Wisconsin Department of Health Services

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017408	A. BUILDING: _____ B. WING _____	R-C 10/24/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SILVERADO NORTH SHORE	7800 N GREEN BAY RD GLENDALE, WI 53217

(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 10/24/2025, Surveyor completed a verification visit at Silverado North Shore. As a result, 3 of the previous 4 deficiencies were corrected. One of the previous deficiencies were re-cited. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 58	{N 000}		
{N 668}	83.60(1) Total/openable window area Minimum size. Every habitable room shall have at least one outside window with a total window area of at least 8% of the floor area in the room. The window shall be openable from the inside without the use of tools or keys. The openable area of the window shall be not less than 4% of the floor area of the room. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure all resident bedrooms had at least one outside window with an openable area not less than 4% of the floor area in the room. Two of 3 second floor residents' (Room 208 and Room 209) rooms were fixed to restrict window openings to approximately 3.38 inches. This deficiency is being cited for a 5th time. see Statement of Deficiency (SOD) TQ5314, dated 02/21/2024, SOD TQ5313, dated 04/12/2022, SOD TQ5312, dated 02/18/2021, and SOD TQ5311, dated 02/17/2020.	{N 668}		

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

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{N 668}	Continued From page 1 Findings include: The facility is a Class CNA (non-ambulatory) Community Based Residential Facility (CBRF) and may serve up to 85 advanced aged residents. On 10/10/2025, Surveyor completed an off-site review of the department's electronic file for the facility. Surveyor observed a Facility Waiver, Approval, Variance or Exception (WAVE) Request document dated 03/09/2020. The WAVE committee returned the form on 04/08/2020, stating "The WAVE committee denied the request. The waiver request is for the entire facility, rather than for individual residents based on individually assessed needs." On 03/17/2020, the provider filed an appeal for SOD TQ5311. The appeal was denied on 04/10/2020. On 04/05/2024, the provider filed another appeal for SOD TQ5314 with the Department. A Stipulated Agreement, signed 8/18/2025, identified agreement to submit individual waiver requests for consideration to the Department to restrict windows from opening in any way. On 09/09/2025, the provider submitted Security Acknowledgments and called them waivers. The Security Acknowledgments did not specify what code they requested to waive. The Security Acknowledgment, signed by each resident's responsible party, stated, "...I also hereby authorize Silverado to secure the window in my loved one's room with a window lock that prevents the window from opening more than 6 inches." There were no individualized assessments attached to indicate need for a window opening restriction. On 10/10/2025, at approximately 11:15 AM, Surveyor observed shared room 208 to have a	{N 668}		

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{N 668}	Continued From page 2	{N 668}		

restricted window opening. The room contained 4 windows. The room measured approximately 355.39 square feet. The window measured approximately 6.67 square feet. The total opened window height was 3.38 inches with a total open width of approximately 2.27 inches. Room 208 did not meet the departments openable area requirement of 4%.

On 10/10/2025, at approximately 11:45 AM, Surveyor observed shared Room 209 to have a restricted window opening. The room contained 4 windows. The room measured approximately 355.83 square feet. The window measured approximately 5.55 square feet. The total opened window height was 3.38 inches with a total open width of approximately 3.08 inches. Room 209 did not meet the departments openable area requirement of 4%.

On 10/10/2025, at approximately 12:30 PM, Surveyor interviewed Administrator F. Administrator F reported the facility had a stipulated agreement due to the appeal filed on April 15, 2024. Administrator F reported all of the resident windows remained restricted, due to resident safety concerns. Administrator F reported s/he would be sending a waiver request to the Department for every resident with restricted windows.

On 10/24/2025, at approximately 11:25 AM, Surveyor interviewed Administrator F. Surveyor informed Administrator F of room 208 and room 209 measurements. Surveyor asked if Administrator F measured any of the rooms to determine if they met the Departments openable window requirement. Administrator F reported s/he had not measured any of the rooms to determine if they met the Departments

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{N 668}	Continued From page 3 requirements. Administrator F reported s/he would measure the rooms to determine if window openings meet the Department requirements of 4% openable area.	{N 668}		