



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave, Suite 200, Vancouver, WA 98684

12/10/2025

WASHOUGAL HILLS, LLC
Washougal Hills AFH
3970 F Circle
Washougal, WA 98671

RE: Washougal Hills AFH # 756704

Dear Provider:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 69924 (Completion Date 12/10/2025) and 64170 (Completion Date 10/21/2025).

The Department completed a follow-up inspection of your Adult Family Home on 12/10/2025 and found no deficiencies.

The Department found that deficiencies for the following licensing laws and regulations were corrected:

WAC 388-76-10400 Care and services. The adult family home must ensure each resident receives:

- (1) The care and services identified in the negotiated care plan.
- (2) The necessary care and services to help the resident reach the highest level of physical, mental, and psychosocial well-being consistent with resident choice, current functional status and potential for improvement or decline.
- (3) The care and services in a manner and in an environment that:
 - (b) Actively supports the safety of each resident; and

The Department staff who did the On Site verification:
Priscilla Changa, Nursing Home Complaint Investigator

If you have any questions, please contact me at (360)664-8421.

Sincerely,

This document was prepared by Residential Care Services for the Locator website.

Jennifer LeMaster
Jennifer LeMaster, Community Nurse Field Manager
Region 3, Unit F
Residential Care Services



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Statement of Deficiencies	License #: 756704	Compliance Determination # 64170
Plan of Correction	Washougal Hills AFH	Completion Date
Page 1 of 4	Licensee: WASHOUGAL HILLS, LLC	10/21/2025

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Adult Family Home license.

The department completed data collection for an unannounced on-site complaint investigation on 08/14/2025 of:

Washougal Hills AFH
3970 F Circle
Washougal, WA 98671

This document references the following complaint number(s): 187148

The following sample was selected for review during the unannounced on-site visit: 1 of 5 current residents and 1 former residents.

The department staff that investigated the Adult Family Home:

Priscilla Changa, Nursing Home Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit F
800 NE 136th Ave, Suite 200
Vancouver, WA 98684

This document was prepared by Residential Care Services for the Locator website.

As a result of the on-site visit(s), the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.

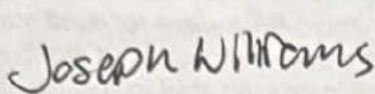


Residential Care Services

10/27/2025

Date

I understand that to maintain an Adult Family Home license, I must be in compliance with all the licensing laws and regulations at all times.



Provider (or Representative)

11/2/25

Date

WAC 388-76-10400 Care and services. The adult family home must ensure each resident receives:

- (1) The care and services identified in the negotiated care plan.
- (2) The necessary care and services to help the resident reach the highest level of physical, mental, and psychosocial well-being consistent with resident choice, current functional status and potential for improvement or decline.
- (3) The care and services in a manner and in an environment that:
 - (b) Actively supports the safety of each resident; and

This requirement was not met as evidenced by:

Based on interview and record review, the home failed to ensure they could safely meet the assessed care needs for 1 of 1 discharged sampled resident (Resident 1/R1). This failure resulted in R1 exiting the home at night with no staff knowledge, falling, and a passerby calling emergency services.

Findings included...

An announced visit was conducted on 08/21/2025 at 1:41 PM.

Record review of R1's medical record showed R1 was admitted to the home [REDACTED] /2025 and discharged on [REDACTED] /2025. The record showed R1 had diagnoses including [REDACTED]

and

Record review of R1's assessment, dated 05/14/2025, documented staff were to keep R1 within sight, R1 had difficulty sleeping, staying asleep and was up frequently. The record showed R1 had poor decision making, unaware of consequences. The record documented R1 had behaviors including disrupting the household at night requiring intervention and paced. The record documented R1 wandered and had exiting seeking behaviors, would get lost and will attempt to leave out the front door. The record documented R1 had moderately impaired vision, poor balance and unsteady gait.

Record review of R1's negotiated care plan, dated 07/14/2025 documented staff were to redirect R1 when up at night and prevent unsafe decisions. The record documented R1 always required staff presence when outdoors. The record instructed staff to monitor R1 closely "especially at night" as a fall precaution. The record showed R1 was at risk of wandering and instructed staff to "ensure that all alarms are enabled at night." The record did not show R1's representative's signature.

Record review of R1's hospital records, dated 07/17/2025, documented R1 had bruising to right arm.

During an interview on 08/21/2025 at 1:46 PM Staff A, Provider, stated that R1 was really confused and wandered in the home. The Provider said at 6:00 AM, emergency responders came to the home and woke up the caregiver. R1 exited the home at night and was found on the ground at the end of the neighborhood road, sustained bruising. Caregiver slept through the alarm and was unaware R1 had left the home and did not know how long R1 was outside the home. The provider stated that the alarm system observed the front door sensor and the plugged in alarm in the living room were in place when R1 resided in the home. The Provider stated that they were unable to recall if R1's assessment had documented behaviors.

In an observation on 08/21/2025 at 2:00 PM with the Provider, a sensor was heard for a few seconds then went off when front door the main entrance was opened. A plugged in alarm was observed in the living room and was heard going off when the front door was opened for few seconds then went off. There were no other alarms observed.

During an interview on 08/21/2025 at 3:10 PM, Collateral Contact 1 (CC1), stated that they responded to emergency call placed by a passerby early morning of 07/17/2025. When they arrived, they found R1 on the ground about two homes away from the home, unsure how long R1 had been outside. R1 was unable to provide information on their demographics to the emergency personnel. CC1 stated that they knocked on the door and caregiver confirmed R1 resides in the home. CC1 stated that caregiver was unaware that R1 had left the home and indicated they did not hear an alarm going off. R1 was taken to emergency room.

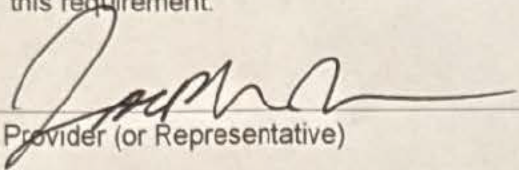
During an interview on 10/20/2025 at 3:39 PM, Collateral Contact 2 (CC2) stated that

they had discussed R1's exit seeking behaviors and had asked about keeping front door secured with the Provider when they looked for placement. CC2 stated that the Provider assured them they could handle R1's exit seeking behaviors. CC2 stated that there was a sensor at the front door, and an alarm plugged in the living room, it was not a continuous alert system.

During an interview on 10/21/2025 at 11:23 AM, Staff B, Caregiver, stated that they were not aware R1 had left the home early morning of 07/17/2025. Caregiver stated that they slept through the alarm, and emergency medical personnel woke them up when they came and knocked on the door.

I hereby certify that I have reviewed this report and have taken or will take active measures to correct this deficiency. By taking this action, Washougal Hills AFH is or will be in compliance with this law and / or regulation on (Date) 7/25/25.

In addition, I will implement a system to monitor and ensure continued compliance with this requirement.


Provider (or Representative)

11/2/25
Date

This document was prepared by Residential Care Services for the Locator website.



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