STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018963	A. BUILDING: _____ B. WING _____	R-C 06/17/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RIDGE AT MADISON (THE)	**2879 FISH HATCHERY ROAD FITCHBURG, WI 53713**

(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 06/17/2025, Surveyor conducted a complaint investigation and verification visit at The Ridge at Madison RCAC, an RCAC located in Fitchburg, WI. As a result of the survey, 1 violation of Chapter DHS 89 was issued. One violation from previous Statement of Deficiency (SOD) E62917 was corrected. The complaint was substantiated. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 42	{U 000}		
U 254	89.34(3) TENANT RIGHTS Rights of tenants. A tenant of a residential care apartment complex shall have all the rights listed in this section. These rights in no way limit or restrict any other rights of the individual under the U.S. Constitution, civil rights legislation or any other applicable statute, rule or regulation. Tenant rights are all of the following: (3) SELF-DIRECTION. To make reasonable decisions relating to activities, daily routines, use of personal space, how to spend one's time and other aspects of life in the residential care apartment complex. This Rule is not met as evidenced by:	U 254		

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 254	Continued From page 1 Based on record review and interview, the provider did not ensure that tenants were able to use space, daily routines and other aspects of life also causing some tenants to miss medical appointments. The facility elevator was out of order from 05/03/2025 through 05/09/2025 leaving tenants on the 2nd and 3rd floor unable to get up/down levels. Findings include: On 05/06/2025, the Department received a complaint that alleged the facility elevator was not working for several days. On 06/17/2025 and 9:00 AM, Surveyor interviewed Resident Care Coordinator I (RCC-I). RCC-I confirmed that the facility elevator was not working from 05/03/2025 until 05/09/2025. RCC-I confirmed that some tenants missed medical appointments due to not being able to get to the main floor. RCC-I stated that tenants on 2nd floor and 3rd floor that were not able to use the stairs were not able to leave their floor. RCC-I stated that 11 tenants that live on the 2nd and 3rd floors were not able to use the stairs. Surveyor asked RCC-I why it took so long to get the elevator fixed? RCC-I stated that s/he did not know. On 06/17/2025 at 9:45 AM, Surveyor interviewed Tenant 11. Tenant 11 stated, "The elevator was broken in early May and I could not get downstairs because I have trouble using the stairs without help. I was not able to go to my doctor appointment on 05/06/2025 because I could not get down to the lobby. I felt like I was trapped in my apartment." On 06/17/2025 at 10:15 AM, Surveyor	U 254		

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U 254	Continued From page 2 interviewed Tenant 12. Tenant 12 stated, "The elevator was not operable early May. I couldn't get downstairs or even off this floor because I have issues using the stairs without help. I don't need a device, but I am unsteady on stairs. I felt like a prisoner. The elevator was broke for about a week." On 06/17/2025 at 10:45 AM, Surveyor interviewed Tenant 13. Tenant 13 stated, "I couldn't use the elevator for about a week in May because it wasn't working. I would need help on the stairs because I feel like I would fall. I couldn't get off this level and felt secluded in my apartment." On 06/17/2025 at 11:15 AM, Surveyor interviewed Tenant 14. Tenant 14 stated, "The elevator was not working in early May, it works now. But I couldn't leave the 3rd floor to do anything for a week. I felt trapped up here." Summary: The facility elevator was not operable from 05/03/2025 through 05/09/2025. This was confirmed by RCC-I. One tenant missed an appointment due to not being able to get to the lobby. Tenants 11, 12, 13 and 14 all stated they cannot use stairs without help and couldn't leave the floor they lived on due to the elevator not being in operation.	U 254		