



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

AMENDED

LAKE CHELAN SENIOR HOUSING
HERITAGE HEIGHTS AT LAKE CHELAN
505 E HIGHLAND AVENUE
CHELAN, WA 98816

RE: HERITAGE HEIGHTS AT LAKE CHELAN # 1223

Dear Administrator:

This document references Compliance Determination 45976 (Completion Date 08/22/2024).

The Department completed a full inspection of your Assisted Living Facility on 08/22/2024 and found that your facility does not meet the Assisted Living Facility requirements.

The department staff who did the inspection and provided consultation:

Tracy Ramirez, Assisted Living Facility Licensor
Anna Cairns, ALF Long Term Care Surveyor
Stephanie Jenks, Community Field Manager

Consultation:

WAC 388-78A-2140 Negotiated service agreement contents. The assisted living facility must develop, and document in the resident's record, the agreed upon plan to address and support each resident's assessed capabilities, needs and preferences, including the following:

- (1) The care and services necessary to meet the resident's needs, including:
 - (a) The plan to monitor the resident and address interventions for current risks to the resident's health and safety that were identified in one or more of the following:
 - (iii) On-going assessments of the resident;

(5) Appropriate behavioral interventions, if needed;

(7) The resident's ability to leave the assisted living facility premises unsupervised; and

The Assisted Living Facility failed to ensure Negotiated Service Agreements (NSA) contained necessary content to meet residents' needs. The ALF planned to include the required components in residents' NSA.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

The Department May:

- Inspect the facility to determine if you have corrected all deficiencies.

You May:

- Contact me for clarification of the deficiency or deficiencies found.

In Addition, You May:

- Request an **Informal Dispute Resolution (IDR)** review within 10 working days after you receive this letter. Your IDR request **must** include:
 - o What specific deficiency or deficiencies you disagree with;
 - o Why you disagree with each deficiency; and
 - o Whether you want an IDR to occur in-person, by telephone or as a paper review.
 - o Send your request to:

IDR Program Manager
Department of Social and Health Services
Aging and Long-Term Support Administration
Residential Care Services
PO Box 45600
Olympia, WA 98504-5600

If You Have Any Questions:

- Please contact me at (509)993-7821.

Sincerely,



Stephanie Jenks, Field Manager
Region 1, Unit C

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08/22/2024

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Residential Care Services