

Tony Evers  
Governor



Kirsten L. Johnson  
Secretary

**State of Wisconsin  
Department of Health Services**

**DIVISION OF QUALITY ASSURANCE**

BUREAU OF ASSISTED LIVING  
MADISON/SOUTHERN REGIONAL OFFICE  
Room E300  
PO BOX 2969  
MADISON WI 53703-2969

Telephone: 608-264-9888  
Fax: 608-264-9889  
TTY: 711 or 800-947-3529

September 19, 2025

**ELECTRONIC MAIL**

SOD #5R7212

**NOTICE and ORDER**

**NOTICE OF VIOLATION**

**ORDER TO COMPLY WITH REQUIREMENTS**

**NOTICE OF SPECIAL ORDERS**

**NOTICE OF IMPOSED FORFEITURE**

**NOTICE OF RIGHT TO APPEAL**

**NOTICE OF REVISIT FEE**

Matthew Mauthe  
1045 Hill St.  
Watertown, WI 530989

C/O Licensee: LindenGrove Communities LLC

**Re:** LindenCourt New Berlin (0019677) CBRF, Waukesha County  
13705 W. Fieldpointe Dr.  
New Berlin, WI 53151

Dear Matthew Mauthe:

This letter is a statutory NOTICE of VIOLATION and imposed ORDER on the licensee of LindenCourt New Berlin, located at 13705 W. Fieldpointe Dr., New Berlin, WI 53151, and sets forth appeal rights, if any. This regulatory action is taken by the Department of Health Services (Department) pursuant to Wis. Stat. § 50.03(5g), and Wis. Admin. Code ch. DHS 83.

**NOTICE OF VIOLATION**

On 08/19/2025, a standard survey and two verification visits were concluded for LindenCourt New Berlin by the Division of Quality Assurance, Bureau of Assisted Living, to determine if the above-referenced facility was in substantial compliance with Wis. Stat. ch. 50 or Wis. Admin. Code ch. DHS 83, or both, which set forth requirements for the administration and operation of a community-based residential facility (CBRF). The Department is issuing Statement of Deficiency (SOD) #5R7212 for violations of Wis. Stat. ch. 50 or Wis. Admin. Code ch. DHS 83, which establish the grounds for this action. SOD #5R7212 is enclosed.

**ORDER TO COMPLY WITH REQUIREMENTS**

1. Pursuant to Wis. Stat. § 50.03(5g)(b)3., effective immediately, the licensee shall comply with the requirements specified by Wis. Stat. ch. 50 and Wis. Admin. Code ch. DHS 83 that establish the standards for the operation of the Community Based Residential Facility in order to protect and promote the health, safety and welfare of the residents.

AS SOON AS PRACTICABLE AND WITHOUT DELAY, within 45 days of receipt of this notice, the licensee shall achieve and maintain substantial compliance with all requirements. All operational and resident records required as evidence of compliance with applicable rules will be available to department representatives upon request.

The Department may, without notice, conduct an inspection to verify the licensee's corrective action at any time after the date of compliance. Pursuant to Wis. Stat. § 50.03(5g)(cm), the department may impose a \$200 inspection fee for an on-site inspection to review compliance of violations resulting in enforcement action.

ADDITIONALLY:

WITHIN 10 DAYS of receipt of this notice, the licensee may request an extension for the date of compliance. The request for an extension must be submitted to the Assisted Living Regional Director, Southern Regional Office, at DHSDQABALSRO@dhs.wisconsin.gov. The Regional Director will communicate to the licensee a decision on the date of compliance extension.

**SPECIAL ORDERS**

Based on the results of the Department's investigation, and pursuant to Wis. Stat. § 50.03(5g)(b), **EFFECTIVE UPON RECEIPT OF THIS NOTICE and ORDER**, the Department of Health Services **HEREBY ORDERS** that **LindenCourt New Berlin**:

**1. Pursuant to Wis. Stat. § 50.03(5g)(b)6., the licensee shall develop and implement corrective measures to ensure each resident is treated with courtesy, respect, and allowed to make decisions related to care, activities, and daily routines which enhance the resident's self reliance and support the resident's autonomy and decision making. In the absence of a documented treatment plan, based on clinical or therapeutic indications, no restriction on a resident's freedom of choice (e.g., visitors, restricted access to food or beverages) will be arbitrarily imposed.**

**WITHIN 45 DAYS, the licensee will obtain resident rights training for all current resident care staff. Resident rights training will be provided by a qualified professional (ombudsman, clinical social worker, registered nurse, health care administrator) not currently affiliated with the facility, at the licensee's expense. The trainer will be provided a copy of Statement of Deficiency (SOD) 5R7212, and this notice and order letter before providing services.**

**Also, WITHIN 45 DAYS, the licensee shall the develop (or revise) written procedures and staff training (as appropriate) to address Assessment and Service Plan**

***\*\*SPECIAL ORDERS CONTINUED\*\****

**-All required written resident assessments will be retained in resident records, in accordance with Wis. Admin. Code § DHS 83.35(1)(d).**

**-All staff responsible for assisting in resident assessment will be trained on assessment procedures.**

**- The timely development, completion, and revision of individualized services plans. The ISP review process shall include input from the resident or legal representative, case manager, resident care staff, and other service providers as appropriate. The resident or legal representative shall sign the ISP acknowledging their involvement in, understanding of, and agreement with the ISP.**

**- All staff responsible for providing services to residents will review the resident's individualized service plan and will provide services in accordance with the plan.**

**Additionally:**

**- All managers and resident care staff (as appropriate) will receive in-service training regarding the facility's written procedures required by Order #1.**

**- Training will be documented in employee files and will include the date/duration of training, the signature/qualifications of the instructor, and an outline of course content.**

**- Consultation activities, including dates of consultation, will be documented, signed and dated by the consultant.**

**- A copy of the written procedures and all documentation as evidence of meeting the requirements in Order #1 will be made available to department representatives upon request.**

**2. Pursuant to Wis. Stat. § 50.03(5g)(b)6., the licensee shall ensure all resident food is stored, prepared, and served under sanitary conditions to prevent foodborne illnesses.**

**WITHIN 45 DAYS of receipt of this notice, the licensee shall develop and implement corrective measures to address the food safety deficiency issued in Statement of Deficiency 5R7212. The licensee's corrective measures shall include, at a minimum, the development (or review/revision) of a written procedure to ensure safe food handling, including proper food storage, to prevent foodborne illnesses.**

**Managers and resident care staff performing dietary duties will receive training on the procedure required by Order #2. Documentation of training will be maintained in personnel records and will include the date/duration of training, the signature/qualifications of the instructor, and an outline of course content.**

**A copy of the procedure will be available to department representatives upon request.**

**NOTICE OF FORFEITURE\***

In addition to other sanctions enumerated in Wis. Stat. § 50.03(5g)(b)1. to 8., according to Stat. § 50.03(5g)(c)1.b., the Department of Health Services may impose a forfeiture on a licensee or any other person who violates the applicable statutory provisions or administrative rules governing CBRFs. If imposed, the forfeiture amount may not be less than \$10 or more than \$1,000 per day for each violation.

The Department has determined that you violated state statutes or administrative code provisions, or both, as identified in the enclosed SOD #5R7212. Therefore, pursuant to Wis. Stat. § 50.03(5g)(c), **IT IS HEREBY ORDERED** that a total **FORFEITURE OF \$3,100.00 IS IMPOSED** for the following violations described in SOD #5R7212.

| <u>TAG</u> | <u>DHS Code</u> | <u>Forfeiture Amount</u> |
|------------|-----------------|--------------------------|
| N0352      | 83.32(3)(h)     | \$600.00                 |
| N0355      | 83.32.(3)(k)    | \$400.00                 |
| N0381      | 83.51(1)(a)     | \$400.00                 |
| N0388      | 83.35(3)(c)     | \$800.00                 |
| N0389      | 83.35(3)(d)     | \$900.00                 |

**Total Forfeiture Due: \$3,100.00**

You must pay the Total Forfeiture amount within ten (10) days of receipt of this NOTICE and ORDER.

**REDUCED FORFEITURE OPTION**

If you choose not to appeal the forfeiture, any of the violations in SOD #5R7212, **AND** any Orders contained in this NOTICE and ORDER, then the Department will reduce the total forfeiture due by 35%.

This 35% reduced forfeiture option also applies to any accruing forfeiture. Final calculation of any accruing forfeiture due will be based on a verified date of compliance.

At this time, the reduced forfeiture amount due to the Department within ten (10) days of receipt of this NOTICE and ORDER is \$2,015.00.

Please make the forfeiture payment payable to “**DHS 639**” and send it to:

**ENFORCEMENT SPECIALIST  
DHS / DQA / BAL  
Room E300  
PO BOX 2969  
MADISON, WI 53703-2969**

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\* According to Art. X, §2 of the Wisconsin Constitution and Wis. Stat. § 50.03(5g)(c)1.c., all forfeitures collected by the Department are deposited in the State’s School Fund.

**NOTICE OF RIGHT TO APPEAL**

According to Wis. Stat. §§ 50.03(5g)(b) and (f), you may request an administrative hearing of the Department's action. To notify the Department of your request for a hearing, your written request **must be filed with (served upon) the Division of Hearings and Appeals (DHA) within ten (10) days after receipt of this NOTICE**. Please note that according to Wis. Admin. Code § HA 1.03(3)(a), materials mailed to DHA are **considered filed on the date of the postmark**. Send your request for a hearing to:

**CBRF APPEAL  
DHA  
P.O. BOX 7875  
MADISON, WI 53707-7875**

Include in your written request for a hearing **ALL** of the following:

- ✓ The name and address of the facility;
- ✓ What you are appealing (attach a copy of this NOTICE to your appeal);
- ✓ The effective date of the action;
- ✓ A concise statement of the reasons for objecting to the action;
- ✓ What type of relief you are seeking; and
- ✓ The name, address and telephone number of any person who may be expected to appear on behalf of the facility

**YOUR APPEAL MAY BE DENIED OR DISMISSED IF THE REQUEST IS INCOMPLETE OR NOT FILED WITH DHA WITHIN THE 10-DAY APPEAL TIME.**

Please note that according to Wis. Stat. § 50.03(5g)(c)1.c., if you file an appeal, then payment of any forfeiture is due within 10 days after you receive the final decision in the case after exhaustion of administrative review.

**NOTICE OF REVISIT FEE**

According to Wis. Stat. § 50.03(5g)(cm), if the Department imposes a sanction on, or takes other enforcement action against a community-based residential facility for violation of this subchapter or rules promulgated under it, and the Department subsequently conducts an onsite inspection to review the facility's action to correct the violation(s), the Department may impose a \$200 inspection fee on the community-based residential facility.

On 08/19/2025, a verification visit was concluded at LindenCourt New Berlin by the Division of Quality Assurance, Bureau of Assisted Living, to determine if the violation(s) contained in Statement of Deficiency (SOD) 5R7211 were corrected. **Therefore, an inspection fee of \$200 is being assessed.**

LindenCourt New Berlin (0019677)

CBRF, Waukesha County

September 19, 2025

Please send a check or money order in the amount of \$200 made payable to "Division of Quality Assurance" and send it to:

**Division of Quality Assurance  
Bureau of Assisted Living  
Southern Regional Office  
Room E300  
PO Box 2969  
Madison, WI 53703-2969**

**The revisit fee is due within ten (10) days of receipt of this Notice.** Failure to submit this revisit fee will result in additional department action against LindenCourt New Berlin. There are no appeal rights for revisit fees.

#### **POSTING OF NOTICES**

According to Wis. Admin. Code DHS §§ 83.13(3)(a) and 83.14(2)(h), each facility shall immediately upon receipt post next to its CBRF license, and in a public area that is visually and physically available, any citation/statement of deficiency, notice of revocation, notice of non-renewal, and any other notice of enforcement action. Citations and statements of deficiency shall remain posted for ninety (90) days following receipt. Notices of revocation, non-renewal, and other notices of enforcement action shall remain posted until a final determination is made.

Therefore, the license shall immediately post this Notice and Order letter, and it shall remain posted until a final determination is made.

\* \* \*

If you have questions about this letter, please contact Hillary Holman, Assisted Living Regional Director, at (608) 266-8339.

Sincerely,

A handwritten signature in black ink, appearing to read "Kenneth Brotheridge", written over a horizontal line.

Kenneth Brotheridge, Assisted Living Director  
Bureau of Assisted Living  
Division of Quality Assurance

Enclosure  
KB/SS