STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0012225	A. BUILDING: _____ B. WING _____	C 03/04/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SUNNYSIDE WEST	209 W PARRY ST DODGEVILLE, WI 53533

(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 02/28/2024, with information gathered thru 03/04/2024, Surveyor conducted a complaint investigation at Sunnyside West. 2 deficiencies were identified. Complaint was substantiated. Census 8	N 000		
N 229	83.18(2) Employee records available upon request Employee records shall be available upon request at the CBRF for review by the department. This Rule is not met as evidenced by: Based on record review and interview the provider did not have 3 of 3 employee records available upon request. Findings include: On 02/28/2024 at approximately 11:00 AM, Surveyor requested Caregiver E, Caregiver F, and Caregiver G's staff files including background checks, communicable disease screening, and training. Manager A was unable to provider the employee records. On 02/28/2024 at approximately 2:20 PM, Surveyor requested the documentation be sent via email by 02/28/2024 no later than 4:30 PM. Manager A stated the files were at the main office and s/he would let Licensee B know the records needed to be sent. As of 02/29/2024, Surveyor still had not received	N 229		

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

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N 229	Continued From page 1 Caregiver E, Caregiver F and Caregiver G's employee records. On 02/29/2024, Surveyor sent an email to Licensee B asking for Caregiver E, Caregiver F and Caregiver G's employee records. Surveyor received an email response from Licensee B stating the request was not received until 03/02/2024 at 11:30 PM. As of 03/04/2024 at 01:18 PM, Surveyor had not received the requested information.	N 229		
N 345	83.32(3)(a) Rights of Residents: Communications In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Communications. Make and receive telephone calls within reasonable limits and in privacy. The CBRF shall provide at least one non-pay telephone for resident use. The CBRF may require residents who make long distance calls to do so at the resident ' s own expense. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure residents maintained the right to make and receive telephone calls within reasonable limits and in privacy. The provider required Resident 1's phone calls to be monitored from approximately December 2023 to 02/19/2024. Findings include: On 02/28/2024 at approximately 10:30 AM,	N 345		

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N 345	Continued From page 2 Surveyor interviewed Manager A. Manager A stated Resident 1's guardian wanted phone calls monitored because Former Staff C was attempting to call Resident 1 and Resident 1 would call Former Staff C. The facility was monitoring calls until adult protective services had alerted them that they could not monitor phone calls. Manager A stated Resident 1 would have behaviors after speaking with Former Staff C including refusing medications and assistance with personal cares. On 02/28/2024 at approximately 12:16 PM, Surveyor interviewed Resident 1 who stated Former Staff C is a friend and s/he gets very upset when the facility prevents him/her from talking to Former Staff C because s/he should be able to talk to him/her. Resident 1 stated it makes him/her so mad that s/he will refuse cares because s/he feels it's unfair that s/he can't have a conversation with a friend in private. Resident 1 stated Manager A accuses him/her of calling people and told them to "get real friends." Resident 1 stated that his/her phone calls are still being monitored. On 02/28/2024 at approximately 1:07 PM, Surveyor interviewed Social Worker D who stated s/he was familiar with Resident 1. Social Worker D confirmed that Guardian E did not restrict Resident 1 from calling Former Caregiver C but staff were asked to monitor Resident 1 for behaviors after speaking with Former Caregiver C. Never at any time did the Guardian tell the facility to listen to his/her phone calls or monitor the phone calls when Resident 1 was on the phone. Social Worker D confirmed knowledge of occasions when Resident 1 became upset when the facility did not allow him/her privacy to make a phone call.	N 345		

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N 345	Continued From page 3 On 02/28/2024 at approximately 1:15 PM, Surveyor reviewed Resident 1's facility file and noted the following: An incident report dated 01/29/2024, stated, "Resident 1 received a call today and the phone was brought to his/her room. After the conversation, Resident 1 called multiple people s/he is not allowed to speak to per Guardian E. When Resident 1 was confronted s/he slammed his/her door and refused to come out of his/her room stating s/he no longer wanted to live at this facility because he/she has no privacy." An incident report dated 02/05/2024, stated, "Resident 1 made a phone call to number (XXX-XXX-XXXX) and was on the phone for approximately 5 minutes. After the call Resident 1 refused to shower and refused to go to a doctor's appointment. Resident 1 made a statement s/he doesn't want to live at the facility anymore." An incident report dated 02/19/2024, stated, "Resident 1 used the phone in the dayroom to call number (XXX-XXX-XXXX later found to be Former Caregiver C's phone number). Resident 1 was visibly upset afterwards and told staff s/he wasn't going to his/her doctor's appointment unless his/her friend could take him/her to the appointment." On 02/28/2024 at approximately 2:30 PM, Surveyor reviewed adult protective service notes that indicate on 01/31/2024, Social Worker D spoke with Resident 1 who reported that staff were making him/her talk on the phone in the common areas, and s/he is not getting privacy when s/he was trying to talk on the phone. An unknown caregiver had taken the phone from	N 345		

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N 345	Continued From page 4 him/her when s/he was talking to a family member and asked who was on the phone. On 01/31/2024, Manager A was notified by APS that Resident 1 has the right to speak on the phone with whoever s/he wants, whenever they want, without question and without calls being screened or monitored. On 02/29/2024 at approximately 8:23 AM, Surveyor interviewed Guardian E who stated on 12/28/2023 s/he had asked the facility to not accept calls from former caregivers but not to restrict Resident 1 from making calls. Guardian E stated the request was then lifted to protect Resident 1's rights. Guardian E confirmed s/he had communicated to the facility that Resident 1's phone calls were to be private and they should not be listening to the phone calls. Resident 1 had lived at the facility for several years and had built friendships with the former caregivers. Resident 1 was the only person being hurt by the situation due to restrictions on their privacy.	N 345		