STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015047	A. BUILDING: _____ B. WING _____	C 05/07/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
SEASONS (THE)	301 CHERRY AVENUE W PLUM CITY, WI 54761

(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 04/23/2025, Surveyor conducted a complaint investigation at The Seasons. Data collection continued through 05/07/2025. The complaint was substantiated. One deficiency was identified. Census: 14	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 observation, record review, and interview, the provider did not ensure the water supply system was maintained in a safe and functioning condition. Findings include: The provider is licensed to care for 15 residents in the client group advanced aged. On 03/28/2025, the Department received a complaint related to hot water temperatures. On 04/23/2025 at approximately 10:00 AM, Surveyor interviewed Maintenance Director (MD) B and Caregiver C. Both stated there were issues with the water on and off for a few months. MD B informed Surveyor the water issue was ongoing and indicated there was a delay in resolving the issue because the circuit pump that had been replaced went out. MD B further stated there was	N 496		

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

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N 496	Continued From page 1	N 496		

a new issue that s/he was dealing with that may be related to "sand getting in the well."

Caregiver C informed Surveyor they were offering residents whose rooms were affected to go down the hall to the attached skilled nursing facility (SNF) to shower. Caregiver C stated s/he felt the provider was trying, but the issue had not yet been completely resolved as new issues arose.

On 04/23/2025 at approximately 10:20 AM, Surveyor interviewed Resident 1. Resident 1 stated, "I had a shower last Thursday and it started warm but got cold, barely lukewarm. It's been an issue for months." Surveyor tested the water in Resident 1's shower on the hottest setting and obtained the following readings:

-10:23 AM the temperature was 102 degrees Fahrenheit
-10:25 AM the temperature dropped to 81 degrees Fahrenheit
-10:28 AM the temperature reading ranged from 94-96 degrees Fahrenheit
-10:32 AM the temperature was cool to the touch and read 82 degrees Fahrenheit
-10:33 AM the temperature was 96 degrees Fahrenheit

On 04/23/2025 at 10:35 AM, Surveyor discussed the above fluctuating water temperatures with Administrator A. Administrator A informed Surveyor the plumbing company was notified and would be sending a technician over. Administrator A confirmed Resident 1's room was the only room still having issues with maintaining water temperatures.

On 04/23/2025 at 1:19 PM, Surveyor received the following timeline via email from Administrator A:

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N 496	Continued From page 2 "-02/10/25: Called in by [MD B] - Circ (circulation) pump installed in July doesn't seem to be heating the water. Pump is hot to touch and water pressure for hot is low also; checked line for circ pump and it's cold but pump seems to be running. -02/11/25: Tech sent out: Circuit setters failed and flow to faucets is very low. Most likely mixing valve is shot due to hard water (brine tank was empty of all salt) Closed circuit setter and isolated pump and unplugged to get hot water to rooms. Additional trip needed. -02/14/25: Called by [MD B]- Still having issues with hot water. -02/14/25: Plumber went out and did troubleshooting- referred to project manager for repair work needed. -02/17/25: Plumber went out to assess issues; determined that recirc pump needs to be replaced as well as 4 mixing valves and 1 faucet cartridge (ordering parts) -02/24/25: Called in by [MD B] - checking status of the parts -03/03/25: Plumber went out to replace parts and also found that main High/Low Lawler mixing valve needs to be replaced. -03/12/25: Plumber went back out to rebuild mixing valve. Determined that water temps were back to where they should be ... -04/08/25: Called in by [MD B] - Still getting cold water in a couple of rooms. Resident in room had hot water previous week but then sometimes it's lukewarm and sometimes cold. Rooms 3 and 14. -04/10/25: Plumber sent out as rooms 3 & 14 were being affected by cold, lukewarm and hot water. Replaced mixing valve in room 14 - was not able to access room 3." On 05/07/2025 at 11:55 AM, Surveyor discussed	N 496		

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N 496	Continued From page 3 the above concern with Administrator A. Administrator A stated it had been a series of separate issues that have occurred and they have fixed one thing, and then another issue would pop up. Administrator A informed Surveyor the well company was scheduled to come out that day and stated they plan to continue to work toward resolving the issue.	N 496		