STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0017050	A. BUILDING: _____ B. WING _____	R-C 06/22/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MILESTONE SENIOR LIVING RENEE	**5512 RENEE DR EAU CLAIRE, WI 54703**

(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 06/11/2026, Surveyor conducted a complaint investigation and verification visit at Milestone Senior Living Renee. An additional complaint was received on 06/16/2026. Data collection continued through 06/22/2026. One of 2 complaints was substantiated. The deficiencies identified in Statement of Deficiency (SOD) H54P12, dated 02/03/2026 were corrected. One deficiency was identified and was a repeat deficiency. See SOD 1LZ611, dated 09/05/2023. Under statutory provisions of Wis. Stat. ch. 50, a $200 revisit fee is being assessed. Census: 30 tenants; 27 apartments	{U 000}		
U 152	89.25(1)(c) SCHEDULE OF FEES FOR SERVICES. Residential care apartment complexes shall have a written schedule of fees for services which includes all of the following: The facility's refund policy regarding application and entrance fees, security deposits and monthly rent, meal and service charges in the event of death or termination of the contract between the tenant and the facility. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure the refund policy	U 152		

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 152	Continued From page 1	U 152		

regarding security deposits and monthly rent, meal and service charges in the event of death was followed.

Tenant 1's refund was not issued pursuant to the terms of the service agreement signed on 03/03/2023.

This is a repeat deficiency. See Statement of Deficiency 1LZ611, dated 09/05/2023.

Findings include:

On 06/16/2026, the Department received a complaint about refunds.

On 06/17/2026 at approximately 12:30 PM, Surveyor requested Tenant 1's record, including the admission/service agreement, schedule of fees for service and refund policy, current statements, account balance and summary of funds owed to Tenant 1 upon discharge. Tenant 1 was scheduled to be discharged from the facility on 04/13/2026 to a higher level of care and passed away on 04/03/2026.

On 06/17/2026 at approximately 5:00 PM, Administrator A sent the above request via email and stated, "The amount being refunded is $2,230.22. Pages 10 and 11 of the Agreement outline our policy, which is to refund within 30 days."

Surveyor reviewed Tenant 1's signed service agreement signed on 03/03/2023 with a commencement date listed as 02/01/2023. The service agreement read, in part:

"Refund of Base Monthly Fee. The Base Monthly Fee for the month in which discharge occurs shall

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U 152	Continued From page 2 be prorated to the date the Apartment is vacated. If any refund of the Base Monthly Fee is due, the Community will make the refund within thirty (30) days after the date of discharge. However, if Tenant fails to give advance notice of termination as required in this Agreement, the Community reserves the right to retain the Base Monthly Fee for the month in which the discharge occurs." "Death of Tenant. This Agreement may be terminated 15 days after the death of a Resident, provided that advanced written notice is given to the Community and the Apartment is vacated. The Base Monthly Fee will be assessed until all personal property of the deceased Tenant is removed. The deceased Tenant's estate will be liable for all provisions outlined in this Agreement until all charges and fees due pursuant to this Agreement have been paid, at which time refunds will be issued pursuant to the terms of this Agreement." On 06/18/2026 at approximately 10:00 AM, Administrator A confirmed via email Tenant 1's account balance had not been refunded within 30 days. Administrator A further stated the check had been mailed and would be delivered via Fed Ex by Monday at the latest.	U 152		