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

03/05/2025

DUNGENESS COURTE ALZHEIMERS COMMUNI
DUNGENESS COURTE MEMORY CARE
651 GARRY OAK DR
SEQUIM, WA 98382

RE: DUNGENESS COURTE MEMORY CARE # 1328

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 55903 (Completion Date 03/05/2025) and 51243 (Completion Date 12/23/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 03/05/2025 and found no deficiencies.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-2462 Background checks Who is required to have.

(2) The assisted living facility must ensure that the administrator and all caregivers employed directly or by contract after January 7, 2012 have the following background checks:

(b) A national fingerprint background check.

WAC 388-78A-2450 Staff.

(2) The assisted living facility must:

(c) Verify prior to hiring that staff persons have the required licenses, certification, registrations, or other credentials for the position, and that such licenses, certifications, registrations, and credentials are current and in good standing;

The Department staff who did the On Site verification:
Pamela Horlick, NCI RN Complaint Investigator
Phan Pham, Nurse Surveyor

If you have any questions, please contact me at (253)254-3190.

Sincerely,

Cory Cisneros

Cory Cisneros, Field Manager
Region 3, Unit E
Residential Care Services

Residential Care Services
Investigation Summary Report

Provider/Facility: DUNGENESS COURTE MEMORY CARE
License/Cert.#: 1328
Compliance Determination #: 51243
Investigator: Pamela Horlick
Investigation Date(s): 12/05/2024 through 12/23/2024
Complainant Contact Date(s):

Provider Type: Assisted Living Facility

Intake ID: 154448
Region/Unit #: RCS Region 3 / Unit E

Allegation(s):

Quality of Care/Treatment: Report of staff not having credentials/licenses to provide care, staff not transferring residents in accordance with their care plan, Staff bringing their baby with them to work, and staff not being able to report concerns without getting in trouble.

Investigation Methods:

Sample:	Total residents: 37 Resident sample size: 3 Closed records sample size: 0
Observations:	Identified resident Residents Activities Dining Resident rooms Staff to resident interactions Resident to resident interactions Medication administration
Interviews:	Identified resident Identified staff Nursing staff Residents Family members Business office manager
Record Reviews:	State reporting log Incident investigation Facility policies Care Plans Incident reports staff list Assessments Personnel files

Investigation Summary:

Quality of Care/Treatment: Facility failed to ensure caregiver had required license within designated amount of time from hire. Failed practice identified.
After interview and observation, staff are aware when they are to follow the care plan related to a resident requiring assistance when transferring. No failed practice identified.
After interview and observation, staff deny observing children of coworkers being present at work. No observations of children of staff were made. No failed practice.
All staff interviewed state they have no issues going to management about concerns related to the residents. No failed practice identified.

Conclusion / Action:

- [x] Failed Provider Practice Identified / Citation(s) Written
- [ ] Failed Provider Practice Not Identified / No Citation Written
- [ ] N/A

Residential Care Services
Investigation Summary Report

Provider/Facility: DUNGENESS COURTE MEMORY CARE
License/Cert.#: 1328
Compliance Determination #: 51243
Investigator: Pamela Horlick
Investigation Date(s): 12/05/2024 through 12/23/2024
Complainant Contact Date(s):

Provider Type: Assisted Living Facility

Intake ID: 156310
Region/Unit #: RCS Region 3 / Unit E

Allegation(s):

1. Quality of Care/Treatment: Report of staff being treated unfairly and being terminated unfairly after an incident occurred.
2. Administrative Personnel: Report of staff being treated unfairly and being terminated unfairly after an incident occurred.

Investigation Methods:

Sample:	Total residents: 37 Resident sample size: 3 Closed records sample size: 0
Observations:	Identified resident Residents Activities Dining Resident rooms Staff to resident interactions Resident to resident interactions Medication administration
Interviews:	Identified resident Identified staff Nursing staff Residents Family members Business office manager
Record Reviews:	State reporting log Incident investigation Facility policies Care Plans Incident reports staff list Assessments Personnel files

Investigation Summary:

1. Quality of Care/Treatment: Facility investigated incident, witness statements were obtained from staff who were working and were present for incident between resident and staff member. No failed Practice identified.
2. Administrative Personnel: Facility failed to obtain caregivers final fingerprint background check within 120 days. Failed practice identified.

Conclusion / Action:

- [x] Failed Provider Practice Identified / Citation(s) Written
- [ ] Failed Provider Practice Not Identified / No Citation Written
- [ ] N/A

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

AGING AND LONG-TERM SUPPORT ADMINISTRATION

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

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Assisted Living Facility license.

The department completed data collection for an unannounced on-site complaint investigation on 12/05/2024 and 12/23/2024 of:

DUNGENESS COURTE MEMORY CARE
651 GARRY OAK DR
SEQUIM, WA 98382

This document references the following complaint number(s): 154448, 156134, 156310

The following sample was selected for review during the unannounced on-site visit: 3 of 37 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Pamela Horlick, NCI RN Complaint Investigator

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

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.

Jody Just
Residential Care Services

12/27/2024
Date

I understand that to maintain an Assisted Living Facility license, the facility must be in compliance with all the licensing laws and regulations at all times.

Administrator (or Representative)

11/3/25
Date

WAC 388-78A-2462 Background checks Who is required to have.

(2) The assisted living facility must ensure that the administrator and all caregivers employed directly or by contract after January 7, 2012 have the following background checks:

(b) A national fingerprint background check.

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to ensure a National final fingerprint background check was completed for 1 of 3 sampled staff (Staff C). This failure placed 37 of 37 residents at risk for being cared for by staff members with potentially disqualifying history.

Findings included...

Record review of the facility's employee handbook, titled, "Employment Policies", undated, showed under the section titled, "Employment Selection Process," showed, "The Executive Director or designee will be responsible for verification of employment information provided by the applicant, including reference checks and criminal background checks...Each new employee must pass a criminal background check. Whenever possible, it is recommended that the results of the criminal background check be obtained prior to the first paid date of employment."

In an interview on 12/05/2024 at 2:02 PM, Staff A, Executive Director, was asked when Staff C, Caregiver, was hired, they stated 04/09/2024.

Record review of Staff C's National fingerprint background check, dated 03/26/2024 showed, "Additional Information Needed from Applicant." It stated, "You requested a background check for the applicant listed above. The background check central unit (BCCU) cannot complete the background check without additional information from the applicant. BCCU mailed the applicant a request for additional information on the date identified above and will complete the background check when the information is received and reviewed your office. BASED ON YOUR PROGRAM RULES, THE APPLICANT MAY NOT BE ALLOWED TO HAVE UNSUPERVISED ACCESS TO CHILDRES OR VULNERABLE INDIVIDUALS UNTIL THE BACKGROUND CHECK IS COMPLETE AND THE RESULTS ARE REVIEWED BY YOUR OFFICE." Second page showed "Applicant may have criminal history from the state police agency listed above which has not been collected, could be disqualifying and is NOT included in this result. Please contact the applicant if you have questions about this potential record."

Administrator (or Representative) Date

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In an interview on 12/05/2024 at 2:02 PM, Staff A, Executive Director, was asked when Staff C, Caregiver, was hired, they stated 04/09/2024.

Record review of Staff C's National fingerprint background check, dated 03/26/2024 showed, "Additional Information Needed from Applicant." It stated, "You requested a background check for the applicant listed above. The background check central unit (BCCU) cannot complete the background check without additional information from the applicant. BCCU mailed the applicant a request for additional information on the date identified above and will complete the background check when the information is received and reviewed your office. BASED ON YOUR PROGRAM RULES, THE APPLICANT MAY NOT BE ALLOWED TO HAVE UNSUPERVISED ACCESS TO CHILDRES OR VULNERABLE INDIVIDUALS UNTIL THE BACKGROUND CHECK IS COMPLETE AND THE RESULTS ARE REVIEWED BY YOUR OFFICE." Second page showed "Applicant may have criminal history from the state police agency listed above which has not been collected, could be disqualifying and is NOT included in this result. Please contact the applicant if you have questions about this potential record."

Record review of Staff C's National fingerprint background check, dated 06/13/2024 showed, "Additional Information Needed from Applicant." It stated, "You requested a background check for the applicant listed above. The background check central unit (BCCU) cannot complete the background check without additional information from the applicant. BCCU mailed the applicant a request for additional information on the date identified above and will complete the background check when the information is received and reviewed your office. BASED ON YOUR PROGRAM RULES, THE APPLICANT MAY NOT BE ALLOWED TO HAVE UNSUPERVISED ACCESS TO CHILDRES OR VULNERABLE INDIVIDUALS UNTIL THE BACKGROUND CHECK IS COMPLETE AND THE RESULTS ARE REVIEWED BY YOUR OFFICE." Second page showed "source of background check information reported: Applicant may have criminal history from the state police agency listed above which has not been collected, could be disqualifying and is NOT included in this result. Please contact the applicant if you have questions about this potential record."

Record review of the facility's November working schedule showed Staff C's last date of employment was 11/13/2024.

In an interview on 12/05/2024 at 2:02 PM, Staff B, Business Office Manager was asked to explain Staff C's background check and why there wasn't a final fingerprint done, they stated, they reached out to DSHS (Department of Social and Health Services). Staff B stated, "the ball got dropped." Staff B stated Staff C never got them any information. Staff B was asked if any further attempts to get the information, Staff B stated, No.

In an interview on 12/05/2024 at 3:32 PM, Staff A was asked if a final fingerprint background check should have been completed by now for Staff C. Staff A stated "yes." Staff A was asked if Staff C should have been allowed to work after the second fingerprint attempt, Staff A stated they would have done it differently. Staff A stated, "moving forward we would follow the job offer letter and they would be pulled off the schedule."

Plan/Attestation Statement

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, DUNGENESS COURTE MEMORY CARE is or will be in compliance with this law and / or regulation on (Date) 1/22/25.

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

Record review of Staff C's National fingerprint background check, dated 06/13/2024 showed, "Additional Information Needed from Applicant." It stated, "You requested a background check for the applicant listed above. The background check central unit (BCCU) cannot complete the background check without additional information from the applicant. BCCU mailed the applicant a request for additional information on the date identified above and will complete the background check when the information is received and reviewed your office. BASED ON YOUR PROGRAM RULES, THE APPLICANT MAY NOT BE ALLOWED TO HAVE UNSUPERVISED ACCESS TO CHILDRES OR VULNERABLE INDIVIDUALS UNTIL THE BACKGROUND CHECK IS COMPLETE AND THE RESULTS ARE REVIEWED BY YOUR OFFICE." Second page showed "source of background check information reported: Applicant may have criminal history from the state police agency listed above which has not been collected, could be disqualifying and is NOT included in this result. Please contact the applicant if you have questions about this potential record."

Record review of the facility's November working schedule showed Staff C's last date of employment was 11/13/2024.

In an interview on 12/05/2024 at 2:02 PM, Staff B, Business Office Manager was asked to explain Staff C's background check and why there wasn't a final fingerprint done, they stated, they reached out to DSHS (Department of Social and Health Services). Staff B stated, "the ball got dropped." Staff B stated Staff C never got them any information. Staff B was asked if any further attempts to get the information, Staff B stated, No.

In an interview on 12/05/2024 at 3:32 PM, Staff A was asked if a final fingerprint background check should have been completed by now for Staff C. Staff A stated "yes." Staff A was asked if Staff C should have been allowed to work after the second fingerprint attempt, Staff A stated they would have done it differently. Staff A stated, "moving forward we would follow the job offer letter and they would be pulled off the schedule."

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Administrator (or Representative) Date 1/3/25

WAC 388-78A-2450 Staff.

(2) The assisted living facility must:

(c) Verify prior to hiring that staff persons have the required licenses, certification, registrations, or other credentials for the position, and that such licenses, certifications, registrations, and credentials are current and in good standing:

This requirement was not met as evidenced by:

Based on record review and interview, the facility failed to ensure 1 of 3 sampled staff (Staff D) had the necessary qualifications to provide care. This failure placed all 37 of 37 residents at risk of receiving care and services from unqualified and/or unsuitable staff.

Findings included...

WAC 388-112A-0105
Who is required to obtain home care aide certification and by when?
(1) All long-term care workers must obtain home care aide certification as provided in chapter 246-980 WAC.
WAC 246-980-020 "Long-term care workers and home care aide certification."
Any person who is hired on or after January 7, 2012, as a long-term care worker for the elderly or persons with disabilities, regardless of the employment title, must obtain certification as a home care aide, unless exempt under WAC 246-980-025. This includes, but is not limited to:
(1) An individual provider of home care services who is reimbursed by the state;
(2) A direct care employee of a home care agency;
(3) A provider of home care services to persons with developmental disabilities under Title 71A RCW;
(4) A direct care worker in a state licensed assisted living facility;
(5) A direct care worker in a state licensed adult family home;
(6) A respite care provider who is reimbursed by the state or employed by a private agency or facility licensed by the state to provide personal care services; and
(7) Any other direct care workers providing home or community-based services to the elderly or persons with developmental disabilities.

WAC 246-980-040 "Certification requirements."
To qualify for certification as a home care aide, the applicant shall:
(1) Successfully complete all training required by RCW 74.39A.074(1) within 120 calendar days of the date of hire as a long-term care worker;
(2) Successfully pass the home care aide certification examination, after completing training; and
(3) Become certified within 200 days of date of hire, or 260 days if granted a provisional

Administrator (or Representative) Date

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(3) Become certified within 200 days of date of hire, or 260 days if granted a provisional

certificate under RCW 18.88B.041.

In an interview on 12/05/2024 at 2:02 PM, Staff B, Business Office Manager, was asked when Staff D, Caregiver, was hired, they stated 11/23/2022.

In a records request on 12/05/2024 at 11:19 AM, Staff A, Executive Director, was asked to provide Staff D's caregiving license and one was not provided.

In an interview on 12/05/2024 at 2:02 PM, Staff A and Staff B, were asked how many days can a caregiver work until they have to have their Home Care Aid (HCA) license completed, they both stated 120 days from their date of hire. Staff A was asked to explain why there isn't a HCA license in Staff D's file, they stated they were told the courthouse needed a copy of Staff D's background check. Staff A stated it was just sent off certified mail on 11/22/2024. Staff A stated that once the courthouse received the background check for Staff D, the license would be sent off. Staff B stated they unfortunately brought that to light that Staff D didn't have a license. Staff B was asked if there should be a license in Staff D's file by now, they stated, yes.

In an interview on 12/05/2024 at 3:32 PM, Staff A, was asked to explain the hiring process, they stated once the application or resume was received they will call to set up an interview, check references and do a background check right away. Staff A stated if the caregiver does not have a license, it will be written in the job offer letter that they need to have it within 120 days. Staff A was asked what would happen if the new hire doesn't have it within 120 days, they stated they would be taken off the schedule. Staff A was asked why Staff D still doesn't have their license after being hired two years ago, they stated, they don't have an answer.

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Administrator (or Representative) [signature] Date 1\3\25

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In an interview on 12/05/2024 at 2:02 PM, Staff B, Business Office Manager, was asked when Staff D, Caregiver, was hired, they stated 11/23/2022.

In a records request on 12/05/2024 at 11:19 AM, Staff A, Executive Director, was asked to provide Staff D's caregiving license and one was not provided.

In an interview on 12/05/2024 at 2:02 PM, Staff A and Staff B, were asked how many days can a caregiver work until they have to have their Home Care Aid (HCA) license completed, they both stated 120 days from their date of hire. Staff A was asked to explain why there isn't a HCA license in Staff D's file, they stated they were told the courthouse needed a copy of Staff D's background check. Staff A stated it was just sent off certified mail on 11/22/2024. Staff A stated that once the courthouse received the background check for Staff D, the license would be sent off. Staff B stated they unfortunately brought that to light that Staff D didn't have a license. Staff B was asked if there should be a license in Staff D's file by now, they stated, yes.

In an interview on 12/05/2024 at 3:32 PM, Staff A, was asked to explain the hiring process, they stated once the application or resume was received they will call to set up an interview, check references and do a background check right away. Staff A stated if the caregiver does not have a license, it will be written in the job offer letter that they need to have it within 120 days. Staff A was asked what would happen if the new hire doesn't have it within 120 days, they stated they would be taken off the schedule. Staff A was asked why Staff D still doesn't have their license after being hired two years ago, they stated, they don't have an answer.

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_____ _____

Administrator (or Representative) Date