



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
800 NE 136th Ave, Suite 200, Vancouver, WA 98684

Vancouver Elder Care Inc
Vancouver Elder Care INC
9418 NW 28th Ct
Vancouver, WA 98665

RE: Vancouver Elder Care INC License # 756785

Dear Provider:

This letter addresses Compliance Determination(s) 76367 (Completion Date 04/24/2026) and 72615 (Completion Date 03/12/2026).

The Department completed a follow-up inspection of your Adult Family Home on 04/24/2026 and found that you have corrected the violations listed in the Complaint report dated 03/12/2026. Your home is back in compliance as of 03/23/2026 with the cited requirements of the Washington Administrative Code or the Revised Code of Washington or both.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-76-10350-2-a, WAC 388-76-10350-2-b

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,

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

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



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800 NE 136th Ave, Suite 200, Vancouver, WA 98684

Statement of Deficiencies	License #: 756785	Compliance Determination # 72615
Plan of Correction	Vancouver Elder Care INC	Completion Date
Page 1 of 4	Licensee: Vancouver Elder Care Inc	03/12/2026

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 02/09/2026 of:

Vancouver Elder Care INC
9418 NW 28th Ct
Vancouver, WA 98665

This document references the following complaint number(s): 208375, 211534

The following sample was selected for review during the unannounced on-site visit: 4 of 6 current residents and 1 former residents.

The department staff that investigated the Adult Family Home:

Priscilla Changa, Nursing Home Complaint Investigator

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 3 , Unit F
800 NE 136th Ave, Suite 200
Vancouver, WA 98684

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Statement of Deficiencies	License #: 756785	Compliance Determination # 72615
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Page 2 of 4	Licensee: Vancouver Elder Care Inc	03/12/2026

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.

Jennifer LeMaster
Residential Care Services

03/13/2026
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.

Mark Magare
Provider (or Representative)

3/23/26
Date

WAC 388-76-10350 Assessment Updates required.

(2) The adult family home must ensure each resident's assessment is reviewed and updated to document the resident's ongoing needs and preferences as follows:

- (a) When there is a significant change in the resident's physical or mental condition;
- (b) When the resident's negotiated care plan no longer reflects the resident's current status, needs, and preferences;

This requirement was not met as evidenced by:

Based interview and record review the adult family home failed to ensure the assessment was reviewed and updated for 1 of 1 sampled discharged resident (Resident 1/R1). This failure placed the resident at risk of unmet care needs and a diminished quality of life.

Findings included...

Review of R1's medical record showed R1 was admitted to the home on [REDACTED]/2024 and discharged on [REDACTED]/2025.

Review of R1's assessment dated 03/21/2025 showed R1 had multiple diagnoses including [REDACTED]

[REDACTED] and [REDACTED]. The record documented R1 had the following behaviors: assaultive (not during personal care), irritable/agitation, resistive to care and wandering/exit seeking behaviors.

Review of R1's negotiated care plan, dated 03/17/2025, showed an undated

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handwritten notation that stated, "2nd NCP [negotiated care plan] made to account for worsening behavior." The record documented R1 was resistive to showers. The record documented R1 required full assistance in toileting and bathing needs and staff were to provide full assistance as needed. The record documented R1 had multiple behaviors including disorientation, hallucinations, physical agitation/aggressive and inappropriate or unsafe behaviors. The record did not provide instructions for staff for when R1 refuses showers and brief changes. The record was not signed by provider or R1's case worker.

Record review of R1's progress notes, from August 2025 through November 2025 documented R1's dementia was progressing. The record documented R1 was refusing brief changes and showers and had become aggressive, agitated, combative towards staff and other residents. The record documented R1 was soiled half of the day and R1's skin had "bad skin damage" and skin condition was deteriorating due to refusal of incontinent care.

During an interview on 02/06/2026 at 9:28 AM, Collateral Contact 1 (CC1) stated that they had gone to the home to pick up R1 for doctors' appointments. CC1 stated that they found R1 soaked in urine and feces waist down. CC1 stated that Staff A, the provider, told them R1 refused to shower. CC1 said they asked the provider how they planned to address the issue, the provider responded that they "cannot." CC1 stated the provider told them that R1 required two-person assistance with cares. CC1 stated that they purchased a [REDACTED] to help with changing R1's briefs. CC1 stated that R1 had skin damage due to lack of incontinent care. CC1 stated that R1's recliner and mattress were soiled they had to throw them away.

During an interview on 02/09/2026 at 3:14 PM, the Provider stated that R1 started to decline gradually at the beginning of 2025. The provider stated that R1 was independent, declined functionally and cognitively significantly, required two persons to assist with cares. The provider stated that R1 refused brief changes and showers. The provider stated that they changed R1 during shift change because that was the only time they had two caregivers in the home indicating R1 was changed once a day. The provider stated that R1's behaviors increased including hitting, spitting and impacting care delivery. The provider stated that R1 itched and the skin on the their bottom had rash and was red due to lack of incontinent care because of refusals. The provider stated that a significant change of assessment was not done.

During an interview on 03/12/2026 at 9:17 AM, Collateral Contact 2 (CC2) stated that the provider had asked for a significant change assessment and was instructed to provide documentation. CC2 stated that the provider did not provide the required documentation.

Statement of Deficiencies

License #: 756785

Compliance Determination # 72615

Plan of Correction

Vancouver Elder Care INC

Completion Date

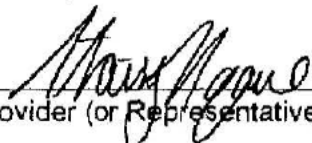
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Licensee: Vancouver Elder Care Inc

03/12/2026

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, Vancouver Elder Care INC is or will be in compliance with this law and / or regulation on (Date) 3/23/26.

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


Provider (or Representative)

3/23/26
Date

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