



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 Richland
1629 GEORGE WASHINGTON WAY
RICHLAND, WA 99352

RE: Brookdale Richland # 1696

Dear Administrator:

This document references Compliance Determination 50309 (12/10/2024), which included complaint number(s) 155564, 156373.

The Department completed a complaint investigation of your Assisted Living Facility on 12/10/2024 and found that your facility does not meet the Assisted Living Facility requirements.

The department staff who did the inspection and provided consultation:

Melissa Milanez, Community Complaint Investigator
Laurel Knight, Community Complaint Investigator

Consultation:

WAC 388-78A-2650 Reporting fires and incidents. The assisted living facility must immediately report to the department's aging and disability services administration:

(3) Circumstances which threaten the assisted living facility's ability to ensure continuation of services to residents.

The facility failed to report a water leak which damaged the kitchen and dining room area, potentially leading to mold growth. This put the residents at risk for discontinuation of services and exposure to mold. The facility stated they would report these types of incidents to

the department in the future.

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)225-2823.

Sincerely,

Laura Williams-Davis

Laura Williams-Davis, Field Manager
Region 1, Unit G
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Brookdale Richland
License/Cert.#: 1696

Provider Type: Assisted Living Facility

Compliance Determination #: 50309

Intake ID: 155564

Investigator: Melissa Milanez

Region/Unit #: RCS Region 1 / Unit G

Investigation Date(s): 11/15/2024 through 12/10/2024

Complainant Contact Date(s):

Allegation(s):

Broken pipe and possible mold in dining room.

Investigation Methods:

Sample:	Total residents: 92 Resident sample size: 92 Closed records sample size:
Observations:	Residents Dining Staff to resident interactions Resident to resident interactions Kitchen Food preparation
Interviews:	Nursing staff Residents Family members Maintenance staff Kitchen staff
Record Reviews:	State reporting log Incident investigation Facility policies Staff patterns

Investigation Summary:

The facility had a water leak that caused water damage and needed repairs to the kitchen and dining room area which put the residents at risk for discontinuation of services and exposure to mold. The facility did not report the incident to the department. Failed practice consultation under WAC 388-78A-2650 (3).

Conclusion / Action:

☐ Failed Provider Practice Identified / Citation(s) Written

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

☒ Failed Provider Practice Not Identified / No Citation Written

☐ N/A