call pendent, and waits for a second staff to help transfer me...So I end up waiting longer than 30 minutes to use the bathroom because 2 staff need to transfer me. I've talk to management about my call pendent concerns but nothing really changes."

A review of Tenant 2's record showed admission to the facility on 12/17/2021 with diagnoses of reduced mobility and disorder of kidney and ureter. The Service Plan for Tenant 2, dated 05/15/2024 indicated, the tenant transfers using a sit to stand lift with 2 caregivers, is escorted via a wheelchair to meals and is assisted with dressing and bathing. The Service Plan for Tenant 2 also indicated "Staff to respond to all pendant/pull cord calls as needed...At risk for falls...keep call pendant, if in use, within reach...Caregiver to assist with shaving, brushing hair, washing hands and face and peri care in AM and PM."

A review of the facility's Alarm History from 05/07/2024 through 05/15/2024 verified Tenant 2's concerns of waiting a long time for assistance. The Alarm History for Tenant 2 showed the following wait times for assistance:

*05/08/2024 from 9:00 PM to 9:28 PM (27.98 minutes).
*05/09/2024 from 6:59 AM to 7:38 AM (39.12

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minutes).
*05/10/2024 from 10:08 AM to 10:33 AM (25.58 minutes).
*05/11/2024 from 6:59 AM to 7:28 PM (29.58 minutes).
*05/12/2024 from 6:59 AM to 7:34 AM (35.60 minutes).
*05/15/2024 from 6:59 AM to 7:29 AM (30.72 minutes).

Tenant 3

On 05/15/2024 at 11:20 AM, Surveyor observed Tenant 3 siting in a recliner chair in her/his apartment, with a call pendant and 4 wheeled walker within reach. Surveyor interviewed Tenant 3. Tenant 3 stated, "I pressed my call button several times this morning around 8 AM to get off the toilet. I was stuck on the toilet for over 30 minutes. By the time staff actually answered my call I already got myself off the toilet, which I shouldn't be doing alone. In 04/2024, I fell backwards onto the bathroom floor getting on and off the toilet without staff assistance and now I have really bad back pain from the fall." Tenant 3 went on to say s/he waits over 30 minutes for staff to assist with personal cares on a "Regular basis." Tenant 3 then stated, "The facility is short on care staff, sometimes it takes up to an hour for staff to come in and get me out of bed."

A review of Tenant 3's record showed admission to the facility on 12/27/2022 with diagnoses of Parkinson's disease and congestive heart failure. The Service Plan for Tenant 3, dated 05/15/2024 indicated s/he's walks with a 4 wheeled walker, is a one-assist standby with all transfers to/from bed, chair and toilet and assisted with 1 for dressing. The Service Plan for Tenant 3 also indicated "Staff to respond to all pendant/pull cord

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calls as needed...At risk for falls...keep call pendant, if in use, within reach. Caregiver to assist with toileting needs and provide proper peri-care."

A review of the facility's Alarm History from 05/07/2024 through 05/15/2024 verified Tenant 3's concerns of waiting a long time for assistance. The Alarm History for Tenant 3 showed the following wait times for assistance:

*05/11/2024 from 8:36 AM to 9:26 AM (50.68 minutes).
*05/15/2024 from 7:31 AM to 8:07 AM (36.2 minutes).

On 05/15/2024, Surveyors reviewed the Alarm History call pendant reports from 05/07/2024 through 05/15/2024. The reports showed 75 occurrences in the 8-day period were tenant call pendant alarms exceeded a wait time of 25 minutes. Additionally, Surveyors noted [Tenant 4] had the longest call pendant alarm wait time of 121.37 minutes.

On 05/15/2024 at 11:00 AM Surveyor interviewed Caregiver B. Caregiver B stated, "I know [Tenant 2] has had to wait almost 2 hours to get out of bed in the morning and that some staff will clear [Tenant 2's] call pendant but don't actually help [her/him]." Caregiver B indicated, the response time to tenant call pendants were getting better, but some tenants were still waiting over 20 minutes for assistance.

On 05/15/2024 at 2:20 PM, Surveyors interviewed Executive Director A. Executive Director A acknowledged the call pendent reports documented multiple occurrences tenants waited over 25 minutes. S/he explained the goal for

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018588	A. BUILDING: _____ B. WING _____	C 05/22/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
ISLAND SHORES	131 E NORTH WATER ST NEENAH, WI 54956

(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
U 124	Continued From page 13 caregiver response time to tenant call pendants was 15 minutes or less. Executive Director A stated s/he reviews tenant call pendent reports often and will adjust the staff level as needed. Surveyors questioned the call pendant response time of 2 hours for [Tenant 4] on 05/11/2024. Executive Director A told Surveyors that sometimes caregivers answer a tenant's call pendant but do not clear the call because they are trying to track hours of service to ensure the facility does not go over the 28 hours per week of supportive, personal and nursing service hours.	U 124		