STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	510256	A. BUILDING: _____ B. WING _____	C 06/24/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
TIMBER VIEW	S8560 BALSAM RD 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
N 000	Initial Comments On 06/20/2025, Surveyor conducted a complaint investigation at Timber View. Data collection continued through 06/24/2025. The complaint was substantiated. One deficiency was identified. Census: 5	N 000		
N 492	83.45(1)(a) Exterior areas. Exterior areas. The CBRF shall maintain the yard, any fences, sidewalks, driveways and parking areas of the CBRF in good repair and free of hazards. This Rule is not met as evidenced by: Based on observation and interview, the provider did not ensure the driveway and parking areas were in good repair and free of hazards. The blacktop driveway was cracked, uneven, and rough. Findings include: On 05/20/2025, the Department received a complaint alleging the driveway needed repair. The provider is licensed to care for 6 adults in the client groups emotionally disturbed/mental illness, developmentally disabled, and alcohol/drug dependent. The provider is licensed as a class AA (ambulatory). On 06/20/2025 at 1:48 PM, while pulling into the driveway, Surveyor observed the blacktop leading up a steep incline to the facility was cracked, uneven, and rough in multiple areas.	N 492		

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

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N 492	Continued From page 1 On 06/20/2025 at 1:51 PM, Surveyor interviewed Program Manager (PM) B via phone. PM B stated they had a company coming out on Monday, 06/23/2025, to do an estimate for repair of the driveway. PM B stated the provider's driveway was the worst out of all the company's assisted living facilities and they planned to get it done first. On 06/20/2025 at 1:55 PM, Surveyor interviewed Caregiver C. Caregiver C stated s/he had been with the company for 12 years. Caregiver C stated residents and staff moved to this provider in Spring 2025, and the provider had been emptied for some time prior. Caregiver C stated it would be nice to have a smoother driveway. Caregiver C stated there had not been any incidents with residents or staff regarding the driveway as a potential trip hazard. Caregiver C stated staff did encourage residents to walk outside. On 06/20/2025 at 2:02 PM, Surveyor interviewed Resident 1. Resident 1 stated s/he would try to go for walks on the driveway. Resident 1 stated s/he had never had an incident on the driveway but the provider needed a new one. On 06/20/2025 at 2:08 PM, Surveyor went outside to observe the driveway. The driveway approached the home from a steep incline off a gravel road. The driveway was blacktopped with multiple areas of the blacktop crumbling away. There were large chunks of loose blacktop all over the driveway. There were at least 3 large potholes down to the dirt where the blacktop was worn away. Along the right side of the driveway, running down alongside the grass, a long trench had been washed out. These multiple issues with	N 492		

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N 492	Continued From page 2 the driveway posed a potential trip hazard for residents and staff. On 06/20/2025 at 4:48 PM, Surveyor requested from Regional Director (RD) A, any estimates or documentation related to driveway maintenance and any incidents that had occurred related to the driveway disrepair, with a deadline of 2:15 PM on 06/24/2025. On 06/24/2025 at 1:28 PM, Surveyor received an email from RD A and PM B. The email read, in part, "I have not received the estimate for the driveway yet. I have a company giving me estimates for three of our facilities and they have not sent them to me yet. There have not been any incidents with clients or staff due to the driveway."	N 492		