STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0020009	A. BUILDING: _____ B. WING _____	C 09/02/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
1ST HEALTH LLC 2	316 3RD AVE MONROE, WI 53566

(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 09/02/2026, Surveyor conducted a complaint investigation at 1st Health LLC 2, a CBRF located in Monroe, WI. As a result of the investigation, 3 violations of Chapter DHS 83 were issued. The complaint was substantiated.	N 000		
N 239	83.20(2)(a)-(d) Department-approved training courses. Standard Precautions. All employees who may be occupationally exposed to blood, body fluids or other moist body substances, including mucous membranes, non-intact skin, secretions, and excretions except sweat, whether or not they contain visible blood shall successfully complete training in standard precautions before the employee assumes any responsibilities that may expose the employee to such material. Fire safety. Within 90 days after starting employment, all employees shall successfully complete training in fire safety. First aid and choking. Within 90 days after starting employment, all employees shall successfully complete training in first aid and procedures to alleviate choking. Medication administration and management. Any employee who manages, administers or assists residents with prescribed or over-the-counter medications shall complete training in medication administration and management prior to assuming these job duties.	N 239		

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

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N 239	Continued From page 1 This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that 2 of 3 caregivers were trained in fire safety, first aid and choking. Caregiver B and Caregiver C did not have documented training in fire safety or first aid and choking. Findings include: FIRE SAFETY On 09/04/2026 at 09:00 AM, Surveyor requested the employee file for Caregiver B, hired 03/21/2025 to ensure compliance with Department Approved Training. Caregiver B's file did not include evidence that Caregiver B had completed training in fire safety. There was no evidence in Caregiver B's file of an exemption that would exempt Caregiver B from training in fire safety. On 09/04/2026 at 09:15 AM Surveyor checked the Wisconsin Community Based Care and Treatment Registry and confirmed that Caregiver B was not on the registry for fire safety. On 09/04/2026 at 09:00 AM, Surveyor requested the employee file for Caregiver C, hired 04/01/2025 to ensure compliance with Department Approved Training. Caregiver C's file did not include evidence that Caregiver C had completed training in fire safety. There was no evidence in Caregiver C's file of an exemption that would exempt Caregiver C from training in fire safety. On 09/04/2026 at 09:15 AM Surveyor checked	N 239		

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N 239	Continued From page 2	N 239		

the Wisconsin Community Based Care and Treatment Registry and confirmed that Caregiver C was not on the registry for fire safety.

FIRST AID AND CHOKING

Caregiver B's file did not include evidence that Caregiver B had completed training in first aid and choking. There was no evidence in Caregiver B's file of an exemption that would exempt Caregiver B from training in first aid and choking.

On 09/04/2026 at 09:15 AM Surveyor checked the Wisconsin Community Based Care and Treatment Registry and confirmed that Caregiver B was not on the registry for first aid and choking.

On 09/04/2026 at 09:00 AM, Surveyor requested the employee file for Caregiver C, hired 04/01/2025 to ensure compliance with Department Approved Training.

Caregiver C's file did not include evidence that Caregiver C had completed training in first aid and choking. There was no evidence in Caregiver C's file of an exemption that would exempt Caregiver C from training in first aid and choking.

On 09/04/2026 at 09:15 AM Surveyor checked the Wisconsin Community Based Care and Treatment Registry and confirmed that Caregiver C was not on the registry for first aid and choking.

On 09/04/2026 at 1:15 PM, Surveyor discussed the above concern with Administrator A. Administrator A acknowledged that all employees must complete training in fire safety and first aid and choking within 90 days of hire. Manager A

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N 239	Continued From page 3 acknowledged that Caregiver B and Caregiver C do not appear on the Wisconsin Community Based Care and Treatment Registry for fire safety and first aid and choking.	N 239		
N 243	83.21(1)-(3) All employee training. The CBRF shall provide, obtain or otherwise ensure adequate training for all employees in all of the following: 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. 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 considerations, disease processes, communication skills, nutritional needs, and vocational abilities. Client group specific training shall be completed within 90 days after starting employment. Client Group. In a CBRF serving more than one client group, employees shall receive training for each client group. Recognizing, preventing, managing, and responding to challenging behaviors. Specific	N 243		

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N 243	Continued From page 4 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. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that 2 of 3 employees reviewed obtained all training as required within 90 days after starting employment. Caregiver B and Caregiver C did not have training in resident rights, client group or challenging behaviors within 90 days of employment. Findings include: On 09/02/2026 at 09/:00 AM, Surveyor reviewed Caregiver B and Caregiver C's employee file. Caregiver B was hired 03/21/2025. Caregiver B is not a Certified Nursing Assistant (CNA) and does not appear on the Wisconsin Nurse Aide Registry. Caregiver C was hired 04/01/2025. Caregiver C is not a CNA and does not appear on the Wisconsin Nurse Aide Registry. RESIDENT RIGHTS The record for Caregiver B, hired 03/21/2025, did not contain evidence of training or evidence of	N 243		

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N 243	Continued From page 5	N 243		

meeting an exemption for resident rights training.

The record for Caregiver C, hired 04/01/2025, did not contain evidence of training or evidence of meeting an exemption for resident rights training.

CLIENT GROUP. Home is able to serve individuals with diagnoses that include but are not limited to: Developmentally disabled, physically disabled, terminally ill, public funded, advanced age, irreversible dementia/Alzheimer's, traumatic brain injury.

The record for Caregiver B, hired 03/21/2025, did not contain evidence of training or evidence of meeting an exemption for client group training.

The record for Caregiver C, hired 04/01/2025, did not contain evidence of training or evidence of meeting an exemption for client group training.

RECOGNIZING, PREVENTING, MANAGING AND RESPONDING TO CHALLENGING BEHAVIORS.

The record for Caregiver B, hired 03/21/2025, did not contain evidence of training or evidence of meeting an exemption for challenging behaviors training.

The record for Caregiver C, hired 04/01/2025, did not contain evidence of training or evidence of meeting an exemption for challenging behaviors training.

On 09/02/2026 at 12:30 PM, Surveyor interviewed Administrator A. Administrator A acknowledged that all employees must be trained in resident rights and challenging behaviors within 90 days of starting employment. Administrator A

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N 243	Continued From page 6 confirmed that Caregiver B and Caregiver C work alone. Administrator A acknowledged that Caregiver B and Caregiver C had not completed training in resident rights client group or challenging behaviors. Administrator A stated that caregivers are given a list of trainings to complete when hired and that Caregiver B and Caregiver C had not completed training in resident rights, client group or challenging behaviors, but would complete those trainings as soon as possible.	N 243		
N 247	83.22(1)-(4) Task specific training. The CBRF shall provide, obtain or otherwise ensure adequate training for employees performing job duties in all of the following: Assessment of residents. All employees responsible for resident assessment shall successfully complete training in the assessment of residents prior to assuming these job duties. Specific training topics shall include: assessment methodology, assessment of changes in condition, sources of assessment information, and documentation of the assessment. Individual service plan development. All employees responsible for service plan development shall successfully complete training in individual service plan development prior to assuming these job duties. Specific training topics shall include: identification of the resident ' s needs and desired outcomes, development of goals and interventions, service plan evaluation and review of progress. Provision of personal care. All employees responsible for providing assistance with activities of daily living shall successfully complete training prior to assuming these job duties. Specific training topics shall include, as appropriate:	N 247		

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N 247	Continued From page 7 bathing, eating, dressing, oral hygiene, nail and foot care, toileting and incontinence care, positioning and body alignment, and mobility and transferring. Dietary training. All employees performing dietary duties shall complete dietary training within 90 days after assuming these job duties. Specific training topics shall include: determining nutritional needs, menu planning, food preparation and food sanitation. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure that 2 of 3 employees reviewed obtained all training as required before performing duties in personal cares. Caregiver B and Caregiver C did not have training in personal cares or dietary. Findings include: On 09/04/2026 at 09/02/2026 AM, Surveyor reviewed Caregiver B, and Caregiver C's employee file. Caregiver B was hired 03/21/2025. Caregiver C was hired 04/01/2025. Personal Cares The record for Caregiver B, hired 03/21/2025, did not contain evidence of training or evidence of meeting an exemption for personal cares training. Caregiver B is not a Certified Nursing Assistant (CNA) and does not appear on the Wisconsin	N 247		

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N 247	Continued From page 8 Nurse Aide Registry. The record for Caregiver C, hired 04/01/2025, did not contain evidence of training or evidence of meeting an exemption for personal cares training. Caregiver C is not a CNA and does not appear on the Wisconsin Nurse Aide Registry. Dietary The record for Caregiver B, hired 03/21/2025, did not contain evidence of training or evidence of meeting an exemption for dietary training. The record for Caregiver B, hired 04/01/2025, did not contain evidence of training or evidence of meeting an exemption for dietary training. On 09/02/2026 at 12:30 PM, Surveyor interviewed Administrator A. Administrator A acknowledged that all employees must be trained in personal cares and dietary prior to performing those duties. Administrator A acknowledged that both Caregiver B and Caregiver C work alone and do assist residents with personal cares and both Caregiver B and C cook and serve meals as part of their duties. Administrator A acknowledged that Caregiver B and Caregiver C had not completed training in personal cares or dietary. Administrator A stated that caregivers are given a list of trainings to complete when hired and that Caregiver B and Caregiver C had not completed training in personal cares or dietary, but would complete those trainings as soon as possible.	N 247		