

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 300
201 E Washington Ave
MADISON WI 53703

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

February 24, 2026

ELECTRONIC MAIL

SOD #78WP16

NOTICE and ORDER

NOTICE OF VIOLATION

ORDER TO COMPLY WITH REQUIREMENTS

ORDER NOT TO ADMIT NEW OR ADDITIONAL TENANTS

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Michael Eisenga
N4365 State Highway 73
Columbus, WI 53925

C/O Operator: Advantage Management Waupun LLC

Re: Prairie Ridge Assisted Living (0010669) Dodge County
819 Wilcox St.
Waupun, WI 53963

Dear Michael Eisenga:

This letter is a statutory NOTICE of VIOLATION and imposed ORDER on the operator of Prairie Ridge Assisted Living, located at 819 Wilcox St., Waupun, WI 53963, and sets forth appeal rights, if any. This regulatory action is taken by the Department of Health Services (Department) pursuant to Wis. Stat. § 50.034, and Wis. Admin. Code ch. DHS 89.

NOTICE OF VIOLATION

On 01/15/2026, a verification visit was concluded for Prairie Ridge Assisted Living 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 89, or both, which set forth requirements for the administration and operation of a residential care apartment complex (RCAC). The Department is issuing Statement of Deficiency (SOD)

#78WP16 for violations of Wis. Stat. ch. 50 or Wis. Admin. Code ch. DHS 89, which establish the grounds for this action. SOD #78WP16 is enclosed.

ORDER TO COMPLY WITH REQUIREMENTS

1. Pursuant to Wis. Admin. Code § DHS 89.56(3)(a), effective immediately, the operator shall comply with the requirements specified by Wis. Admin. Code ch. DHS 89 that establishes the standards for the operation of the Residential Care Apartment Complex in order to protect and promote the health, safety and welfare of the tenants.

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

*According to Wis. Admin. Code § DHS 89.56(2), you are ordered to submit a Plan of Correction via an attestation of compliance. In satisfaction of this requirement: Insert the name of the facility in the space provided on the Attestation of Correction form F-02172. **Within ten (10) days of receipt of this NOTICE and ORDER**, return the completed Attestation of Correction F-02172 to the Bureau of Assisted Living Southern Regional Office at Room 300 201 East Washington Ave., Madison, WI 53073 or by email atdhsdqabalsro@dhs.wisconsin.gov*

The Department may, without notice, conduct an inspection to verify the operator's corrective action at any time after the date of compliance. Pursuant to Wis. Stat. § 50.034(10), 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 operator 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 operator a decision on the date of compliance extension.

ORDER NOT TO ADMIT NEW OR ADDITIONAL TENANTS

Based on the results of the Department's inspection and pursuant to Wis. Stat. § 50.034(2)(e), and Wis. Admin. Code § DHS 89.56(3)(d), EFFECTIVE UPON RECEIPT OF THIS NOTICE and ORDER, the Department of Health Services HEREBY ORDERS that Prairie Ridge Assisted Living NOT ADMIT ANY NEW OR ADDITIONAL TENANTS until all violations in Statement of Deficiency 78WP16 are corrected, compliance is verified by the Department, and this Order is rescinded in writing

SPECIAL ORDERS

Based on the results of the Department's inspection, and monitoring visit, and pursuant to Wis. Stat. § 50.034(2)(e), **EFFECTIVE UPON RECEIPT OF THIS NOTICE and ORDER**, the Department of Health Services **HEREBY ORDERS** that **Prairie Ridge Assisted Living**:

1. Pursuant to Wis. Admin. Code §§ DHS 89.56(3)(a) and (3)(c)., effective immediately, the operator shall comply with the requirements specified by Wis. Admin. Code § DHS 89.23(4)(b) and ensure the operator has a designated service manager who shall be responsible for day-to-day operation of the facility, including ensuring that facility policies and procedures are followed and that the health, safety and autonomy of the tenants are protected.

That is, the operator shall ensure compliance with department orders issued with Statement of Deficiency 78WP15 on October 22, 2025, and shall implement the following:

WITHIN 7 DAYS of receipt of this notice, the operator shall provide Tenant 4, Tenant 6, and Tenant 7, or their legal representatives, and case managers (if any) with a copy of Statement of Deficiency 78WP15 and a copy of this Notice and Order letter. The operator shall retain evidence, acceptable to the department, to verify compliance with this Order. Acceptable documentation will be a signed, certified mail receipt or a verification letter or email from each tenant, or their legal representative, and case manager. Required evidence will be made available to the department representatives upon request.

WITHIN 45 DAYS of receipt of this notice, the operator shall develop and implement a written procedure to ensure:

- Each tenant has a mutually agreed-upon written service agreement consistent with the comprehensive assessment under Wis. Admin. Code § DHS 89.26.**
- The service agreement contents are consistent with Wis. Admin. Code §§ DHS 89.27(2) and (3) and are presented in a language and a format that make it possible for the tenants to readily identify the type, amount, frequency and cost of services they receive, the qualifications of the staff providing those services and whether the services are provided directly by the facility or by a subcontract.**
- The initial service agreement and any renewals of the service agreement shall be dated and signed by a representative of the facility; by the tenant or by the tenant's guardian, if any, and all other persons with legal authority to make health care or financial decisions for the tenant; and by the county for a tenant whose services are funded. The operator shall provide a copy of the service agreement to all parties who signed the agreement.**

- The service agreement shall be reviewed when there is a change in the comprehensive assessment or at the request of the facility or at the request or on behalf of the tenant and shall be updated as mutually agreed to by all parties to the agreement.

The operator shall provide training for all managers, and service providers (as appropriate) on the procedure required by Order #1. Training will be documented in personnel records and will include the date/duration of training, the signature/qualifications of the instructor, and an outline of course content.

ADDITIONALLY,

WITHIN 7 DAYS of receipt of this notice, the operator shall provide Tenant 4, Tenant 6, Tenant 7, and Tenant 8, or their legal representatives, and case managers (if any) with a copy of Statement of Deficiency 78WP16 and a copy of this Notice and Order letter. The operator shall retain evidence, acceptable to the department, to verify compliance with this Order. Acceptable documentation will be a signed, certified mail receipt or a verification letter or email from each tenant, or their legal representative, and case manager. Required evidence will be made available to the department representatives upon request.

NOTICE OF FORFEITURE*

According to Wis. Stat. § 50.034(2)(e), and Wis. Admin. Code § DHS 89.56(4), the Department of Health Services may impose a forfeiture for violations of the applicable statutory provisions or administrative rules governing RCACs. 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 there are violations of state statutes or administrative code provisions, or both, as identified in the enclosed SOD #78WP16. Therefore, pursuant to Wis. Stat. § 50.034(2)(e), and Wis. Admin. Code § DHS 89.56(4), **IT IS HEREBY ORDERED** that a total **FORFEITURE OF \$2,200.00 IS IMPOSED** for the following violations described in SOD #78WP16.

TAG	DHS CODE	FORFIETURE AMOUNT
U0131	89.23(4)(b)1.	\$1,000.00
U0185	89.27(3)(c) 2	\$1,200.00

Total Forfeiture Due: \$2,200.00

* According to Art. X, §2 of the Wisconsin Constitution and Wis. Stat. § 50.034(8)(d), all forfeitures collected by the Department are deposited in the State's School Fund.

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 #78WP16, **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 \$1,430.00.

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

**ENFORCEMENT SPECIALIST
DHS / DQA / BAL
PO BOX 2969
MADISON, WI 53701-2969**

NOTICE OF RIGHT TO APPEAL

According to Wis. Stat. § 50.034(8)(c) and Wis. Admin. Code § DHS 89.59, 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 the Division of Hearings and Appeals (DHA) within ten (10) days after receipt of this NOTICE**. Please note, according to Wis. Admin. Code § DHS 89.59(2), an appeal is filed on the date that it is received by the Division of Hearings and Appeals. Send your request for a hearing to:

**RCAC APPEAL
DHA
PO BOX 7875MADISON WI 53707-7875**

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

- ✓ The name and address of the facility;
- ✓ A description of the action being appealed (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.

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RCAC Dodge County
February 24, 2026

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. § 50.034(8)(d), if you file an appeal, then payment of any forfeiture is due within ten (10) days after you receive the final decision in the case after exhaustion of administrative review.

NOTICE OF REVISIT FEE

According to Wis. Stat. § 50.034(10), if the Department takes enforcement action against a residential care apartment complex 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 residential care apartment complex.

On 01/15/2026, a verification visit was concluded at Prairie Ridge Assisted Living by the Division of Quality Assurance, Bureau of Assisted Living, **to determine if the violation(s) contained in Statement of Deficiency (SOD) #78WP15 were corrected. Therefore, an inspection fee of \$200 is being assessed.**

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

**ATTN:LPPA/REVIST
Division of Quality Assurance
Bureau of Assisted Living
Southern Regional Office
Room 300
201 E. Washington Ave.
Madison, WI 53703**

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 Prairie Ridge Assisted Living. There are no appeal rights for revisit fees.

* * *

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

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Prairie Ridge Assisted Living (0010669)
RCAC Dodge County
February 24, 2026

Sincerely,

A handwritten signature in black ink, appearing to read "Kenneth Brotheridge". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

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

Enclosure
KB/SS

cc: Ombudsman, Dodge County
Aging/Disability Resource Center, Dodge County
Dodge County Human Services
Waiver Agencies
Division of Medicaid Services
Disability Rights Wisconsin