Wisconsin Department of Health Services

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | 0013473 | A. BUILDING: _____ B. WING _____ | R-C 05/11/2026 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| MILL POND ONE | 507 MARKET ST WESTFIELD, WI 53964 |

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| {N 000} | Initial Comments<br><br>A verification visit for SOD (Statement of Deficiency) YOVS11, a complaint investigation, and a standard survey were conducted on 05/07/2026 with information gathered through 05/11/2026. As a result of this survey the deficiencies in the verification visit for SOD YOVS11 have been corrected. The complaint was unsubstantiated with no deficiencies. The standard survey had 2 deficiencies identified.<br><br>A $200 revisit fee was assessed per state statutes.<br><br>Census: 8 | {N 000} | | |
| N 243 | 83.21(1)-(3) All employee training.<br><br>The CBRF shall provide, obtain or otherwise ensure adequate training for all employees in all of the following:<br>Resident rights. Training shall include general rights of residents including rights as specified under s. DHS 83.32(3). Training shall be provided as applicable under ss. 50.09 and 51.61 and chs. 54, 55, and 304, Stats., and ch. DHS 94, depending on the legal status of the resident or service the resident is receiving. Specific training topics shall include house rules, coercion, retaliation, confidentiality, restraints, self-determination, and the CBRF ' s complaint and grievance procedures. Residents ' rights training shall be completed within 90 days after starting employment.<br>Client Group. Training shall be specific to the client group served and shall include the physical, social and mental health needs of the client group. Specific training topics shall include, as applicable: characteristics of the client group served, activities, safety risks, environmental | N 243 | | |

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

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| N 243 | Continued From page 1<br>considerations, disease processes, communication skills, nutritional needs, and vocational abilities. Client group specific training shall be completed within 90 days after starting employment.<br>Client Group. In a CBRF serving more than one client group, employees shall receive training for each client group.<br>Recognizing, preventing, managing, and responding to challenging behaviors. Specific training topics shall include, as applicable: elopement, aggressive behaviors, destruction of property, suicide prevention, self-injurious behavior, resident supervision, and changes in condition. Challenging behaviors training shall be completed within 90 days after starting employment.<br><br>This Rule is not met as evidenced by:<br>Based on record review and staff interviews, 2 out of 2 employee records reviewed did not show training in Resident Rights, Client Group Training, and Challenging Behavior Training within 90 days of hire.<br><br>SUP (Supervisor) B was hired 01/17/2022. There was no evidence of exemptions or training in Resident Rights, Client Group, or Challenging Behaviors within 90 days of hire.<br><br>CG (Caregiver) - C was hired on 11/06/2024. There was no evidence of exemptions or training within 90 days of hire for Resident Rights, Client Group, or Challenging Behaviors. | N 243 | | |

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| N 243 | Continued From page 2<br>Findings include:<br><br>On 05/07/2026, Surveyor reviewed staff records for training as part of the standard survey process.<br><br>Records showed SUP(Supervisor)- B was hired 01/17/2022. SUP - B's training record showed training for Resident Rights was completed on 03/22/2023, Client Group training on 11/10/2022, and no training noted for Challenging Behaviors. None of these trainings were completed within 90 days of hire as required.<br><br>Records showed CG (Caregiver) - C was hired on 11/06/2024. CG - C's record showed no training in Resident Rights, Client Group, or Challenging Behaviors within 90 days of hire. CG - C's record did show training in Client Group on 08/25/2025 and training in Resident Rights on 02/26/2026.<br><br>In an interview with Surveyor on 05/07/2026 at 12:30 PM, ADM (Administrator) - A said staff training was done every month by SUP - B on different topics and SUP - B told Surveyor s/he had agendas for these trainings. There was no further evidence of these trainings provided to Surveyor as of 05/11/2026. ADM -A confirmed SUP - B also worked as a caregiver to cover call-ins.<br><br>On 05/07/2026 at approximately 2:00 PM, ADM - A told Surveyor that trainings are tracked by SUP - B. On 05/07/2026 at approximately 2:30 PM, SUP - B stated, "It's news to me," regarding needing these required trainings within 90 days of hire. During this same interview, ADM - A stated s/he had never heard of the 90 day requirement for training. ADM - A stated all employees, including SUP - B and CG - C had Resident | N 243 | | |

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| N 243 | Continued From page 3<br><br>Rights training on 02/26/2026 done by Inclusa. ADM - A said any additional training information would be sent to Surveyor by 05/08/2026. Surveyor was provided an agenda for training in Resident Rights done by Inclusa on 02/26/2026 that showed training for SUP - B and CG - C.<br><br>On 05/11/2026 Surveyor reviewed the email from ADM - A dated 05/08/2026. In this email ADM - A confirmed there were no more education hours to be noted and that training in Resident Rights, would occur within 90 days of hire as required going forward. | N 243 | | |
| N 277 | 83.25 Continuing education<br><br>The administrator and resident care staff shall receive at least 15 hours per calendar year of continuing education beginning with the first full calendar year of employment. Continuing education shall be relevant to the job responsibilities and shall include, at a minimum, all of the following:<br>(1) Standard precautions; (2) Client group related training; (3) Medications; (4) Resident rights; (5) Prevention and reporting of abuse, neglect and misappropriation; (6) Fire safety and emergency procedures, including first aid.<br><br>This Rule is not met as evidenced by:<br>Based on record review and staff interviews, 2 out of 2 employee records reviewed did not have the required 15 hours of continuing education training required. SUP (Supervisor) B was hired 01/17/2022. Review of SUP - B's training record indicated 10 hours of continuing education in | N 277 | | |

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| N 277 | Continued From page 4 | N 277 | | |

2024 and 10 hours of continuing education in 2025. CG (Caregiver) - C was hired on 11/06/2024. Review of CG - C's training record indicated 10.5 hours of continuing education in 2025.

Findings include:

On 05/07/2026, Surveyor reviewed staff files for training requirements for the standard survey.

Records showed SUP(Supervisor)- B was hired 01/17/2022. SUP - B's training record showed 10 hours of continuing education in 2024 and 10 hours of continuing education for 2025. There was no evidence of training for Abuse and Resident Rights in SUP - B's 2025 training record . SUP - B did not have evidence of 15 hours of continuing education for 2024 or 2025.

Records showed CG (Caregiver) - C was hired on 11/06/2024. CG - C's record showed 10.5 hours of continuing education for 2025. Training for Abuse, Resident Rights, and Standard Precautions was not included in CG - C's training for 2025. CG - C did not have evidence of 15 hours of continuing education for 2025.

In an interview with Surveyor on 05/07/2026 at 12:30 PM, ADM (Administrator) - A said staff trainings were done every month by SUP - B on different topics and SUP - B said s/he had agendas for these trainings. There was no evidence of these trainings provided to Surveyor on 05/07/2026.

On 05/07/2026 at approximately 2:00 PM, ADM - A told Surveyor that trainings were tracked by SUP - B. On 05/07/2026 at approximately 2:30 PM, SUP - B confirmed s/he was the person who

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| N 277 | Continued From page 5<br>tracked these trainings. ADM - A stated all employees, including SUP - B and CG - C had Resident Rights training 02/26/2026 done by Inclusa. ADM - A said any additional training information would be sent to Surveyor by 05/08/2026.<br><br>On 05/11/2026, Surveyor reviewed the email from ADM - A dated 05/08/2026. In this email ADM - A confirmed there was no more education other than the training done by Inclusa on 02/26/2026. Surveyor was provided an agenda for Resident Rights training by Inclusa. | N 277 | | |