STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0020447	A. BUILDING: _____ B. WING _____	C 08/11/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
NORTH HAVEN	2301 EAGLE SUMMIT STEVENS POINT, WI 54482

(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 08/11/2026, Surveyor conducted a standard survey and complaint investigation at North Haven. The complaint was substantiated and 2 new deficiencies were identified. Census: 18	N 000		
N 357	83.32(3)(m) Rights of Residents: Recording and filming In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Recording, filming, photographing. Not be recorded, filmed or photographed without informed, written consent by the resident or resident ' s legal representative. The CBRF may take a photograph for identification purposes. The department may photograph, record or film a resident pursuant to an inspection or investigation under s. 50.03(2), Stats., without his or her written informed consent. This Rule is not met as evidenced by: Based on observation, interview and record review, the provider did not ensure Resident 1's authorized Guardian provided informed written consent for the facility to photograph the resident for purposes other than identification, as required. This resulted in Resident 1's photo being posted on the facilities public social media page, without evidence that written consent for the photo was received. Findings include: The facility is licensed as Class CNA (nonambulatory) to serve the following residents:	N 357		

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

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N 357	Continued From page 1	N 357		

physically disabled, advanced age, terminally ill, emotionally disturbed/mental illness, developmentally disabled and irreversible dementia/Alzheimer's.

On 05/19/2026, the Department received a complaint regarding unauthorized photos of a resident posted on social media.

On 08/11/2026 at 8:30 AM, Surveyor viewed the facilities public Facebook page. Surveyor observed a post from 05/06/2026 which read, " ...We celebrated our May birthdays! Happy Birthday [Resident 1] ...". The post also displayed four photos. One (1) photo was of Resident 1 looking directly at the camera, sitting down and was wearing a red sweatshirt. Resident 1 appeared to have been in the facility common space when the photo was taken. Another photo displayed Resident 1's private room door, with a handmade paper sign attached that read "Happy Birthday [Resident 1]". Resident 1's private room door number was partially covered by the paper sign. As of 08/11/2026, the post was viewable by the general public, contained 9 "likes", 2 "comments" and 1 "share."

On 08/11/2026 at 9:00 AM, Surveyor interviewed Facility Director A. S/he said that Resident 1 was protectively placed, has a guardian, is non-verbal and was admitted to the facility prior to a change of ownership on 06/01/2024.

On 08/11/2026 at 12:09 PM, Surveyor reviewed Resident 1's records including his/her admission agreement and most recent individual service plan (ISP).

Resident 1 was admitted to the facility on 06/06/2023 with diagnoses that include bipolar

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N 357	Continued From page 2	N 357		

disorder, schizoaffective disorder, chronic kidney disease, catatonic disorder, and type 2 diabetes.

Resident 1's current ISP, viewed 08/11/2026, was silent to restrictions or preferences regarding recording, filming and photography of Resident 1.

Resident 1's file contained an admission agreement packet which included a document titled "AUTHORIZATION / CONSENT & RELEASE FORM (exhibit F)". The document read in part, " ...authorize [Previous Corporate Owner D] to take/use my photograph/video or my name for purposes of identification, facility activity boards, photo albums, newsletter or promotions, and waive all rights of ownership to and compensation for the use of such images ...". The documents prompted for one to indicate whether "I DO" or "I Do NOT" authorize consent for the forementioned items. Surveyor noted the document did not contain a mark by either "I Do" nor "I Do Not" to identify whether authorization was given to take a photograph of Resident 1. The document was signed and initialed by Guardian E and dated 06/24/2024.

Residents 1's paper file also contained an additional paper document titled "AUTHORIZATION / CONSENT & RELEASE FORM (exhibit F)". The document appeared to be identical to the previously mentioned but contained two check marks next to both "I DO" and "I DO NOT" regarding authorization to consent to photography. The document was signed and initialed by Guardian E and dated 06/24/2024.

On 08/11/2026 at 1:11, Surveyor interviewed Assistant Regional Manager B and Facility Director C. Surveyor provided both forms titled

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N 357	Continued From page 3 "AUTHORIZATION / CONSENT & RELEASE FORM" and asked whether Guardian E gave authorization for Resident 1's photo to be taken. Assistant Regional Manager B acknowledged that Guardian E did not indicate on the form whether s/he gave authorization for photos to be taken of Resident 1 as one form was blank and the other form had both options (I do and I do not) checked. Assistant Regional Manager B and Facility Director C acknowledged that the forms provided were unclear whether authorization was given. On 08/11/2026 at 1:28 PM, Assistant Regional Manager B and Facility Director C approached Surveyor and stated that they called Guardian E and s/he recently "changed her mind" regarding authorizing photographs of Resident 1. On 08/11/2026 at 1:29 PM, following Surveyors request, Assistant Regional Manager B called Guardian E who upon answering the phone stated, "do not take pictures." Guardian E could not recall if s/he had previously authorized consent for Resident 1's photos to be taken. Guardian E stated again, "Do not take photos of [him/her] from now on. Got it!" On 08/11/2026 at 1:34 PM, Surveyor showed Assistant Regional Manager B and Facility Director C the Facebook post from 05/06/2026. They acknowledged the post and that it contained a photo of Resident 1 and another photo of his/her private room door. They verified that the Facebook page is for the facility and is managed by the company. Assistant Regional Manager B stated they would send Guardian E a new form to clearly indicate whether s/he consents to Resident 1's photos being taken.	N 357		

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N 452	Continued From page 4	N 452		
N 452	83.41(3)(b) Food safety. Food safety. Whether food is prepared at the CBRF or off-site, the CBRF shall store, prepare, distribute and serve food under sanitary conditions for the prevention of food borne illnesses, including food prepared off-site, according to all of the following: 1. The CBRF shall refrigerate all foods requiring refrigeration at or below 40°F. Food shall be covered and stored in a sanitary manner. 2. The CBRF shall maintain freezing units at 0°F or below. Frozen foods shall be packaged, labeled and dated. 3. The CBRF shall hold hot foods at 140°F or above and shall hold cold foods at 40°F or below until serving. This Rule is not met as evidenced by: Based on observation and interview the facility did not store food under sanitary conditions resulting in the potential for food borne illness. Items of dry food were not properly sealed in the walk-in pantry. Findings include: The facility is licensed as Class CNA (nonambulatory) to serve the following residents: physically disabled, advanced age, terminally ill, emotionally disturbed/mental illness, developmentally disabled and irreversible dementia/Alzheimer's.	N 452		

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N 452	Continued From page 5 On 05/11/2026 from approximately 9:30 AM to 9:40 AM, Surveyor toured the kitchen accompanied by Facility Director A and observed the following: -- One (1) open box of Honey Crunch'n Oats cereal. The plastic bag containing the cereal located inside the box was unsealed. -- One (1) opened plastic sleeve of Ritz crackers loosely twisted on one end. The sleeve appeared to still contain approximately 25 crackers in it. -- One (1) 1-pound box of "Lasagne" pasta noodles. The box was observed on an upper shelf of the pantry with one side of the box open, exposing the noodles inside. -- One (1) 32-ounce box of "Reggano" spaghetti noodles. The box was observed on an upper shelf of the pantry with one side of the box open, exposing the noodles inside. -- Two (2) active mouse traps on the floor near the pantry shelves. On 05/11/2026 at 9:33 AM, Surveyor interviewed Facility Director A and Caregiver F. Caregiver F acknowledged the items were not sealed properly and proceeded to show Surveyor additional dry food items that were sealed in Tupperware containers and sealed bags. Surveyor observed Facility Director A discard the forementioned items into the garbage.	N 452		