

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0014232	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/30/2024
NAME OF PROVIDER OR SUPPLIER SERENITY RESIDENTIAL FACILITY 2		STREET ADDRESS, CITY, STATE, ZIP CODE 4747 N 44TH ST MILWAUKEE, WI 53218		
(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
M 000	INITIAL COMMENTS On 05/30/2024, Surveyor completed a standard survey and a complaint investigation at Serenity Residential Facility 2. As a result, 2 deficiencies were identified. The complaint was unsubstantiated. Census: 4	M 000		
M 474	88.07(4)(c) FOOD PREPARED AND STORED SANITARY WAY Food shall be prepared and stored in a sanitary manner. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure food was stored in a sanitary manner. This had the potential to affect 4 of 4 residents (Resident 1, Resident 2, Resident 3, Resident 4). Food was not sealed, not labeled, past the best by date, and/or stored improperly. Findings include: On 05/15/2024, at 2:30 PM, Surveyor toured the kitchen in the home and observed the following: Kitchen Cabinets: - 1 open container of Sweet Baby Rays barbecue sauce, unsealed and labeled, "refrigerate after opening" - 1 jar of peanut butter, best by date of 09/30/2023 - 1 jar of peanut butter, best by date of 06/13/2022 - 1 jar of peanut butter, best by date of	M 474		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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M 474	Continued From page 1 03/31/2024 - 1 open package of Ritz crackers, unsealed, and not labeled with date opened - 1 open package of saltine crackers, unsealed, and not labeled with date opened - 1 open box of Cheez-It crackers, unsealed, and not labeled with date opened - 1 can of whole berry cranberry sauce, best by date of 03/06/2024 - 1 open box of spaghetti noodles, unsealed, and not labeled with date opened - 1 open box of lasagna noodles, unsealed, and not labeled with date opened - 1 open box of Ortega grande taco kit, unsealed, and not labeled with date opened - 1 open box of Jiffy corn muffin mix, unsealed, and not labeled with date opened - 1 open box of Hungry Jack pancake mix, unsealed, and not labeled with date opened - 1 open bag of cheese and garlic croutons, not labeled with date opened - 1 open bottle of syrup, not labeled with date opened - 1 open bag of long grain rice, not labeled with date opened, and best by date of 10/08/2023 - 1 open box of Minute brown rice, unsealed, and not labeled with date opened - 1 open box of Velveeta cheese, unsealed, not labeled with date opened, best by date of 04/22/2024, which appeared discolored and was hardened - 1 open bag of semi-sweet chocolate chips, not labeled with date opened - 1 open bag of Splenda sweetener, not labeled with date opened "For freshness and quality, this item should be consumed within: - Barbeque sauce bottled: 1 year if in the pantry from the date of purchase; 4 months if	M 474		

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M 474	Continued From page 2 refrigerated after opening - Peanut butter: 6-9 months if in the pantry from the date of purchase; 2-3 months if pantry stored after opening; 12 months if refrigerated from the date of purchase; 3-4 months if refrigerated after opening - Crackers: 8 months if in the pantry from the date of purchase; 1 month if pantry stored after opening; 3-4 months if refrigerated after opening; 3-4 months if frozen from the date of purchase - Cranberry sauce: 2 years if in the pantry from the date of purchase; 1-2 weeks if refrigerated after opening; Freezing tips: it is not recommended freezing cranberry sauce, as after thawing, it may become too watery. - Pasta: 2 years if in the pantry from the date of purchase; 1 year if pantry stored after opening - Tortillas corn: 25-45 days if in the pantry from the date of purchase; 60-90 days if refrigerated from the date of purchase - Biscuit or pancake mix: 9 months if in the pantry from the date of purchase - Croutons: 5-6 months if in the pantry from the date of purchase; 5-6 months if refrigerated from the date of purchase; 11-12 months if frozen from the date of purchase - Syrup: 1 year if in the pantry from the date of purchase; 6 months if refrigerated after opening - Rice white or wild: 2 years if in the pantry from the date of purchase; 1 year if pantry stored after opening; 6 months if refrigerated after opening - Pimento cheese packaged: package use-by date if refrigerated from the date of purchase; 4 weeks if refrigerated after opening - Chocolate unsweetened and semi-sweet, solid: 1-2 years if in the pantry from the date of purchase; 1 year if pantry stored after opening - Sugar granulated: indefinitely if in the pantry from the date of purchase; 18-24 months if pantry stored after opening; Pantry tips: sugar never	M 474		

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M 474	Continued From page 3 spoils, but for best quality use within 2 years of opening." (Source: Keep Food Safe, April 26, 2019, https://www.foodsafety.gov/keep-food-safe/foodkeeper-app (retrieval date: June 26, 2024).) Refrigerator: - 1 open bag of honey ham, not labeled with date opened - 1 open bottle of Dijon mustard, not labeled with date opened - 1 open bottle of Welch's grape jelly, not labeled with date opened - 1 open bottle of mayonnaise, not labeled with date opened - 1 open bottle of Ortega taco sauce, not labeled with date opened - 11 containers of crescent rolls, with the following best by dates: (3) 10/24/2023, (2) 12/08/2023, (2) 01/31/2024, (2) 04/12/2024, (2) 04/16/2024 - 1 container of biscuits, best by date of 02/23/2024 - 1 open container of Country Crock vegetable oil spread, not labeled with date opened - 1 open package of flour tortillas, best by date of 03/29/2024, not labeled with date opened - 1 open container of strawberries, which contained a white fuzzy substance consistent with mold - 1 open bag of lettuce, which was brownish in color, unsealed, and not labeled with date opened "For freshness and quality, this item should be consumed within: - Luncheon meat or poultry: 3-5 days after opening - Mustard: 1-2 years if in the pantry from the date of purchase; 1 year if refrigerated after opening; Pantry tips: Refrigeration ensures that commercial sauces and condiments stay fresh for	M 474		

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M 474	Continued From page 4 a longer period of time. Shelf-stable mustard is safe when stored at room temperature after opening. Quality, not safety, is the reason the labels on these products suggest that they be refrigerated after opening. - Jams, jellies, and preserves: 6-12 months if refrigerated after opening - Mayonnaise: 3-6 months if in the pantry from the date of purchase; 2 months if refrigerated after opening - Salsa picante and taco sauces: 1 year if in the pantry from the date of purchase; 1 month if refrigerated after opening - Tube cans of biscuits, rolls, pizza dough, etc.: package use-by date if refrigerated from the date of purchase; not recommended if frozen from the date of purchase - Margarine: 6 months if refrigerated from the date of purchase; 12 months if frozen from the date of purchase - Tortillas flour: 3 months if in the pantry from the date of purchase; 3 months if refrigerated after opening; 6 months if frozen from the date of purchase - Strawberries: 2-3 days if refrigerated from the date of purchase; 8-12 months if frozen from the date of purchase - Bagged greens leaf, spinach, lettuce, etc.: 3-5 days if refrigerated from the date of purchase; 2 days if refrigerated after opening; Refrigeration tips: unopened product will last 3-5 days after date on bag; after opening it will last 2 days; not recommended if frozen from the date of purchase." (Source: Keep Food Safe, April 26, 2019, https://www.foodsafety.gov/keep-food-safe/foodkeeper-app (retrieval date: June 26, 2024).) Freezer: - 1 Ziploc bag which contained a pastry and an	M 474		

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M 474	Continued From page 5 open package of sausage, unlabeled, and not labeled with date opened - 1 Ziploc bag which contained food consistent with chicken breast meat, unlabeled, not labeled with date opened - 1 open bag of crinkle cut French fried potatoes, unsealed, and not labeled with date opened - 1 open bag of beef and bean burritos, not labeled with date opened - 1 open bag of breakfast sausage, not labeled with date opened - 1 open container of vanilla ice cream, not labeled with date opened "Keep certain types of food separate: - In your shopping cart, separate raw meat, poultry, seafood, and eggs from other foods and place packages of raw meat, poultry, and seafood in plastic bags if available. When you check out, place raw meat, poultry, and seafood in separate bags from other foods. - At home, place raw meat, poultry, and seafood in containers or sealed, leakproof plastic bags. Freeze them if you're not planning to use them within a few days." (Source: 4 Steps to Food Safety, September 18, 2023, https://www.foodsafety.gov/keep-food-safe/4-step-s-to-food-safety (retrieval date: June 26, 2024).) "For freshness and quality, this item should be consumed within: - Chicken parts breast halves, boneless: 1-2 days if refrigerated from the date of purchase; 9 months if frozen from the date of purchase - Frozen potato products fries, hashbrowns, tater tots: not recommended if refrigerated from the date of purchase; Refrigeration tips: not recommended to refrigerate after cooking due to decreased quality; 12 months if frozen from the date of purchase; Freezing tips: keep frozen. For safety, cook as directed.	M 474		

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M 474	Continued From page 6 - Frozen entrees prepared meals: not recommended if refrigerated from the date of purchase; Refrigeration tips: not recommended to refrigerate after cooking due to decreased quality; 12 months if frozen from the date of purchase; Freezing tips: keep frozen. For safety, cook as directed. - Sausages precooked: 3-4 days if refrigerated from the date of purchase; Refrigeration tips: recommendation is for storage after cooking; 1-2 months if frozen from the date of purchase; Freezing tips: keep frozen. For safety, cook as directed. - Ice cream: 6 months if frozen from the date of purchase." (Source: Keep Food Safe, April 26, 2019, https://www.foodsafety.gov/keep-food-safe/foodkeeper-app (retrieval date: June 26, 2024).) On 05/15/2024, at approximately 3:00 PM, Surveyor interviewed Licensee A. Surveyor inquired about food items in the freezer which were not labeled and unidentified. Licensee A confirmed the food items listed above. Surveyor inquired what the process was for storing food items. Licensee A reported staff were supposed to be utilizing labels and labeling food items as they were opened. Licensee A reported staff were supposed to be checking dates on items and storing opened, refrigerate after opening items in the refrigerator. Licensee A was throwing food items away as Surveyor was locating them. On 05/30/2024, at 9:00 AM, Surveyor interviewed Licensee A. Licensee A reported following the on-site survey, s/he conducted an in-service training which included food safety, including labeling, and checking for expiration dates.	M 474		

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M 570	Continued From page 7	M 570		
M 570	88.10(3)(I) Safe Physical Environment Individuals, except for correctional residents, have basic rights which they do not lose when they enter an adult family home. A resident shall have a safe environment in which to live. The adult family home shall safeguard residents who cannot fully guard themselves from environmental hazards to which they are likely to be exposed, including conditions which would be hazardous to anyone and conditions which would be or are hazardous to a particular resident because of the resident's condition or disability. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure a safe physical environment for 4 of 4 residents (Resident 1, Resident 2, Resident 3, and Resident 4). The hot water was not kept at a safe temperature and measured 124° Fahrenheit (F), at 1 of 1 faucet tested. The provider did not ensure the clothes dryer vent was constructed of a hard rigid metal for 1 of 1 dryer. Findings include: The adult family home was licensed to serve up to 4 residents in the following client groups: emotionally disturbed/mental illness, traumatic brain injury, irreversible dementia/Alzheimer's, developmentally disabled, physically disabled, and advanced age. Example 1: Water Temperature On 05/15/2024 at 12:27 PM, Surveyor measured the hot water temperature in the bathroom. The	M 570		

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M 570	Continued From page 8 temperature measured 124° F. "Exposure to hot water is a potential environmental danger for residents. Elderly residents and residents 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-01942, Hot Water Temperatures in Adult Family Homes, August 2017.) Example 2: Dryer Vent On 05/15/2024, at 2:30 PM, Surveyor toured the laundry area with Licensee A and observed the clothes dryer venting was made of a flexible material rather than rigid metal. Licensee A reported s/he would have it corrected right away. On 05/30/2024, at 9:00 AM, Surveyor interviewed Licensee A. Licensee A reported s/he did not know what the water temperature was supposed to be but knew 124° F was higher than it should have been. Licensee A reported the dryer venting was corrected since Surveyor's on-site visit.	M 570		