

Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0016033	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 01/22/2026
NAME OF PROVIDER OR SUPPLIER WATERFORD AT WISCONSIN RAPIDS-MEMOR		STREET ADDRESS, CITY, STATE, ZIP CODE 2440 BAKER ST 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, self-report review and complaint investigation at The Waterford at Wisconsin Rapids Memory Care, a Community-Based Residential Facility (CBRF) in Wisconsin Rapids, WI. Two deficiencies identified. One is a repeat deficiency from Statement of Deficiency (SOD) THX211, dated 09/10/2021. Complaint unsubstantiated. Census: 13	N 000		
N 239	83.20(2)(a)-(d) Department-approved training courses. Standard Precautions. All employees who may be occupationally exposed to blood, body fluids or other moist body substances, including mucous membranes, non-intact skin, secretions, and excretions except sweat, whether or not they contain visible blood shall successfully complete training in standard precautions before the employee assumes any responsibilities that may expose the employee to such material. Fire safety. Within 90 days after starting employment, all employees shall successfully complete training in fire safety. First aid and choking. Within 90 days after starting employment, all employees shall successfully complete training in first aid and procedures to alleviate choking. Medication administration and management. Any employee who manages, administers or assists residents with prescribed or over-the-counter medications shall complete training in medication	N 239		

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

TITLE

(X6) DATE

If continuation sheet 2 of 5

Wisconsin Department of Health Services

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N 243	Continued From page 2 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. 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.	N 243		

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N 243	Continued From page 3 This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure 2 of 2 employees reviewed (Caregiver B and Caregiver C) obtained all training as required within 90 days after starting employment. Caregiver B and Caregiver C did not have training in recognizing, preventing, managing and responding to challenging behaviors within 90 days after starting employment. This is a repeat deficiency from Statement of Deficiency (SOD) THX211, dated 09/10/2021. 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 1:30 PM, Surveyor conducted a review of employee records to verify compliance with all employee training requirements. Surveyor identified the following: -Caregiver B was hired on 10/15/2025. There was no evidence Caregiver B received training in recognizing, preventing, managing and responding to challenging behaviors. -Caregiver C was hired on 08/14/2024. There	N 243			

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N 243	Continued From page 4 was no evidence Caregiver C 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 C had training in recognizing, preventing, managing and responding to challenging behaviors on in 2025 for his/her continuing education hours. Surveyor stated Caregiver B and Caregiver C would have 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 for Caregiver C. Surveyor requested to send the training completed within 90 days of hire by 01/22/2026 no later than 4:00 PM. On 01/22/2026, Executive Director A confirmed Caregiver B and Caregiver C did not have training in recognizing, preventing, managing and responding to challenging behaviors within 90 days of hire.	N 243			