STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015617	A. BUILDING: _____ B. WING _____	C 04/02/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PLEASANT POINT SENIOR LIVING CBRF	**8600 COPORATE DR RACINE, WI 53406**

(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 03/31/2026, Surveyor completed a complaint investigation at Pleasant Point Senior Living CBRF. As result, 1 deficiency was identified. One complaint was substantiated. Census: 34	N 000		
N 616	83.55(6)(a) Bath and toilet areas: water supply. The CBRF shall connect each sink, bathtub and shower to hot and cold water, and supply adequate hot water to meet the needs of the residents. This Rule is not met as evidenced by: Based on observations, interviews and record review, the provider did not ensure each sink and shower had a supply of hot water adequate to meet the needs of the residents. From 01/22/2026 through 02/25/2026, 35 of 35 residents did not have access to hot water in their personal sinks or showers within their apartment rooms. From 02/25/2026 through 03/14/2026, 35 of 36 residents did not have access to hot water in their personal sinks or showers within their apartment rooms. Findings include: The facility is a class CNA (non-ambulatory) community based residential facility (CBRF) and was licensed to serve up to 44 residents in the client groups advanced age, irreversible dementia/Alzheimer's, and public funding. On 03/05/2026, the Department received a complaint alleging the facility had leaking and broken pipes and had been without hot water for approximately 2 weeks.	N 616		

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

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N 616	Continued From page 1 On 03/31/2026, Surveyor conducted an onsite visit at the facility. Surveyor toured the facility and observed the CBRF had 4 wings, each with approximately 9 resident apartments, which have their own bathroom with a sink, toilet, and shower. Throughout the facility, holes were cut out of the drywall, exposing water pipes; some areas were covered with a heavy plastic and taped up, while others were left open. Room 38 was vacant, but the light was on in the bathroom and the fan was running. There was a ladder and other contractor equipment inside room 38, and holes were cut into the drywall, exposing the pipes. Surveyor interviewed residents, staff, and visiting caregivers, and the following was identified: Resident 1 On 03/31/2026, at 11:50 AM, Surveyor interviewed Resident 1. Resident 1 reported the residents had gone approximately 2 months without hot water in their rooms. It had been approximately 1 week since her/his room had hot water again. During the time the hot water was not available in her/his bathroom, s/he and other residents had to shower in a vacant room, room 38. Resident 1 reported it was an inconvenience, as s/he had to gather everything s/he needed to shower and take it across the facility. Resident 2 On 03/31/2026, at 12:20 PM, Surveyor interviewed Resident 2. Resident 2 reported s/he had gone a long time without hot water in her/his bathroom. S/he reported having hot water at the time of our interview.	N 616		

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N 616	Continued From page 2 Caretaker B On 03/31/2026, at 12:25 PM, Surveyor interviewed Caretaker B, a companion caretaker for Resident 3. Caretaker B reported Resident 3 did not have hot water to her/his bathroom for approximately 2 months. The hot water returned to Resident 3's bathroom approximately 2 weeks ago. Resident 3 had to shower in another room at the facility during the 2 months s/he had been without hot water. Hospice Caregiver C and Hospice Caregiver D On 03/31/2026, at approximately 12:35 PM, Surveyor interviewed Hospice Caregivers C and D. They both cared for several residents at the facility. They reported hot water was not available in resident rooms for approximately 2-3 months. They had to take the residents under their care to room 38 for showers during this time. It had been approximately 2 weeks hot water had been back on in resident rooms. Administrator A On 03/31/2026, at 12:40 PM, Surveyor interviewed Administrator A and the following was reported: On 01/22/2026, Administrator A and Maintenance Director E discovered rooms 1-9 and 30-38 did not have hot water in the bathrooms. They contacted a plumber and had the hot water tank replaced. Leaks in the pipes were discovered underground. Following the plumbing work completed on 01/22/2026, the facility did not have hot water in any of the resident bathrooms. The only hot water in the facility was in the kitchen,	N 616		

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N 616	Continued From page 3	N 616		

which was located in the center of the facility. Administrator A and her/his staff immediately purchased water, buckets, and other supplies to heat up the water and provide bed baths to the residents. On 01/30/2026, the plumber returned to the facility and installed temporary hot water lines in vacant rooms 38 and 6. Residents who preferred showers utilized the showers in rooms 38 and 6. On 03/14/2026, a plumbing company was hired and completed the work to restore hot water to resident bathrooms. Since 03/14/2026, resident bathrooms had hot water and residents returned to showering in their own bathrooms.

Administrator A confirmed residents at the facility were without a hot water supply for showers for 8 days; approximately 35 residents were provided with 2 shower rooms with hot water for 25 days; and approximately 35 residents were provided with 1 shower room with hot water for 18 days. For a total of 51 days, approximately 35 residents did not have a hot water supply to their sinks or showers.

Record Review

On 03/31/2026, at approximately 12:50 PM, Surveyor reviewed facility documents, and the following was identified:

- Invoice documented plumbing work completed on 01/22/2026.

- Invoice documented plumbing work completed on 01/30/2026.

- The daily census report documented on 01/31/2026 the CBRF census was 35 residents.

- On 02/25/2026, a resident moved into vacant

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N 616	Continued From page 4 room 6, which was 1 of 2 rooms that had a shower with hot water for the residents. - The daily census report documented on 02/28/2026 the CBRF census was 36 residents. - Invoice documented plumbing work completed on 03/14/2026. - The daily census report documented on 03/30/2026 the CBRF census was 34 residents. Summary On 01/22/2026, it was discovered resident bathrooms did not have hot water. From 01/22/2026 through 01/30/2026 (8 days), residents were without a shower or bath with hot water and were given bed baths with heated water. On 01/30/2026, a plumbing company installed temporary hot water lines in 2 vacant rooms at the facility. From 01/31/2026 through 02/24/2026 (25 days), approximately 35 residents were provided with 2 shower rooms to take showers. On 02/25/2026, 1 common shower room was eliminated due to a new resident having moved into the room. From 02/25/2026 through 03/14/2026 (18 days), approximately 35 residents were provided with 1 shower room to take showers. For 51 days, approximately 35 residents were without hot water to their sinks and showers within their apartment rooms.	N 616		