STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019578	A. BUILDING: _____ B. WING _____	C 02/19/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
JIMS PLACE	2160 JAMES COURT WISCONSIN RAPIDS, WI 54494

(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
M 000	INITIAL COMMENTS On 02/19/2026, Surveyor completed a complaint investigation at Jims Place. As a result of the investigation, the complaint was substantiated and one (1) new deficiency was issued. Census: 4	M 000		
M 424	88.06(3)(f) REVIEW OF ISP The individual service plan shall be reviewed at least once every 6 months by the licensee, the resident or the resident's guardian, the service coordinator, if any, the designated representative, if any, the placing agency with the resident participating in a manner appropriate for the resident's level of understanding and method of communication. This review is to determine continued appropriateness of the plan and to update the plan as necessary. A plan shall be updated, in writing, whenever the resident's needs or preferences change substantially or when requested by the resident or the resident's guardian. This Rule is not met as evidenced by: Based on observation, interview, and record review, the provider did not ensure Resident 1's individual service plan (ISP) was updated with a description of the services the provider would offer to meet Resident 1's needs related to bathing and housekeeping.	M 424		

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

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M 424	Continued From page 1 The provider is licensed to care for up to 4 residents who may have/be physically disabled, emotionally disturbed/mental illness, traumatic brain injury, and/or developmentally disabled. Findings include: On 02/09/2026, the Department received a complaint alleging concerns about services provided to residents regarding showering. On 02/19/2026 at 8:55 AM, Surveyor observed Resident 1 in the common area wearing a black t-shirt, black sweatshirt and gray sweatpants. Resident 1's t-shirt appeared to have multiple, light-colored stains on the front and the sweatpants were inside out and appeared to have an orange-colored stain on the front. Resident 1's hair was matted in the back and appeared greasy. There was a strong body odor near Resident 1. On 02/19/2026 at 9:45 AM, Surveyor observed the following in Resident 1's room: -- A garbage can full and overflowing with various items including empty food wrappers and empty plastic bottles. The items cascaded onto the surrounding floor. -- Multiple, large, dark colored stains on the floor surrounding Resident 1's bed. -- A light purple colored stainless-steel mug that contained a dark liquid inside. The outside of the mug appeared to be dirty with old, dry, dark colored liquid staining surrounding the upper lip of the mug and covering approximately 40% of the mugs outside surface area. -- A beige colored fitted sheet on Resident 1's bed. The sheet contained darker colored stains	M 424		

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M 424	Continued From page 2	M 424		

which resembled sweat and dirt on the middle to lower part of the fitted sheet with the darkest section on the lower right corner of the bed.
-- Crumbs of what appear to be food particles, dirt and dust on the furniture surfaces and scattered around the floor.

On 02/19/2026 at 1:19 PM, Surveyor interviewed Caregiver B. S/he could not recall the last time Resident 1 received a shower as s/he will refuse. Caregiver B volunteered that s/he attempted to wash Resident 1's sheets recently, but Resident 1 refused and "told me to get the hell out" of his/her room. Caregiver B could not recall a time when Resident 1's pants were not inside out and shared concerns about Residents 1's hair being "severely greasy." Caregiver B stated s/he attempts to re-approach when Resident 1 refuses cares and stated, "We just have to keep trying. You cannot force."

On 02/19/2026 at 9:15 AM and 2:00 PM, Surveyor interviewed Manager A. S/he said that staff will offer to clean Resident 1's room on a weekly basis, but s/he will refuse. S/he said that Resident 1 will state that s/he will take a shower later in the day if staff inquire about him/her showering but ultimately refuses. Manager A stated that Resident 1's hesitancy to shower is in part due to concern about falling in the shower. S/he shared that during a recent review on 01/16/2026, a shower chair would be provided for Resident 1 to assist in showering. Manager A acknowledged that the chair had not arrived at the facility yet and was unsure when the shower chair would be available for Resident 1 to try.

On 02/19/2026 at 9:30 AM, Surveyor reviewed Resident 1's records with Manager A including documentation of daily cares during January 2026

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M 424	Continued From page 3	M 424		

and February 2026. Manager A acknowledged the following regarding showering during January 2026, and February 2026:

January 2025:

-- Twelve (12) dates documented as "R" for refused (1st through the 9th, 28th, 30th, and 31st).
-- Fifteen (15) dates were documented as "I" for "independent" (10th through the 18th, 21st through the 27th).
-- Two (2) dates did not contain charting for showering (20th and 29th).
-- January 19th was documented as a "partial bath".

February 2025:

-- Twelve (12) dates documented as "R" for refused (1st through the 4th, 6th, 10th through the 18th).
-- Four (4) dates did not contain charting for showering (5th, 7th, 8th, and 9th).

Manager A acknowledged the charting pertaining to daily cares and showering in January 2026 and February 2026. S/he stated it was "poor documentation" and ultimately was uncertain whether Resident 1 had received a shower during those two months.

On 02/19/2026 at 12:20 PM, Surveyor requested and reviewed Resident 1's daily charting pertaining to showering during December 2025 and noted the following:

-- Eighteen (18) dates documented as "R" for refused (3rd through the 7th, 10th through the 17th, 25th through the 29th).

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M 424	Continued From page 4 -- Eight (8) dates did not contain charting for showering (9th, 18th through the 24th). -- Four (4) dates was documented as "I" for "independent" (1st, 2nd, 30th, and 31st). On 02/19/2026 at 2:05 PM, Surveyor reviewed Resident 1's most recent ISP dated 02/06/2026. The ISP read in part, " ...[Resident 1] needs queuing to shower, previously [s/he] would shower every other day. [Resident 1] is able to transfer in / out using grab bars onto a shower chair. [Resident 1] is able to wash and dry [his/her] hair and body without assistance ...08/2025, [Resident 1] will often refuse showers stating [s/he] doesn't want to fall or doesn't want assistance from staff ...[Resident 1] needs cuing to keep [his/her] bedroom clean and organized ..." The ISP did not: -- Identify Resident 1's history of refusals regarding housekeeping. -- Contain specific, individualized strategies on how to approach Resident 1's refusals regarding showering and housekeeping.	M 424		