



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

04/10/2025

BROOKDALE SENIOR LIVING COMMUNITIES INC  
Brookdale Richland  
1629 GEORGE WASHINGTON WAY  
RICHLAND, WA 99352

RE: Brookdale Richland # 1696

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 55687 (Completion Date 04/10/2025) and 52009 (Completion Date 01/16/2025).

The Department completed a follow-up inspection of your Assisted Living Facility on 04/10/2025 and found no deficiencies.

The Department found that deficiencies for the following licensing laws and regulations were corrected:

**WAC 388-78A-3090 Maintenance and housekeeping.**

(1) The assisted living facility must:

(b) Keep exterior grounds, assisted living facility structure, and component parts safe, sanitary and in good repair;

The Department staff who did the On Site verification:

Laurel Knight, Community Complaint Investigator

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

Sincerely,

*Laura Williams-Davis*

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



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

|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
| Statement of Deficiencies | License #: 1696                                   | Compliance Determination # 52009 |
| Plan of Correction        | Brookdale Richland                                | Completion Date                  |
| Page 1 of 3               | Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC | 01/16/2025                       |

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 follow-up on 12/18/2024 and 12/20/2024 of:

Brookdale Richland  
1629 George Washington Way  
Richland, WA 99354

This document references the following SOD dated: 01/16/2025

The following sample was selected for review during the unannounced on-site visit: 92 of 92 current residents and 0 former residents.

The department staff that inspected the Assisted Living Facility:

Laurel Knight, 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

01.27.2025 11:50:24

## State of Washington

|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
| Statement of Deficiencies | License #: 1696                                   | Compliance Determination # 52009 |
| Plan of Correction        | Brookdale Richland                                | Completion Date                  |
| Page 2 of 3               | Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC | 01/16/2025                       |

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.

*Laura Williams-Davis*  
Residential Care Services

01/27/2025  
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)

2-2-25  
Date

#### WAC 388-78A-3090 Maintenance and housekeeping.

(1) The assisted living facility must:

(b) Keep exterior grounds, assisted living facility structure, and component parts safe, sanitary and in good repair;

#### This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Assisted Living Facility (ALF) failed to maintain a clean, sanitary environment on 2 of 3 floors (2nd Floor and 3rd floor). This failure resulted in residents' dissatisfaction with their home environment, a risk for falls, and a decreased quality of life.

#### Findings included...

Record review of the Department's "Secure Tracking and Reporting Systems" (STARS) showed the Assisted Living Facility (ALF) received a citation for this regulation on 10/30/2024. The ALF signed an attestation statement that stated the facility would have a system in place and the deficiency corrected by 12/14/2024.

Review of the facility's policy titled, "Cleaning & Disinfection of Environmental Surfaces & Common Areas," dated 07/2019, showed the facility common area spaces shall be maintained in a clean and sanitary environment for residents. The policy showed high traffic common areas were to be cleaned at least daily, and disinfection of common areas should be performed on a routine basis, at least weekly.

Observation of the facility's second and third floors on 12/18/2024 at 4:15 PM, showed that the carpet had not been replaced as planned in the facility plan of correction.

|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
| Statement of Deficiencies | License #: 1696                                   | Compliance Determination # 52009 |
| Plan of Correction        | Brookdale Richland                                | Completion Date                  |
| Page 3 of 3               | Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC | 01/16/2025                       |

Observation of the carpet showed it had multiple areas of staining, was threadbare in areas and also had sections that were bubbled and rippled creating an uneven walking surface.

In an interview on 12/20/2024 at 4:00 PM, Staff A, Administrator, stated that the condition of the carpet was still the same. Staff A stated that the residents asked about the replacement timelines because the carpet looked dirty right after cleaning and it was hard to roll their chairs across it. Staff A stated that they were given information from the corporate maintenance director that the project was approved but no details were provided. Staff A stated that their corporate maintenance director had been onsite 12/18/2024 and 12/19/2024 and they did not provide any scheduled dates or times. Staff A stated that no quotes or invoices have been received from the corporation office regarding the project.

This is a repeated deficiency on 09/04/2024 and an uncorrected deficiency previously cited on 10/30/2024 for Washington Administrative Code (WAC) 388-78A-3090, subsection (1)(b).

**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 Richland is or will be in compliance with this law and / or regulation on (Date) 2-10-25

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

  
Administrator (or Representative)

2-2-25  
Date



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

|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
| Statement of Deficiencies | License #: 1696                                   | Compliance Determination # 49305 |
| Plan of Correction        | Brookdale Richland                                | Completion Date                  |
| Page 1 of 3               | Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC | 10/30/2024                       |

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 follow-up on 10/24/2024 and 10/24/2024 of:

Brookdale Richland  
1629 George Washington Way  
Richland, WA 99354

This document references the following SOD dated: 10/30/2024

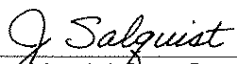
The following sample was selected for review during the unannounced on-site visit: 1 of 92 current residents and 0 former residents.

The department staff that inspected the Assisted Living Facility:

Laurel Knight, 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.

  
Residential Care Services

11/12/2024

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.

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

|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
| Statement of Deficiencies | License #: 1696                                   | Compliance Determination # 49305 |
| Plan of Correction        | Brookdale Richland                                | Completion Date                  |
| Page 2 of 3               | Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC | 10/30/2024                       |

  
 Administrator (or Representative)

11-13-2024  
 Date

**WAC 388-78A-3090 Maintenance and housekeeping.**

(1) The assisted living facility must:

(b) Keep exterior grounds, assisted living facility structure, and component parts safe, sanitary and in good repair;

**This requirement was not met as evidenced by:**

Based on observation, interview, and record review, the Assisted Living Facility (ALF) failed to maintain a clean, sanitary environment in 2 of 3 floors (2nd Floor and 3rd floor). This failure resulted in residents' dissatisfaction with their home environment, a risk for falls, and a decreased quality of life.

**Findings included...**

Record review of the "Department of Social and Health Services" document, Completion date 09/04/2024, showed "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. 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." The administrator section showed Staff A, Executive Director, signed the document on 09/18/2024. Staff A signed the "Plan/Attestation Statement" for all citations cited that read "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, [the facility] is or will be in compliance with this law and/or regulation on 10/18/2024."

Review of the facility's policy titled, "Cleaning & Disinfection of Environmental Surfaces & Common Areas," dated 07/2019, showed the facility common area spaces shall be maintained in a clean and sanitary environment for residents. The policy showed high traffic common areas were to be cleaned at least daily, and disinfection of common areas should be performed on a routine basis, at least weekly.

Observation of the facility's second floor on 11/01/2024 at 11:18 AM, showed that outside of resident rooms [REDACTED] and [REDACTED], there were multiple spots (stains) and marks on the hallway carpet. The carpet near room [REDACTED] was worn down to frayed threads in a circular pattern and near room [REDACTED], the carpet was bubbled up creating an uneven surface for resident to navigate on or around.

Observation of the facility's third floor on 01/01/2024 at 11:25 AM, showed the carpet had multiple spots (stains) in the hallway outside of the elevator and the hallway near

|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
| Statement of Deficiencies | License #: 1696                                   | Compliance Determination # 49305 |
| Plan of Correction        | Brookdale Richland                                | Completion Date                  |
| Page 3 of 3               | Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC | 10/30/2024                       |

■. The carpet outside of room ■ showed two large areas of red staining. The carpet outside of rooms ■ and ■ had areas that were bubbled as well as a significant area of lifting outside of room ■.

In an interview on 11/01/2024 at 11:45 AM, Resident 1 reported that they had to have someone push them around in their wheelchair because it was too hard to wheel themselves on the carpet from their third-floor apartment to the elevator.

In an interview on 10/24/2024 at 14:50 AM, Staff A, Administrator, stated that the facility had the carpets cleaned professionally and some of the stains were still present after the cleaning or had returned since the cleaning. Staff A stated that the condition of the carpet was still poor, and the corporate maintenance director told Staff A the project was approved. Staff A stated that they were told their corporate staff was getting quotes for replacement although no details were shared regarding the replacement date or specific details about the delay.

This is an uncorrected deficiency previously cited on 09/04/2024 for Washington Administrative Code (WAC) 388-78A-3090, subsection (1)(b).

#### 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 Richland is or will be in compliance with this law and / or regulation on (Date) 12-27-2024  
R-14

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

  
\_\_\_\_\_  
Administrator (or Representative)

11-13-2024  
\_\_\_\_\_  
Date



## Residential Care Services Investigation Summary Report

**Provider/Facility:** Brookdale Richland

**Provider Type:** Assisted Living Facility

**License/Cert.#:** 1696

**Compliance Determination #:** 46576

**Intake ID:** 145599

**Investigator:** Laurel Knight

**Region/Unit #:** RCS Region 1 / Unit G

**Investigation Date(s):** 09/04/2024 through 09/04/2024

**Complainant Contact Date(s):**

### Allegation(s):

1. Identified resident stated that the carpet was dirty and that it was difficult to operate their manual wheelchair on.

### Investigation Methods:

|                        |                                                                                                                  |
|------------------------|------------------------------------------------------------------------------------------------------------------|
| <b>Sample:</b>         | Total residents: 93<br>Resident sample size: 4<br>Closed records sample size: 0                                  |
| <b>Observations:</b>   | Identified resident<br>Residents<br>Carpets on second and third floor<br>Resident utilizing wheelchair on carpet |
| <b>Interviews:</b>     | Identified resident<br>Nursing staff<br>Residents<br>Maintenance staff                                           |
| <b>Record Reviews:</b> | Medical records including negotiated service agreement, notes, incident report and investigations.               |

### Investigation Summary:

1. Identified resident interview confirmed they were concerned about the carpet cleanliness. Observation of the Identified resident showed difficulty in operating their manual wheelchair on carpeted surfaces. The facility staff stated that they had attempted to clean the carpets professionally, some areas were not cleanable and the stains returned. Failed practice identified. See the Statement of deficiency dated 09/05/2024 with failure to maintain a clean environment in good repair. Washington Administrative Code 388-78a-3090.

### Conclusion / Action:

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

☐ N/A



STATE OF WASHINGTON  
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**1200 Alder Street, Union Gap, WA 98903**

|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
| Statement of Deficiencies | License #: 1696                                   | Compliance Determination # 46576 |
| Plan of Correction        | Brookdale Richland                                | Completion Date                  |
| Page 1 of 3               | Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC | 09/04/2024                       |

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 09/04/2024, 09/04/2024 and 09/04/2024 of:

Brookdale Richland  
1629 George Washington Way  
Richland, WA 99354

This document references the following complaint number(s): 144732, 145599

The following sample was selected for review during the unannounced on-site visit: 4 of 93 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Laurel Knight, 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.

Residential Care Services

09/11/2024

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.

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

|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
| Statement of Deficiencies | License #: 1696                                   | Compliance Determination # 46576 |
| Plan of Correction        | Brookdale Richland                                | Completion Date                  |
| Page 2 of 3               | Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC | 09/04/2024                       |

  
 Administrator (or Representative)

  
 Date

**WAC 388-78A-3090 Maintenance and housekeeping.**

(1) The assisted living facility must:

(b) Keep exterior grounds, assisted living facility structure, and component parts safe, sanitary and in good repair;

**This requirement was not met as evidenced by:**

Based on observation, interview, and record review, the Assisted Living Facility (ALF) failed to maintain a clean, sanitary environment in 2 of 3 floors (2nd Floor and 3rd floor). This failure resulted in residents' dissatisfaction with their home environment, a risk for falls, and a decreased quality of life.

**Findings included...**

Review of the facility's policy titled, "Cleaning & Disinfection of Environmental Surfaces & Common Areas," dated 07/2019, showed the facility common area spaces shall be maintained in a clean and sanitary environment for residents. The policy showed high traffic common areas were to be cleaned at least daily, and disinfection of common areas should be performed on a routine basis, at least weekly.

Observation of the facility's second floor on 09/04/2024 at 11:28 AM, showed that outside of resident rooms [REDACTED] and [REDACTED] there were multiple spots (stains) and marks on the hallway carpet. The carpet near room [REDACTED] was worn down to frayed threads in a circular pattern and near room [REDACTED], the carpet was bubbled up creating a possible tripping hazard.

Observation of the facility's third floor on 09/04/2024 at 11:40 AM, showed the carpet had multiple spots (stains) that were in a trail leading toward the hallway outside of the elevator. The carpet outside of room [REDACTED] showed two large areas of red staining. The carpet outside of rooms [REDACTED] and [REDACTED] had areas that were bubbled as well as a significant area of lifting outside of room [REDACTED].

In an interview on 09/04/2024 at 11:35 AM, Resident 1 reported that they had recently returned to the facility after breaking their hip and that they noticed the carpets were dirty. Resident 1 stated that it was hard for them to wheel their wheelchair on the third floor due to the carpeting and wished that it was a smooth surface like the flooring on the first floor.

In an interview on 09/04/2024 at 11:37 AM, Resident 2 reported they had seen the

|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
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| Plan of Correction        | Brookdale Richland                                | Completion Date                  |
| Page 3 of 3               | Licensee: BROOKDALE SENIOR LIVING COMMUNITIES INC | 09/04/2024                       |

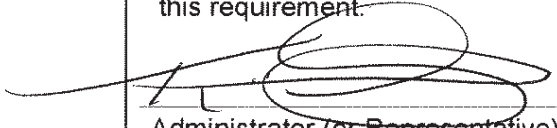
carpets were cleaned recently but had not noticed that the cleaning helped on either the second or third floors. Resident 2 stated that they noticed areas of the carpet that were buckled and worn.

In an interview on 09/04/2024 at 14:50 AM, Staff A, Administrator, stated that the facility had the carpets cleaned professionally after their full inspection in which the facility had received a written consult for the environment. Staff A stated that some stains were still present after the cleaning or had returned immediately.

**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 Richland is or will be in compliance with this law and / or regulation on (Date) 10-19-2024

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

  
\_\_\_\_\_  
Administrator (or Representative)

9-18-2024  
\_\_\_\_\_  
Date