



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

BROOKDALE SENIOR LIVING COMMUNITIES INC
Brookdale Yakima
4100 W ENGLEWOOD
YAKIMA, WA 98908

RE: Brookdale Yakima License # 1695

Dear Administrator:

This letter addresses Compliance Determination(s) 25561 (Completion Date 06/20/2023) and 22506 (Completion Date 05/16/2023).

The Department completed a follow-up inspection of your Assisted Living Facility on 06/20/2023 and found no deficiencies. Your facility meets the Assisted Living Facility licensing requirements.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-2305-1

The Department staff who did the on-site verification:
Felicia Cantu, Community Complaint Investigator

If you have any questions, please contact me at (509)208-5231.

Sincerely,

Gwin Kaercher

Gwin Kaercher, Field Manager
Region 1, Unit G
Residential Care Services

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



Residential Care Services Investigation Summary Report

Provider/Facility: Brookdale Yakima

Provider Type: Assisted Living Facility

License/Cert.#: 1695

Compliance Determination #: 22506

Intake ID: 76337

Investigator: Felicia Cantu

Region/Unit #: RCS Region 1 / Unit G

Investigation Date(s): 04/13/2023 through 05/16/2023

Complainant Contact Date(s):

Allegation(s):

- 1) Garbage disposal does not work and smells like dead fish.
- 2) Kitchen staff not trained properly.
- 3) The dishwasher does not work, water leaking onto floor, and dishes are dirty and smell.

Investigation Methods:

Sample:	Total residents: 48 Resident sample size: 48 Closed records sample size:
Observations:	Residents Dining Resident rooms Staff to resident interactions Kitchen environment
Interviews:	Residents Facility staff Others not associated with the facility
Record Reviews:	Characteristic roster House policies Kitchen sanitation logs, dishwasher temperature logs, meat temperature logs

Investigation Summary:

1) Interviews showed that the garbage disposal was out of order. The facility was working with outside vendors to determine the source of the foul smell. 2,3) Interviews and record review showed that all kitchen staff had their food handler's card. Observation, record review, and interviews showed that the kitchen dishwasher was not leaking on floor, dishes appeared clean without foul smell. Sanitation solutions were not documented as tested. The dishwasher sanitation cycles were not documented as completed. Low temperatures were not documented as corrected. Interviews with kitchen staff showed that they were unaware of required food sanitation process. Failed practice found 388-78A-2305.

Conclusion / Action:

- ☒ 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: Brookdale Yakima	Provider Type: Assisted Living Facility
License/Cert.#: 1695	
Compliance Determination #: 22506	Intake ID: 78468
Investigator: Felicia Cantu	Region/Unit #: RCS Region 1 / Unit G
Investigation Date(s): 04/13/2023 through 05/16/2023	
Complainant Contact Date(s): 04/13/2023, 05/11/2023	

Allegation(s):

- 1) The facility did not notify family member of a named resident's change of condition.
 - 2) The facility is attempting to discharge named resident without reasonable cause.
 - 3) The facility kitchen smells, and the dishwasher is broken.
-

Investigation Methods:

Sample:	Total residents: 48 Resident sample size: 48 Closed records sample size:
Observations:	Identified resident Residents Resident rooms Kitchen environment Facility environment (staff breakrooms, facility public bathrooms, carpets)
Interviews:	Identified resident Residents Facility staff Others not associated with the facility
Record Reviews:	Characteristic roster Facility policies Maintenance records Resident records(face sheet, care plan, assessments, chart notes, doctor orders)

Investigation Summary:

- 1) Interviews and record review showed that the named resident had a routine doctor visit, routine tests were ordered, it was determined that the named resident had an infection and was treated. Family and doctor were notified. The named resident was placed on alert charting.
- 2) Interview and record review showed that resident had not been given 30-day notice, and that the facility did not plan on discharging named resident.
- 3) Interviews showed that the garbage disposal was out of order, and was scheduled for repair. The facility was working with outside vendors to determine the source of the foul smell. Record

review, and interviews showed that the kitchen dishwasher was fixed. The facility dishes appeared clean without foul smell. Sanitation solutions were not documented as tested. The dishwasher sanitation cycles were not documented as completed. Low temperatures were not documented as corrected. Interviews with kitchen staff showed that they were unaware of required food sanitation process. Failed practice found 388-78A-2305.

Conclusion / Action:

- ☐ Failed Provider Practice Identified / Citation(s) Written
- ☒ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



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Statement of Deficiencies	License #: 1695	Compliance Determination # 22506
Plan of Correction	Brookdale Yakima	Completion Date
Page 1 of 4	Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC	05/16/2023

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 04/13/2023 and 04/27/2023 of:

Brookdale Yakima
4100 Englewood Ave
Yakima, WA 98908

This document references the following complaint number(s): 76337, 78468, 79437

The following sample was selected for review during the unannounced on-site visit: 48 of 48 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Felicia Cantu, Community Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 1 , Unit G
1200 Alder Street
Union Gap, WA 98903

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.

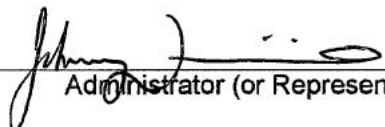
Grwin Kaercher
Residential Care Services

05/17/2023

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.

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



Administrator (or Representative)

5-24-2023

Date

WAC 388-78A-2305 Food sanitation. The assisted living facility must:

(1) Manage food, and maintain any on-site food service facilities in compliance with chapter 246-215 WAC, Food service;

This requirement was not met as evidenced by:

Based on observation, interview and record review, the Assisted Living Facility (ALF) failed to have a system in place for kitchen staff to ensure food preparation surfaces and equipment were sanitized properly; and to ensure the water temperature met sanitizing requirements for 1 of 1 commercial dishwasher. This failure placed all residents, staff and visitors who consumed food from the ALF at risk of contracting a food borne illness due to consuming food prepared on improperly sanitized surfaces and improperly sanitized utensils.

Findings included...

Record review of facility's undated dining services orientation guide titled, "Sanitation and food Safety Manuel," showed the ALF kitchen employees will practice and implement safe and sanitary practices to prevent food borne illness in the ALF. It is vital to ensure each dining service associate understands the material and feels comfortable completing required responsibilities. Sanitations solutions should be tested and changed every two hours.

Record review of the ALF'S dishwasher's temperature log form dated 08/01/2018 showed that dish machine temperatures and chemical levels must be monitored every meal period. The wash cycle must be 150 degrees- 165 degrees. The final rinse temperature must be 180 degrees, if corrective action is needed, notify the manager if temperature is not met and document on temperature log form the corrective action taken to correct the temperature.

Sanitation log

On 04/13/2023 at 11:58 AM Staff B, Cook stated that he did not know that the sanitation log needed to be filled out after every sanitation.

On 04/13/2023 at 12:02 PM Staff A, Dietary Manager, stated that it was her second day of hire, and she was not aware that sanitation log needed to be completed and documented every 2 hours.

Record review of the ALF's required sanitation log showed that the sanitation pail test log was not completed on 04/03/2023, 04/07-04/13/2023, 04/18-04/23/2023, and 04/25-04/27/2023.

On 04/27/2023 at 1:13 PM Staff A, stated that they were still working on a system to ensure that staff complete, and document required sanitation testing in logbook.

Dishwasher temperature

On 04/13/2023 at 11:45 AM Resident 1 stated that the dishes from the kitchen smell "bad" and are not cleaned properly for the last two months.

On 04/27/2023 at 1:10 PM Staff C, Kitchen Staff Member did not understand what the required wash and final rinse cycle temperatures needed to be at and was unsure how to correct the temperatures if they were not within required range.

On 05/08/2023 at 11:00 AM Collateral Contact (CC1), Representative and Durable Power of Attorney (DPOA) of Resident 2 stated that on 04/20/2023 at 5:49 PM she observed a glass from the kitchen that appeared dirty, and when glass was filled with tap water, the water appeared to be a cloudy grey color.

On 04/13/2023 at 12:02 PM Staff A stated that the dishwasher was leaking for one day, the dishwasher was fixed, and was never out of service. Staff A also stated that she was not aware of what the dishwasher temperature levels needed to be during sanitation cycle.

Record review of the ALF's dishwasher's temperature log for April 2023 showed that the temperatures for the wash and rinse cycles were not documented from 04/01/2023 thru 04/13/2023. Eleven entries for final rinse temperatures were below 180 degrees without corrective action documented.

On 04/27/2023 at 1:10 PM Staff C, Kitchen Staff Member did not understand what the required wash and final rinse cycle temperatures needed to be at and was unsure how to correct the temperatures if they were not within required range.

On 04/27/2023 at 1:13 PM Staff A, was still working on system to ensure that staff complete and document temperatures of the sanitizing cycle of the dishwasher.

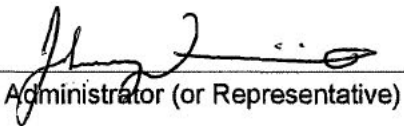
On 05/08/2023 at 3:30 PM Staff D, Administrator, stated that he was aware of missed documentation of sanitation solution log and dishwasher temperatures. Staff D was also

aware that final rinse dishwasher temperature entries were not within requirements. Staff D stated Staff A was a new hire had been working on re-educating kitchen staff on importance of food sanitation code and alternate actions to ensure final sanitization cycle reached required temperatures.

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, Brookdale Yakima is or will be in compliance with this law and / or regulation on (Date) June 16th, 2023.

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



Administrator (or Representative)

5-24-2023

Date