STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016084	A. BUILDING: _____ B. WING _____	R-C 07/01/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HEATHERWOOD (RCAC)	4510 GATEWAY DR EAU CLAIRE, WI 54701

(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
{U 000}	INITIAL COMMENTS On 06/25/2025, Surveyors conducted a verification visit at Heatherwood. Data collection continued through 07/01/2025. The deficiencies identified in Statement of Deficiency (SOD) 5X1P13, dated 07/24/2024, were corrected. One deficiency was identified. Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 27 tenants; 27 apartments	{U 000}		
U 138	89.23(5) SERVICES DOCUMENTATION. A residential care apartment complex shall document that the requirements for provider qualifications have been met. This Rule is not met as evidenced by: Based on record review and interview, the provider did not document the requirements for provider qualifications were met for Dietary Assistant (DA) B and Cook C. Findings include: On 06/25/2025, Surveyor requested to review training and orientation for Dietary Assistant (DA) B and Cook C. DA B had a hire date of 01/06/2025. The record did not contain evidence of orientation or training	U 138		

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

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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U 138	Continued From page 1 documentation. Cook C had a hire date of 04/08/2025. The record did not contain evidence of orientation or training documentation. On 06/25/2025 at approximately 1:30 PM, Administrator A confirmed s/he was unable to locate any additional staff training records, and informed Surveyor s/he had provided what was available. On 07/01/2025 at approximately 11:50 AM, Surveyor interviewed DA B via phone and asked about training and orientation received upon hire. DA B stated s/he received training for 2 days, and trained with the lead cook. DA B further stated s/he then shadowed with the cook that was scheduled. DA B informed Surveyor s/he had previous experience working in fast food, bar tended, and worked concessions. DA B stated s/he received training in standard precautions and other required topics, but began employment when the previous manager left. DA B stated s/he recalled completing paperwork but stated s/he did not know what happened to it as it "may have gotten mixed up, because it was a weird time and we didn't have a manager in charge for a while." On 07/01/2025 at approximately 12:00 PM, Surveyor called Cook C and left a voicemail. No call back was received.	U 138		