STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018761	A. BUILDING: _____ B. WING _____	C 09/17/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
VITACARE LIVING - RICE LAKE I	1631 KERN AVE RICE LAKE, WI 54868

(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 09/16/2025, Surveyors conducted a complaint investigation at VitaCare Living - Rice Lake I. Data was collected through 09/17/2025. The complaint was substantiated. One violation was identified. The violation was a repeat deficiency. See Statement of Deficiency (SOD) 9C5111, dated 08/17/2022. Census: 14.	N 000		
N 158	83.12(2)(a) Caregiver: Investigating abuse & neglect Investigating and reporting abuse, neglect, or misappropriation of property. Caregiver. 1. When a CBRF receives a report of an allegation of abuse or neglect of a resident, or misappropriation of property, the CBRF shall take immediate steps to ensure the safety of all residents. 2. The CBRF shall investigate and document any allegation of abuse or neglect of a resident, or misappropriation of property by a caregiver. If the CBRF ' s investigation concludes that the alleged abuse, or neglect of a resident or misappropriation of property meets the definition of abuse or neglect of a resident, or of misappropriation of property, the CBRF shall report the incident to the department on a form provided by the department, within 7 calendar days from the date the CBRF knew or should have known about the abuse, neglect, or misappropriation of property. The CBRF shall maintain documentation of any investigation. This Rule is not met as evidenced by: Based on interview and record review, the	N 158		

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

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N 158	Continued From page 1	N 158		

provider did not investigate a report of potential misappropriation of property, take immediate steps to ensure the safety of the residents, or investigate and document any allegation of misappropriation of property by a caregiver in 1 of 1 incident reviewed involving allegations of misappropriation of resident funds. Law enforcement was not called to investigate the allegations as of 09/16/2025.

This is a repeat violation. See Statement of Deficiencies (SOD) 9C5111, dated 08/17/2022.

Findings include:

The provider is licensed to care for 16 residents in the client groups terminally ill, physically disabled, advanced aged and irreversible dementia/Alzheimer's disease.

On 07/16/2025, the Department received a complaint regarding a report of potential misappropriation of Resident 1's property.

On 09/16/2025, at approximately 12:00 PM, Surveyors interviewed Administrator A. Administrator A stated s/he had started working at the facility in January of 2025 and had heard sometime after his/her start date that Resident 1 was upset about missing money and had reported it to Caregiver B prior to Administrator A working at the facility. Administrator A stated Resident 1 managed his/her own money and kept it hidden in his/her room. Administrator A stated Resident 1 had left his/her bedroom door unlocked when s/he left to work with his/her sibling the day it had gone missing. Administrator A stated Resident 1 was upset and reported the incident to Former Employee (FE) C. Administrator A stated there was no investigation

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on file for the incident and that Resident 1 did not want the incident reported because s/he was scared. Administrator A did not know when the incident had occurred or how much money was missing.

At approximately 12:38 PM, Surveyor interviewed Resident 1, who stated s/he was not sure of the date when his/her money had potentially been misappropriated. Resident 1 stated s/he kept his/her money in a money bag within a drawer in his/her room. Resident 1 stated s/he had been gone for a weekend approximately one year prior, and sometime after coming back to the facility, found that s/he was missing $1000. Resident 1 stated s/he suspected that FE C had misappropriated Resident 1's money, as FE C had been the only one working the day Resident 1 was out of the facility. Resident 1 stated s/he brought his/her concerns to FE C right away, and that FE C had said s/he would investigate. Resident 1 stated other staff members also believed that FE C had misappropriated the money. Resident 1 stated s/he had not heard any updates on the investigation since reporting it and had started keeping his/her money in a secured safe.

At approximately 12:38 PM, Surveyor interviewed Caregiver B, who stated that Resident 1 had come to him/her and FE C sometime in the summer of 2024 regarding misappropriation of $1,000. Caregiver B stated FE C said s/he was going to speak to corporate about the allegations, but Caregiver B never heard anything about it after that. Caregiver B stated s/he had asked FE C about the incident a couple of times, but FE C told him/her that corporate had not gotten back to him/her and that Resident 1 could file a police report. Caregiver B stated FE C had stopped

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working at the facility in December of 2024. Caregiver B stated no staff were interviewed regarding Resident 1's missing money and there was no report filed.

At approximately 1:00 PM, Surveyors requested records which documented any investigation into the potential misappropriation of Resident 1's property from Administrator A. Administrator A stated records were previously managed by a different company around the time of the incident, and any records for Resident 1 around that time were no longer accessible as the management company had changed. Administrator A stated s/he could not find any records documenting an investigation into the misappropriation.

At approximately 1:44 PM, Surveyor spoke to Resident 1 again, who stated s/he wanted the incident investigated.

On 09/16/2025, at approximately 8:19 PM, Surveyors received an email from Administrator A, which read, in part:

"...I did go speak with [Resident 1] with [Caregiver B] present this afternoon. [Caregiver B] stated to me that [s/he] was present with [Resident 1] when [Resident 1] reported the missing money to [FE C]. [Resident 1] wanted to call the police at the time of incident, but [Caregiver B] reports to me that [FE C] asked [Resident 1] to hold off "that [s/he] would play detective and get back to [him/her]." I do not have record of anything written from [Resident 1] or [FE C]. [Resident 1] stated that [FE C] never asked [him/her] for a written statement...[Resident 1] does want to make a report as of today if possible. [Resident 1] stated to me that [s/he] believes this occurred during October, near Halloween, because [s/he]

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N 158	Continued From page 4 remembers giving out candy not long after this incident occurred..." On 09/17/2025, at approximately 9:04 AM, Surveyor requested Resident 1's progress notes from August 2024 to November 2024. At 9:22 AM, Administrator A responded via an email, in which s/he wrote that s/he had "no access to resident data prior to November 1st, 2024." At 9:46 AM, Surveyors received an email from Regional Director (RD) D, which had Resident 1's progress notes from November 2024 attached. Resident 1's November 2025 progress notes did not include any report of or investigation into misappropriation of Resident 1's money. The provider did not investigate an allegation of misappropriation of property by a caregiver or keep written reports of the incident.	N 158		