STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0014330	A. BUILDING: _____ B. WING _____	R-C 11/07/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MAPLEWOOD VILLA LLC CBRF	9343 STATE HWY 101 ARMSTRONG CREEK, WI 54103

(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 10/23/2024, Surveyor conducted a verification visit and complaint investigation at Maplewood Villa LLC CBRF. Data collection continued through 11/07/2024. The complaint was substantiated. One deficiency was identified. The deficiency identified in statement of deficiency (SOD) SCFR13 was corrected. Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 10	{N 000}		
N 496	83.45(1)(e) Electrical, mechanical, water supply Systems. The CBRF shall maintain all electrical, mechanical, water supply, plumbing, fire protection and sewage disposal systems in a safe and functioning condition. This Rule is not met as evidenced by: Based on interview and record review, the provider did not maintain a water supply in a safe and functioning condition. Findings include: On 10/07/2024, the Department received a complaint alleging the facility had been without water on multiple occasions. The provider is licensed to serve up to 16 residents in the following client groups: advanced aged, physically disabled, developmentally disabled and traumatic brain injury.	N 496		

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

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N 496	Continued From page 1 On 10/23/2024 at approximately 11:40 AM, Surveyor interviewed Care Manager (CM) B. Surveyor asked CM B about the facility's water supply. CM B reported the water supply had shut off two to three times since January 2024. CM B stated, "We have been without water on a few occasions. The longest we have been without water is a day and a half." Surveyor asked CM B what the protocol was when the water shuts off. CM B reported that staff bring in water to flush toilets and to wash dishes and residents use wipes to clean themselves. Owner A provides bottled water for drinking. CM B stated that residents are not able to shower or do laundry but are given sponge baths with the water that is brought in (the water is heated up for washing dishes and for sponge baths). CM B stated, "Residents complain about not having water. I think it needs to be looked at." On 10/23/2024 at approximately 12:03 PM, Surveyor interviewed Resident 1. Resident 1 reported that s/he had been at the facility for a year. Resident 1 stated the water shut off for a day in the summer (2024), and a month ago. Resident 1 stated that staff brought in water to flush toilets and to drink. Resident 1 reported that residents could not shower but used wet wipes to wash their hair and body. Resident 1 stated, "It's an inconvenience to be without water." On 10/23/2024 at approximately 12:21 PM, Surveyor interviewed Resident 2. Resident 2 reported that s/he had been at the facility for over a year. Resident 2 stated that the water had shut off four to five times in the past several months. Resident 2 commented, "It's hard to clean yourself up and flush toilets without water." Resident 2 stated that staff provided water for	N 496		

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N 496	Continued From page 2	N 496		

drinking and sometimes the water would be off for a day or even two days at a time.

On 10/23/2024 at approximately 1:00 PM, Surveyor interviewed Resident 3. Resident 3 reported that s/he had been at the facility for a few years. Resident 3 stated, "There are a lot of issues with the water." Resident 3 reported that the facility ran out of water at least four to five times since January 2024 and the water would be off for a day or two and sometimes longer. Resident 3 stated that bottled water was provided and management "told us they were working on it." Resident 3 stated that residents were not able to shower and it was hard to clean up without water.

On 10/23/2024 at approximately 1:54 PM, Surveyor interviewed CM B. CM B stated, "No one appreciates running out of water." CM B informed Surveyor that the water shut off about three to four weeks ago and it took a day or longer to start working again. CM B reported, "The problem was caused by a running toilet and when the water shuts off, we shut off the breakers and wait for the water to fill back up."

On 10/23/2024, Surveyor e-mailed Owner A and requested the following information:
How many times since January 2024 had the facility been without water?
What was the length of time without water?
Has the water problem been fixed?
Is there a plan to fix the water problem?

On 10/30/2024, Owner A reported the following responses via e-mail: "I'm not sure of the dates but we know it happened once in early October and maybe in late March or early April. The longest we've been without well water is around

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36 hrs (hours). This happens when a resident leaves their water run and the well is sucked dry. We always have potable water on hand along with bottled drinking water. I've had a well driller out and we replaced one of the pumps but [s/he] said that there is no way to avoid this if the water is left running."

On 11/04/2024 at approximately 2:30 PM, Surveyor interviewed Caregiver C via telephone. Caregiver C reported that s/he had worked at the facility for a couple of years. Caregiver C stated, "We have run out of water a few times; it was caused by a sink or toilet that was left running." Caregiver C stated that the residents were not happy about running out of water and staff provided drinking water and water for washing dishes and flushing toilets.

On 11/06/2024 at approximately 1:35 PM, Surveyor interviewed CM D via telephone. CM D stated that there had been a problem with the water (shutting off) for a long time. CM D stated, "The water shuts off at least a couple times a year." CM D reported, "When the water shuts off, we turn off the breakers, watch the gauges and wait for the water to fill back up and sometimes it would take several hours to a few days before the water works." CM D stated, "I think it's the well." CM D reported that the water shut off at least two to three times in the past six months and the well ran off one pump instead of two pumps. CM D reported that bottled water was provided for drinking and staff brought in water for flushing toilets and washing dishes. CM D stated that residents get frustrated and are unable to shower or wash clothes when the water shuts off. CM D commented, "It's embarrassing."

On 11/06/2024 at 1:53 PM, Surveyor interviewed

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N 496	Continued From page 4 CM B via telephone. CM B stated, "[Owner A] had someone look at the well over a year ago. If someone leaves the water on, it will drain the pump. We have lost water a few times since January (2024). We need the problem addressed; it needs to be looked at." On 11/06/2024, Surveyor e-mailed Owner A and requested maintenance records for the water system. Owner A responded via e-mail and reported that the well was looked at "years ago" and Owner A would look for the documentation "in the archives." Owner A indicated s/he would look for the documentation and provide it to Surveyor tomorrow (11/07/2024). On 11/07/2024, Surveyor e-mailed Owner A and asked Owner A if maintenance records were located. Owner A reported that Owner A was unable to locate maintenance records but would reach out to the well driller to get a "duplicate."	N 496		