STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	525389	A. Building B. Wing	04/14/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
North Ridge Health and Rehabilitation Center	1445 N 7th St Manitowoc, WI 54220

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0806 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Ensure each resident receives and the facility provides food that accommodates resident allergies, intolerances, and preferences, as well as appealing options. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, staff and resident interview, and record review, the facility did not ensure food preferences were honored for 1 resident (R) (R9) of 4 sampled residents.R9's 4/14/26 lunch ticket listed R9's meal preferences. R9 was served two items R9 requested not to receive.Findings include: From 4/13/26 to 4/14/26, Surveyor reviewed R9's medical record. R9 was readmitted to the facility on [DATE] and had diagnoses including chronic obstructive pulmonary disease (COPD), morbid obesity, type 2 diabetes mellitus, and congestive heart failure (CHF). R9's Quarterly Minimum Data Set (MDS) assessment, dated 1/19/26, had a Brief Interview for Mental Status (BIMS) score of 15 out of 15 which indicated R9's cognition was intact. R9 was R9's own decision maker.R9's medical record contained a diet order, dated 10/10/25, for limited concentrated sweets (LSC), regular texture, regular/thin consistency. On 4/14/26 at 11:48 PM, Surveyor observed [NAME] (CK)-C plate meals for residents. CK-C informed Surveyor that each resident's meal ticket is personalized. CK-C stated the facility honors food preferences through the use of individualized meal tickets. On 4/14/26 between 12:13 PM and 12:28 PM, Surveyor observed CK-C plate R9's meal. CK-C added two soft shells with taco meat and put shredded lettuce, diced tomatoes, and shredded cheese on R9's plate. CK-C also put a bowl of refried beans on the tray. Food Services Director (FSD)-D stated R9 requested gelatin without topping. Surveyor noted the gelatin was pre-prepared and put in small plastic containers with lids. CK-C handed FSD-D two gelatin cups that contained whipped topping. CK-C informed FSD-D there was not any gelatin without topping. CK-C scraped the whipped topping off the gelatin and put the gelatin in a new container. R9's lunch tray was placed in the delivery cart.On 4/14/26 at 12:28 PM, Surveyor observed Dietary Aide (DA)-E deliver the meal cart to R9's unit. Staff immediately began meal service.On 4/14/26 at 12:31 PM, Surveyor observed Certified Nursing Assistant (CNA)-F deliver R9's meal tray. When CNA-F left R9's room, R9 and Surveyor compared R9's meal ticket with the food received. Surveyor and R9 verified R9's meal ticket indicated R9 wanted two tacos with refried beans in a bowl, diced tomatoes, and gelatin without topping. R9's plate contained shredded lettuce. R9 took the cover off the gelatin and asked if Surveyor could see the white spots of whipped topping that appeared to be scraped off. R9 stated R9 would not eat the gelatin. R9 removed the tomatoes from the pile of lettuce and put them on the tacos. On 4/14/26 at 3:28 PM, Surveyor interviewed FSD-D who stated residents receive a weekly meal plan. Residents make choices and indicate their preferences on the meal plan. When the kitchen receives the weekly meal plan, FSD-D prints the meal ticket and writes or highlights the resident's preference for the meal being served. The meal tickets are used to serve the meal to ensure accuracy. When Surveyor informed CK-C and FSD-D that R9 received lettuce for lunch and noticed white spots on the gelatin, CK-C stated CK-C did not notice R9 did not want lettuce and apologized for the oversight. CK-C and FSD-D acknowledged the topping was scraped off the gelatin and should not have been.

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, staff interview, and record review, the facility did not ensure food was served under safe and sanitary conditions. This practice had the potential to affect more than 4 of the 56 residents residing in the facility. Staff did not use utensils while plating lunch items, including diced tomatoes, shredded lettuce, shredded cheese, soft shell tortillas, and bread. R14, R15, and R16's medical records indicated they were allergic to tomatoes. R14, R15, and R16 received potentially cross-contaminated lunch items on 4/14/26. Findings include: The 2022 Federal Food and Drug Administration (FDA) Food Code indicates: Epidemiological outbreak data repeatedly identify five major risk factors related to employee behaviors and preparation practices in retail and food service establishments as contributing to foodborne illness: Improper holding temperatures; Inadequate cooking, such as undercooking raw shell eggs; Contaminated equipment; Food from unsafe sources; and Poor personal hygiene 2-301.14 When to Wash: .(E) After handling soiled equipment or utensils; (F) During food preparation, as often as necessary to remove soil and contamination and to prevent cross contamination when changing tasks; (I) After engaging in other activities that contaminate the hands .3-304.15 Gloves, Use Limitation: (A) If used, single-use gloves shall be used for only one task such as working with ready-to-eat food or with raw animal food, used for no other purpose, and discarded when damaged or soiled, or when interruptions occur in the operation .2-103.11 Person in Charge: The person in charge shall ensure that: .(N) Except when approval is obtained from the regulatory authority as specified in 3-301.11(E), Employees are preventing cross-contamination of ready-to-eat food with bare hands by properly using suitable utensils such as deli tissue, spatulas, tongs, single-use gloves, or dispensing equipment; .(O) Employees are properly trained in food safety, including food allergy awareness, as it relates to their assigned duties. Food allergy awareness includes describing foods identified as major food allergens and the symptoms that a major food allergen could cause in a sensitive individual who has an allergic reaction .On 4/14/26 at 11:48 PM, Surveyor observed [NAME] (CK)-C don single-use gloves to plate meals for residents. The 4/14/26 lunch meal consisted of flour tortilla tacos with taco meat, shredded lettuce, diced tomatoes, shredded cheese, refried beans, and gelatin with topping. Sour cream was available in individual servings. Food and items touched throughout food service by CK-C with single-use gloves included a container of shredded lettuce, a container of diced tomatoes, a container of shredded cheese, a bag of soft shell tortillas (inner and outer packaging), a loaf of bread (inner and outer packaging and the bread itself), individually packaged sour cream containers, plates, a plate warmer, a taco meat scoop, a refried beans scoop, dessert bowls, trays, and meal tickets. Surveyor noted CK-C wore the same gloves to plate all meals for residents eating in the dining room, all residents eating on the 200 unit, and most of the 500 unit. CK-C continued plating meals for residents on the 600 unit as Surveyor observed delivery of the 500 unit meal cart. CK-C changed gloves once during plating of meals for the 500 unit. At that point, the lettuce, tomatoes, and cheese were contaminated. 2. On 4/14/26, Surveyor reviewed R14's medical record. R14 was admitted to the facility on [DATE] and had a diagnosis of traumatic spinal cord dysfunction. R14's Quarterly Minimum Data Set (MDS) assessment, dated 1/16/26, had a Brief Interview for Mental Status (BIMS) score of 14 out of 15 which indicated R14 had intact cognition.R14's medical record contained a diet order for regular texture and thin liquids. R14's 4/14/26 lunch meal ticket included entree substitute, starch substitute, vegetable substitute, and sour cream. On 4/14/26, Surveyor reviewed R15's medical record. R15 was admitted to the facility on [DATE] and had a diagnosis of non-traumatic brain dysfunction. R15's Quarterly MDS assessment, dated 4/7/26, had a BIMS score of 15 out of 15 which indicated R15 had intact cognition.R15's medical record contained a diet order for low concentrated sweets (LSC), pureed texture, and MT2 (IDDSI - International Dysphagia Diet Standardization Initiative - mildly thick) nectar thick liquids. (continued on next page)

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F 0812 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	R15's 4/14/26 lunch meal ticket included taco meat with bread, refried beans, and sour cream. R15's meal was pureed by CK-C prior to meal service.On 4/14/26, Surveyor reviewed R16's medical record. R16 was admitted to the facility on [DATE] and had a diagnosis of neurological condition. R16's Quarterly MDS assessment, dated 2/20/26, had a BIMS score of 11 out of 15 which indicated R16 had moderately impaired cognition.R16's medical record contained a diet order for a regular diet, soft and bite sized (IDDSI SB6 soft and bite sized) texture. R16's 4/14/26 lunch meal ticket included taco meat with bread, refried beans, and sour cream.On 4/14/26 at 1:38 PM, Surveyor reviewed a list of all residents' allergies. R14, R15, and R16 were identified as having a tomato allergy which was confirmed upon review of R14, R15, and R16's medical records. Upon identifying residents with a tomato, lettuce, dairy/cheese, or gluten allergy, Surveyor informed Nursing Home Administrator (NHA)-A and Director of Nursing (DON)-B. Through interview, it was determined the tomato allergies listed were not allergies but were the residents' preferences. Since there was no place to list preferences on meal tickets, preferences were noted in the allergy section of a resident's medical record and reflected on the resident's meal ticket. NHA-A and DON-B indicated kitchen staff plate food based on meal tickets. It was not identified by CK-C that a resident with a tomato allergy had the potential to be exposed to tomato due to cross-contamination of the lettuce, cheese, soft shells, bread, or any equipment that came in contact with tomatoes and could transfer to a resident with a true tomato allergy. Surveyor reviewed the weekly menus for each of the following diet types: ~ Diet: Regular/Texture: Regular (R14): taco with flour tortilla, refried beans, shredded lettuce, diced tomato~ Diet: LCS/Texture: Pureed (R15): taco meat and bread, refried beans, vegetable assorted frozen, gelatin with topping~ Diet: Regular/Texture: Soft and Bite Sized (SB6) (R16): taco meat and bread, refried beans, vegetable assorted frozen, gelatin ST (slightly thickened per IDDSI), thickenedOn 4/15/26 at 3:28 PM, Surveyor interviewed FSD-D who verified CK-C should have used utensils to plate food items instead of gloves. FSD-D understood the cross-contamination concern with the food items including the risk with tomato listed as an allergy on residents' meal tickets.On 4/15/26 at approximately 3:30 PM, Surveyor interviewed CK-C regarding what R14, R15, and R16 received for lunch since Surveyor did not observe meal plating for the 600 unit. CK-C stated R14 received lettuce and cheese, but did not receive tomatoes. CK-C did not know why R14's menu indicated an entree substitute because R14 ate tacos and that is what CK-C served R14. CK-C stated R15 did not receive lettuce or tomatoes in the puree' however, CK-C blended taco meat with cheese. CK-C stated R15 used to eat tomatoes but no longer did which was why tomatoes were listed as an allergy. (Of note, CK-C stated R15's lunch meal was pureed prior to meal service. CK-C did not have tongs for the shredded cheese.) CK-C stated R16 received taco meat, bread, and refried beans. CK-C stated R16 could not eat tomatoes due to stomach acid issues and did not receive tomatoes. (Of note, R16's meal was prepared using potentially cross-contaminated bread.) CK-C verified CK-C should have used tongs to serve shredded lettuce, diced tomatoes, and shredded cheese instead of gloves. CK-C acknowledged the potential consequences of cross-contamination. FSD-D stated the facility followed the FDA Food Code and confirmed tongs should have been used to avoid cross-contamination.