STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0014850	A. BUILDING: _____ B. WING _____	C 06/28/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BIRCH HAVEN NORTH RCAC	320 SUPERIOR AVENUE WASHBURN, WI 54891

(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 06/26/2024, Surveyor conducted a complaint investigation at Birch Haven North RCAC. Data was collected through 06/28/2024. The complaint was substantiated. One violation was identified. Census: 12 occupied apartments, 13 tenants	U 000		
U 110	89.22(3) BUILDING REQUIREMENTS ACCESSIBILITY OF PUBLIC AND COMMON USE AREAS. All public and common use areas of a residential care apartment complex shall be accessible to and useable by tenants who use a wheel-chair or other mobility aid consistent with the accessibility standards contained in ch. Comm 69, Barrier-Free Design. All areas for tenant use within the facility shall be accessible from indoors. This Rule is not met as evidenced by: Based on observation, interview, and record review, the provider did not ensure the facility was accessible to tenants who used a wheelchair or other mobility aids. Findings include: On 04/08/2024, the Department received a complaint about accessibility.	U 110		

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

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U 110	Continued From page 1 On 06/26/2024 at approximately 9:40 AM, Surveyor observed the facility's 3 entrances/exits. The facility was located on the 2nd floor of a commercial building. The facility could be accessed via elevator or 2 stairways. At approximately 9:45 AM, Surveyor interviewed Caregiver A. Caregiver A stated the elevator did not work consistently. Caregiver A explained that the doors randomly did not open, trapping the occupant inside or blocking the person from entering the elevator. Caregiver A stated all tenants preferred to use the elevator versus the stairs and most of the tenants were not able to navigate the stairs due to needing wheelchairs and/or other mobility devices. Caregiver A said the issue began about 6 months ago and it last occurred 1 week ago. Caregiver A stated 12 tenants resided at the facility. At 10:05 AM, Surveyor interviewed Tenant 1. Tenant 1 stated s/he was trapped in the elevator for about 1 hour in November 2023, and s/he was rescued by the fire department. Tenant 1 became emotional as s/he described the event stating, "I'm happy here except for the elevator... I believe I have to move because I'm constantly in fear." Tenant 1 said s/he was stuck in the elevator multiple times since November but was able to get out within 1 to 10 minutes. Tenant 1 explained that the doors of the elevator randomly would not open, either prior to entry or after. Tenant 1 stated all tenants have had issues with the elevator, and s/he started keeping notes of each incident in June. Surveyor reviewed Tenant 1's personal notes, which documented tenants had issues with the elevator on 06/11/2024, 06/12/2024, 06/13/2024,	U 110		

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U 110	Continued From page 2 06/19/2024, 06/20/2024, 06/23/2024, and 06/24/2024. The notes indicated tenants needed to walk the stairs because they could not get the elevator to work, yell down the stairs to the 1st floor businesses to get someone to push the elevator button from the 1st floor, or ride up and down between floors until the doors would open on the level they needed to get out on. Tenant 1's notes indicated Licensee B was at the facility on 06/19/2024 and observed one of the documented instances. At 10:52 AM, Surveyor interviewed Tenant 2. Tenant 2 stated s/he lived at the facility for 3 years. Tenant 2 stated the elevator acted up regularly but s/he was able to use the stairs. Tenant 2 said that within the last week, s/he got in the elevator and the doors shut, but it would not move to level 1. Tenant 2 stated s/he ended up pushing the "door open" button and using the stairs. Tenant 2 described another recent incident where s/he got in and went up to level 2, but the doors would not open. Tenant 2 stated s/he rode down and up multiple times until a door eventually opened. Tenant 2 stated s/he believed a technician worked on the elevator in April or May but it did not resolve the issue, and nobody had been back to look at it since. At 11:02, Surveyor entered the elevator at level 2. The doors closed and the elevator descended to level 1 but the doors did not open at level 1. Surveyor pushed the "door open" button, but the doors did not open. Surveyor pushed level 2 and the elevator went to level 2, but the doors at level 2 did not open. Surveyor went down and up 2 more times before one of the doors opened (at level 2). Surveyor exited the elevator at level 2 and used the stairs to exit the facility.	U 110		

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U 110	Continued From page 3 On 06/27/2024, Surveyor received and reviewed the provider's last 2 years of elevator inspection and repairs. Since November 2023, the provider had the elevator inspected twice (12/01/2023 and 05/31/2024). On 06/28/2024 at 9:00 AM, Surveyor interviewed Licensee B. Licensee B stated the elevator had been "acting up" on and off since last year but it had happened more since spring 2024. Licensee B said s/he heard of 6 or 7 times that it did not work properly in 2024. Licensee B described the issue as the elevator would descend to level 1 if someone pushed the button at level 1. Licensee B stated s/he was not aware of the elevator doors not opening. Licensee B stated s/he had an inspector scheduled to look at it on 07/01/2024, so s/he would pass along the concern about the doors not opening. Licensee B stated the last time s/he had the elevator inspected, the inspector said s/he may need to replace the elevator. Licensee B stated s/he could not afford a new elevator, so if that was what was needed, s/he would need to discharge tenants that could not navigate stairs or s/he would need to close the facility.	U 110		