

Tony Evers
Governor



DIVISION OF QUALITY ASSURANCE
BUREAU OF ASSISTED LIVING
MADISON/SOUTHERN REGIONAL OFFICE
PO BOX 7940
MADISON WI 53707-7940

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

Telephone: 608-264-9888
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November 2, 2021

Bill Leaders
blueders@gmail.com

Thank you for contacting the Division of Quality Assurance regarding your concerns at Pro Health Care Regency Senior Community RCAC located in New Berlin, WI. This provider is regulated by the Division of Quality Assurance, Bureau of Assisted Living to ensure that they are following current state and/or federal regulations. Your willingness to report your concerns is an essential part of ensuring quality of care and treatment for individuals receiving services from this provider.

A surveyor(s) will be assigned to investigate your concerns and may contact you as part of the investigation. During an unannounced on-site visit, surveyor(s) will make observations, conduct interviews and review records as appropriate to the nature of the complaint.

Following the investigation, we will determine if the provider is in compliance with the regulations and inform you of the results in writing.

We appreciate the time you took to contact us. If you have additional questions or concerns, please contact our office at (608) 264-9888.

Sincerely,

A handwritten signature in cursive script that reads "Hillary Holman".

Hillary Holman
Regional Director
Bureau of Assisted Living, Southern Regional Office

HH: SS