STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0013386	A. BUILDING: _____ B. WING _____	08/05/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OUR HOUSE RICHLAND CENTER RCAC	250 N ORANGE STREET RICHLAND CENTER, WI 53581

(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 08/05/2026, the Bureau of Assisted Living, Southern Regional Office conducted an standard licensing survey of Our House Richland Center RCAC located at 250 North Orange Street in Richland Center, WI. Two citations of noncompliance were issued. Census: 19	U 000		
U 187	89.27(3)(e) SERVICE AGREEMENT (3) OTHER SPECIFICATIONS. (e) The service agreement shall be completed by the date of admission. This Rule is not met as evidenced by: Based on observation, interview, and record review, the provider did not ensure a service agreement was completed by the date of Tenant 1's admission. The findings include: On 08/05/2026 at approximately 8:40 A.M., Assistant Administrator B told Surveyor Tenant 1 had experienced confusion and required cues/reminders related to staying at the facility and not leaving to "go home." Assistant Administrator B told Surveyor Tenant 1 had left the facility and was found confused in the parking lot of the facility 2 times following his/her admission at the end of June 2026. Assistant Administrator B said the facility recently began administering Tenant 1's medications when it was discovered Tenant 1 was not self-administering his/her medications correctly which may have contributed to Tenant 1's increased confusion and behaviors. Assistant Administrator B said Tenant	U 187		

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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1 was responsible for making decisions on his/her own behalf and experienced intermittent confusion.

On 08/05/2026 at approximately 10:13 A.M., Surveyor conducted an interview with Tenant 2. Tenant 2 said s/he mostly felt safe at the facility, but recently started locking his/her apartment door more often related to a confused tenant wandering in the hallway which made him/her feel uncomfortable.

On 08/05/2026 at 10:30 A.M., Surveyor observed Tenant 1 participating in a group activity with other tenants. Following the activity, Surveyor conducted an interview with Tenant 1. Tenant 1 told Surveyor s/he liked "staying" at the facility and has felt "anxious" at times since moving into his/her apartment. Tenant 1 was not able to describe his/her feelings of "anxiety."

On 08/05/2026, Surveyor reviewed Tenant 1's record, as provided by Assistant Administrator B and Regional Director C. Tenant 1's date of admission was listed as 06/26/2026 with diagnoses including Alzheimer's dementia, "major neurocognitive disorder," and ""generalized anxiety disorder." Tenant 1's progress note dated 06/30/2026 included, "[Tenant 1] moved in yesterday afternoon."
Surveyor did not receive Tenant 1's completed service agreement following a request to review Tenant 1's record.
Tenant 1's progress note dated 07/01/2026 at 12:16 P.M. included, "Tenant was a little confused on the location of [his/her] apt [apartment] so another tenant assisted [Tenant 1] up stairs."
Tenant 1's progress note dated 07/02/2026 at 12:18 P.M. included, "At 7:00 A.M. [Tenant 1] was seen walking in the hallway as if searching for

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U 187	Continued From page 2	U 187		

something. Tenant asked when lunch was going to be."
Tenant 1's progress note dated 07/02/2026 8:19 P.M. included, "[Tenant 1] spent most of the day in [his/her] apartment. Another tenant let staff know they had checked on [Tenant 1] before dinner and [Tenant 1] was still in their pajamas. Other RCA [caregiver] checked on [Tenant 1] and [Tenant 1] wanted a room tray. [Tenant 1] had stated that because the storm made the sky dark and [Tenant 1] thought it was later than it was. [Tenant 1] also thought their daughter or [Administrator A] was coming to visit them. [Tenant 1] seemed confused about who was supposed to come see [Tenant 1]. [Tenant 1] does seem anxious or nervous when [caregivers] assist or check on [Tenant 1] but also grateful for the assistance."
Tenant 1's progress note dated 07/07/2026 at 12:42 P.M. included, "[Tenant 1] was seen standing outside apt around 7:00 A.M. [Tenant 1] wondered when breakfast was going to be and could not find the elevator. [Caregiver D] assisted [Tenant 1] with this. [Tenant 1] stated they have clocks in their room now but still have trouble with the time."
Tenant 1's progress note dated 07/08/2026 at 12:31 P.M. included, "[Tenant 1] was redirected to the elevator at breakfast time and was cued at noon as they lost track of time."
Tenant 1's progress note dated 07/11/2026 at 8:58 P.M. included, "[Tenant 1] came down around 3:00 P.M. and appeared to be confused. [Caregiver E] asked if [Tenant 1] needed any assistance. Tenant thought it was dinner time. [Caregiver E] explained when dinner is and [Caregiver E] would come get [Tenant 1] for dinner."
Tenant 1's progress note by Administrator A dated 07/15/2026 at 4:01 P.M. included, in all capital

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letters, "Please try to seat [Tenant 1] at the same table for all meals as [s/he] is getting confused on where to sit and then ends up alone in the middle of the dining room."
Tenant 1's progress note dated 07/19/2026 at 6:28 P.M. included, "[Tenant 1] came out for dinner. Afterwards, [Tenant 1] took [his/her] dinner plate and silverware upstairs. [Tenant 1] appeared confused and did not know what to do with the plate."
Tenant 1's progress note by Administrator A dated 07/20/2026 at 10:11 A.M. included, "Tenant's [family member] has suggested that we [the facility] administer medications for [Tenant 1] as [s/he] doesn't [sic] feel comfortable with [Tenant 1] doing it. [Family member] has also stated that it is hard to see [Tenant 1] declining as [s/he] is used to [Tenant 1] doing for [himself/herself]. [Family member] also states [Tenant 1] is not getting in the shower like [s/he] used to. Care plan will be changed to reflect these new changes."
Tenant 1's progress note dated 07/23/2026 at 12:25 P.M. included, "[Tenant 1] came out for dinner. Tenant was assisted back to apt as they could not find the way. [Tenant 1] came down for lunch at 11:45 A.M. but left, then stated [s/he] needed to go to [his/her] room, started walking down the hallway to [another tenant's room on a different floor than Tenant 1's apartment/room]." This note included, "[Tenant 1] did not appear to know what was going on so in the end tenant had a room tray to make sure they had some type of food provided. [Administrator A] was made aware of [Tenant 1's] behaviors."
Tenant 1's progress notes dated Saturday, 07/25/2026 at 8:56 P.M. included, "[Tenant 1] walked out the front door twice during dinner. [Tenant 1] was talking on the phone both times but appeared to be confused as to where they

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U 187	Continued From page 4	U 187		

were and they were supposed to be. [Caregiver E] and other [caregiver] assisted both times with convincing [Tenant 1] to come back into the building for dinner. [Tenant 1] appeared to be untrusting of [Caregiver E] and other [caregiver]. [Tenant 1] was on the phone with [family member] who told [Tenant 1] to go back inside." This note included, "[Administrator A] and [Assistant Administrator B] were notified."
Tenant 1's progress notes dated 07/25/2026 at 9:00 P.M. included, "[Tenant 1] attempted to leave the facility property twice during dinner. [Family member] called to talk about [Tenant 1's] confusion. [Caregiver E] reassured that the [caregivers] were aware of it and keeping an eye on everything."
Tenant 1's progress note by Assistant Administrator B dated 07/27/2026 at 7:56 A.M. included, "Please continue to monitor [Tenant 1] and redirect [him/her] to [his/her] apartment when [Tenant 1] appears to be confused."
A fax transmission cover sheet from Tenant 1's medical provider dated 07/27/2026 at 2:02 P.M. included, "[Tenant 1] will have intermittent times of confusion. It sounds like redirecting is working well..." in response to the facility updating the medical provider on 07/25/2026 regarding Tenant 1's documented behavior/leaving the facility.
Tenant 1's progress note dated 07/29/2026 at 7:07 P.M. included, "[Tenant 1] showing signs of cognition changes and possible elopement risk. Around 3:00 P.M., [Tenant 1's] family was about to leave. [Tenant 1] came down with their purse. [Tenant 1] appeared to think that [s/he] were going with their family. [Tenant 1's] family assisted tenant back to their apartment and let tenant know that [Tenant 1] had to stay here. [Tenant 1] walked out the front entry during dinner this evening. [Tenant 1] stated, "someone is coming to get me" and [Tenant 1] "had some

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phone calls to make." [Tenant 1] stayed on the property but was pacing outside on the sidewalk in front of the facility. Other [caregiver] assisted [Tenant 1] back into the building and back to their apartment. [Tenant 1] appears to not know where they are or where they should be. [Tenant 1] frequently states that someone is coming to take them home."
Tenant 1's progress note dated 07/31/2026 at 2:42 P.M. included, "[Tenant 1] appears to be more confused on time and where [s/he] is after too many visitors."
Tenant 1's progress note dated 07/31/2026 at 8:41 P.M. included, "[Tenant 1] was roaming the halls a lot on 2nd shift and had to be helped back to their room."
Tenant 1's progress note dated 08/05/2026 at 10:27 A.M. included, "[Tenant 1] is be reminded for showering...Please set the items up for as well."
Tenant 1's "care plan" dated 06/26/2026 included an update dated 07/30/2026 related to Tenant 1's "Anxiety/Agitation" including "Team members to provide assistance to manage behaviors in a supportive environment" and "...will monitor resident/tenant for any signs of anxiousness and offer reassurance and redirection should it occur."
The care plan included an update dated 07/30/2026 related to "Bathing: Set up: requires one team member to set up items for bath or shower, turn on water, adjust water temperatures, etc. but performs all tasks independently."
Tenant 1's care plan included an update dated 07/30/2026 related to Tenant 1's "Depression" and "Team members to provide assistance to manage behaviors in a supportive environment."
Tenant 1's care plan included an update dated 07/30/2026 including "Medications: Team member will administer medications to resident as ordered by physician."

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U 187	Continued From page 6 On 08/05/2026 at 12:36 P.M., Regional Director C told Surveyor Administrator A was on leave from the building since 07/25/2026 and would be returning on 08/10/2026. On 08/05/2026 at 1:30 P.M., Surveyor conducted an interview with Assistant Administrator B and Regional Director C. Assistant Administrator B and Regional Director C told Surveyor a service agreement with Tenant 1 was not completed upon Tenant 1's admission to the facility and remained unsigned as of 08/05/2026. Assistant Director B told Surveyor s/he just attempted to review the incomplete service agreement with Tenant 1 prior to this interview. Assistant Director B said Tenant 1 declined to sign the service agreement because s/he was unsure of it's contents and wanted his/her family to review it. Assistant Director B said Tenant 1 did sign the care plan just prior to this interview. Assistant Director B told Surveyor s/he had a recent conversation with Tenant 1's family regarding visitations at the facility. Assistant Director B said s/he discussed Tenant 1's increased confusion surrounding family visits and requested they decrease the number of family members during each visit and decrease the amount of family visits until Tenant 1 can adjust to living at the facility. Assistant Director B said s/he came to the facility on the evening of 07/25/2026 to assist with supervision of Tenant 1 after the caregivers on duty reported Tenant 1 had left the facility and did not want to come back inside. Assistant Director B said the caregivers were to check on Tenant 1 more frequently to ensure his/her safety, ask Tenant 1 if s/he was doing okay and if /she needed anything, and encourage more participation in activities. Regional Director C said a 30-day notice of	U 187		

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U 187	Continued From page 7 discharge for Tenant 1 would be discussed upon Administrator A's return. Summary: The provider did not ensure a service agreement was completed by the date of Tenant 1's admission. Cross Reference U0189 DHS 89.28(1) Risk Agreement	U 187		
U 189	89.28(1) Risk Agreement (1) REQUIREMENT As a protection for both the individual tenant and the residential care apartment complex, a residential care apartment complex shall enter into a signed, jointly negotiated risk agreement with each tenant by the date of occupancy. This Rule is not met as evidenced by: Based on observation, interview, and record review, the provider did not enter into a signed, jointly negotiated risk agreement with Tenant 1 by the date of occupancy or in response to Tenant 1's cognition and/or behaviors. The findings include: On 08/05/2026 at approximately 8:40 A.M., Assistant Administrator B told Surveyor Tenant 1 had experienced confusion and required cues/reminders related to staying at the facility and not leaving to "go home." Assistant Administrator B told Surveyor Tenant 1 had left the facility and was found confused in the parking lot of the facility 2 times following his/her	U 189		

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admission at the end of June 2026. Assistant Administrator B said the facility recently began administering Tenant 1's medications when it was discovered Tenant 1 was not self-administering his/her medications correctly which may have contributed to Tenant 1's increased confusion and behaviors. Assistant Administrator B said Tenant 1 was responsible for making decisions on his/her own behalf and experienced intermittent confusion.

On 08/05/2026 at approximately 10:13 A.M., Surveyor conducted an interview with Tenant 2. Tenant 2 said s/he mostly felt safe at the facility, but recently started locking his/her apartment door more often related to a confused tenant wandering in the hallway which made him/her feel uncomfortable.

On 08/05/2026 at 10:30 A.M., Surveyor observed Tenant 1 participating in a group activity with other tenants. Following the activity, Surveyor conducted an interview with Tenant 1. Tenant 1 told Surveyor s/he liked "staying" at the facility and has felt "anxious" at times since moving into his/her apartment. Tenant 1 was not able to describe his/her feelings of "anxiety."

On 08/05/2026, Surveyor reviewed Tenant 1's record, as provided by Assistant Administrator B and Regional Director C. Tenant 1's date of admission was listed as 06/26/2026 with diagnoses including Alzheimer's dementia, "major neurocognitive disorder," and ""generalized anxiety disorder." Tenant 1's progress note dated 06/30/2026 included, "[Tenant 1] moved in yesterday afternoon."
Surveyor did not receive documentation of a completed and/or signed risk agreement following a request to review Tenant 1's record.

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U 189	Continued From page 9 Tenant 1's progress note dated 07/01/2026 at 12:16 P.M. included, "Tenant was a little confused on the location of [his/her] apt [apartment] so another tenant assisted [Tenant 1] up stairs." Tenant 1's progress note dated 07/02/2026 at 12:18 P.M. included, "At 7:00 A.M. [Tenant 1] was seen walking in the hallway as if searching for something. Tenant asked when lunch was going to be." Tenant 1's progress note dated 07/07/2026 at 12:42 P.M. included, "[Tenant 1] was seen standing outside apt around 7:00 A.M. [Tenant 1] wondered when breakfast was going to be and could not find the elevator." Tenant 1's progress note by Administrator A dated 07/15/2026 at 4:01 P.M. included, in all capital letters, "Please try to seat [Tenant 1] at the same table for all meals as [s/he] is getting confused on where to sit and then ends up alone in the middle of the dining room." Tenant 1's progress note by Administrator A dated 07/20/2026 at 10:11 A.M. included, "Tenant's [family member] has suggested that we [the facility] administer medications for [Tenant 1] as [s/he] doesn't [sic] feel comfortable with [Tenant 1] doing it. [Family member] has also stated that it is hard to see [Tenant 1] declining as [s/he] is used to [Tenant 1] doing for [himself/herself]. [Family member] also states [Tenant 1] is not getting in the shower like [s/he] used to. Care plan will be changed to reflect these new changes." Tenant 1's progress note dated 07/23/2026 at 12:25 P.M. included, "[Tenant 1] came out for dinner. Tenant was assisted back to apt as they could not find the way. [Tenant 1] came down for lunch at 11:45 A.M. but left, then stated [s/he] needed to go to [his/her] room, started walking down the hallway to [another tenant's room on a different floor than Tenant 1's apartment/room]."	U 189		

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This note included, "[Tenant 1] did not appear to know what was going on so in the end tenant had a room tray to make sure they had some type of food provided. [Administrator A] was made aware of [Tenant 1's] behaviors."
Tenant 1's progress notes dated Saturday, 07/25/2026 at 8:56 P.M. included, "[Tenant 1] walked out the front door twice during dinner. [Tenant 1] was talking on the phone both times but appeared to be confused as to where they were and they were supposed to be. [Caregiver E] and other [caregiver] assisted both times with convincing [Tenant 1] to come back into the building for dinner. [Tenant 1] appeared to be untrusting of [Caregiver E] and other [caregiver]. [Tenant 1] was on the phone with [family member] who told [Tenant 1] to go back inside." This note included, "[Administrator A] and [Assistant Administrator B] were notified."
Tenant 1's progress notes dated 07/25/2026 at 9:00 P.M. included, "[Tenant 1] attempted to leave the facility property twice during dinner. [Family member] called to talk about [Tenant 1's] confusion. [Caregiver E] reassured that the [caregivers] were aware of it and keeping an eye on everything."
Tenant 1's progress note by Assistant Administrator B dated 07/27/2026 at 7:56 A.M. included, "Please continue to monitor [Tenant 1] and redirect [him/her] to [his/her] apartment when [Tenant 1] appears to be confused."
A fax transmission cover sheet from Tenant 1's medical provider dated 07/27/2026 at 2:02 P.M. included, "[Tenant 1] will have intermittent times of confusion. It sounds like redirecting is working well..." in response to the facility updating the medical provider on 07/25/2026 regarding Tenant 1's documented behavior/leaving the facility.
Tenant 1's progress note dated 07/29/2026 at 7:07 P.M. included, "[Tenant 1] showing signs of

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cognition changes and possible elopement risk. Around 3:00 P.M., [Tenant 1's] family was about to leave. [Tenant 1] came down with their purse. [Tenant 1] appeared to think that [s/he] were going with their family. [Tenant 1's] family assisted tenant back to their apartment and let tenant know that [Tenant 1] had to stay here. [Tenant 1] walked out the front entry during dinner this evening. [Tenant 1] stated, "someone is coming to get me" and [Tenant 1] "had some phone calls to make." [Tenant 1] stayed on the property but was pacing outside on the sidewalk in front of the facility. Other [caregiver] assisted [Tenant 1] back into the building and back to their apartment. [Tenant 1] appears to not know where they are or where they should be. [Tenant 1] frequently states that someone is coming to take them home."

Tenant 1's progress note dated 07/31/2026 at 2:42 P.M. included, "[Tenant 1] appears to be more confused on time and where [s/he] is after too many visitors."

Tenant 1's progress note dated 07/31/2026 at 8:41 P.M. included, "[Tenant 1] was roaming the halls a lot on 2nd shift and had to be helped back to their room."

Tenant 1's "care plan" dated 06/26/2026 included an update dated 07/30/2026 related to Tenant 1's "Anxiety/Agitation" including "Team members to provide assistance to manage behaviors in a supportive environment" and "...will monitor resident/tenant for any signs of anxiousness and offer reassurance and redirection should it occur."

The care plan included an update dated 07/30/2026 related to "Bathing: Set up: requires one team member to set up items for bath or shower, turn on water, adjust water temperatures, etc. but performs all tasks independently."

Tenant 1's care plan included an update dated 07/30/2026 related to Tenant 1's "Depression"

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0013386	A. BUILDING: _____ B. WING _____	08/05/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OUR HOUSE RICHLAND CENTER RCAC	250 N ORANGE STREET RICHLAND CENTER, WI 53581

(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 189	Continued From page 12	U 189		

and "Team members to provide assistance to manage behaviors in a supportive environment." Tenant 1's care plan included an update dated 07/30/2026 including "Medications: Team member will administer medications to resident as ordered by physician."

On 08/05/2026 at 12:36 P.M., Regional Director C told Surveyor Administrator A was on leave from the building since 07/25/2026 and would be returning on 08/10/2026.

On 08/05/2026 at 1:30 P.M., Surveyor conducted an interview with Assistant Administrator B and Regional Director C.
Assistant Director B told Surveyor s/he had a recent conversation with Tenant 1's family regarding visitations at the facility. Assistant Director B said s/he discussed Tenant 1's increased confusion surrounding family visits and requested they decrease the number of family members during each visit and decrease the amount of family visits until Tenant 1 can adjust to living at the facility. Assistant Director B said s/he came to the facility on the evening of 07/25/2026 to assist with supervision of Tenant 1 after the caregivers on duty reported Tenant 1 had left the facility and did not want to come back inside. Assistant Director B said the caregivers were to check on Tenant 1 more frequently to ensure his/her safety, ask Tenant 1 if s/he was doing okay and if /she needed anything, and encourage more participation in activities.
Regional Director C told Surveyor a risk agreement with Tenant 1's should have been completed related to Tenant 1's confusion and behaviors. Regional Director C said a 30-day notice of discharge for Tenant 1 would be discussed upon Administrator A's return.

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0013386	A. BUILDING: _____ B. WING _____	08/05/2026

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U 189	Continued From page 13 Summary: The provider did not enter into a signed, jointly negotiated risk agreement with Tenant 1 by the date of occupancy or in response to Tenant 1's cognition and/or behaviors. Cross Reference U0187 DHS 89.27(3)(e) Service Agreement	U 189		