



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5600

November 9, 2023

ELECTRONIC-FACSIMILE

Administrator
Woodland Retirement & Assisted Living Community
c/o 3425 Boone Rd SE
Salem, OR 97317

Assisted Living Facility License #1709
Licensee: Woodland Retirement & Assisted Living Community LLC

IMPOSITION OF CIVIL FINES

Dear Administrator:

On October 26, 2023, the Department of Social and Health Services (DSHS), Residential Care Services completed a follow-up visit at your facility. This letter constitutes formal notice of civil fines on the license for your assisted living facility, also known as **Woodland Retirement & Assisted Living Community**, located at **4532 Intelco Loop SE, Lacey**, by the State of Washington, Department of Social and Health Services. These actions are taken under the authority granted pursuant to Laws of 1998, Chapter 272 and RCW 18.20.190.

The civil fines on the license are based on the following violation of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated October 26, 2023.

Civil Fines

WAC 388-78A-2450(2)(h)(iv) Staff. **\$400.00**

The licensee failed to have all staff trained on how to report abuse and neglect as a mandated reporter for five staff. This failure placed 63 residents at risk of staff not identifying and reporting potential abuse and neglect to protect the residents.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2630(1)(a)(b) Reporting abuse and neglect. **\$200.00**

The licensee failed to report to the Complaint Resolution Unit (CRU) within the 24-hour required time frame for one resident. This failure to notify placed all 63 Residents at

risk of unreported abuse and prevented the department and law enforcement from evaluating facility systems in place to protect residents.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2320(1)(b)(3)(c) Intermittent nursing services systems. **\$500.00**

The licensee failed to ensure staff had the required Nurse Delegation training, supervision, and documentation by the Registered Nurse (RN) Delegator for four residents who received nurse delegated services. These failures resulted in residents receiving nursing services from unqualified staff and placed all four residents receiving RN delegated services at risk for harm and injury due to untrained and unsupervised care staff.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2665(1)(2)(3)(4)(5)(6) Resident rights—Notice—Policy on accepting medicaid as a payment source. **\$300.00**

The licensee failed to ensure residents were provided a Medicaid Policy for five residents. This failure placed these residents and their responsible party at risk of making uninformed decisions about placement and their financial circumstances.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2070(1) Timing of preadmission assessment. **\$400.00**

The licensee failed to complete a pre-admission assessment that showed it was completed prior to the residents move in date for two residents. This failure placed the residents at risk for improper placement in the facility and at risk for unmet care needs.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2090(1)(a)(b)(c)(2)(a)(b)(c)(3)(4)(a)(b)(5)(a)(b)(c)(6)(a)(b)(c)(d)(e)(7)(a)(b)(c)(i)(ii)(d)(8)(a)(b)(i)(ii)(9)(10)(11)(a)(b)(c) Full assessment topics. **\$400.00**

The licensee failed to complete a 14-day assessment for one resident. The facility failed to conduct complete assessments for two other residents. This failure placed the residents at risk for having unmet care needs.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2290(3)(a)(b)(c)(d)(e)(4)(a)(b)(c)(d) Family assistance with medications and treatments. **\$500.00**

The licensee failed to have a family assistance plan for medication administration for three residents. This failure placed the residents at risk for not having a written plan regarding who was supposed to aid the residents in administration of their medication and resulted in two residents not receiving medications as ordered when they were sick.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-3100(2) Safe storage of supplies and equipment. **\$400.00**

The licensee failed to secure potentially hazardous supplies and equipment for three locations (laundry room, staff breakroom, and activities room). This failure placed 63 residents at risk for access to and ingesting potentially toxic materials.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2305(1)(2) Food sanitation. **\$300.00**

The licensee failed to ensure staff received their food handlers training for three staff. The facility failed to properly store and label food, prevent cross contamination, and ensure staff completed proper hand hygiene for one kitchen reviewed. These failures placed 63 residents at risk for receiving food that was incorrectly prepared by an unqualified staff and at risk for exposure to food-borne illnesses.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2620(2)(a)(b) Pets. **\$400.00**

The licensee failed to ensure five pets had regular examinations and were certified by a veterinarian to be free of disease transmittable to humans. This failure placed 63 residents and 39 staff at risk of being exposed to diseases which could impact their health.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-3090(1)(a)(b)(c) Maintenance and housekeeping. **\$400.00**

The licensee failed to provide a safe, sanitary, and well-maintained environment for four areas within the facility (Kitchen, dining rooms, oxygen room, and staff breakroom) and failed to keep exterior grounds safe, equipment, and furnishings clean. These failures placed 63 residents at risk for a diminished quality of life due to unsafe, unsanitary, and unmaintained living conditions.

This is an uncorrected deficiency previously cited on July 10, 2023, and a previous consultation on August 3, 2022.

WAC 388-78A-2474(2)(a)(d) Training and home care aide certification requirements. **\$400.00**

The licensee failed to ensure three staff had the required CPR (cardiopulmonary resuscitation) and/or First Aide training. This failure placed 63 residents at risk due to staff not being trained on life saving measures.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2484(1)(2) Tuberculosis—Two step skin testing. **\$300.00**

The licensee failed to ensure that three staff received all required Tuberculosis (infectious bacterial disease of the lungs) testing within the required time frame. This failure placed 63 residents and 39 staff at risk for exposure to Tuberculosis (TB).

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2040(1) Other requirements. **\$400.00**

The licensee failed to stay in compliance with the state Fire Marshal regulation codes related to maintaining fire extinguisher servicing. This failure placed 63 residents and 39 staff at risk in the event of an emergency.

This is an uncorrected deficiency previously cited on July 10, 2023, and a recurring deficiency cited on March 16, 2023.

WAC 388-78A-2240 Nonavailability of medications. **\$500.00**

The licensee failed to ensure three resident's medication were available to be administered. This failure resulted in the residents not receiving their medications as ordered and placed the residents at risk for unmet care needs and medical complications associated with not receiving medications as orders.

This is an uncorrected deficiency previously cited on July 10, 2023, and a recurring deficiency previously cited on October 27, 2022.

WAC 388-78A-2230(1)(c)(ii) Medication refusal. **\$200.00**

The licensee failed to notify the physician and monitor the resident after they refused their medications for one resident. This failure placed the resident at risk for medical complications.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2610(1)(2)(a)(c) Infection control. **\$750.00**

The licensee failed to ensure all staff were fit tested for an N95 respirator (a device worn over the mouth and nose or entire face that prevents inhalation of dust, smoke, and other substances) for nine staff. This failure resulted in staff not being fit tested and having necessary infection control supplies and placed 63 residents and 39 staff at risk of being infected and spreading communicable diseases.

This is an uncorrected deficiency previously cited on July 10, 2023, and a recurring deficiency for subsections (1)(2)(a) previously cited on November 9, 2022, and August 18, 2022.

**RCW 70.129.070(1) Examination of survey or inspection results—
Contact with client advocates.** **\$100.00**

The licensee failed to have the most recent survey or inspection results publicly posted and available for review for one inspection binders. This failure resulted in all residents and visitors not having access to and knowledge of the facility's inspection results.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2120(1)(2)(a)(3)(a)(4) Monitoring residents' well-being. **\$300.00**

The licensee failed to monitor residents' well-being and take appropriate actions for one resident. This failure placed the resident at risk for their physician being unable to provide medical decision and evaluation for change in resident's condition.

This is an uncorrected deficiency previously cited on July 10, 2023.

**WAC 388-78A-2260(1)(2)(d) Storing, securing, and
accounting for medications.** **\$300.00**

The licensee failed to ensure medications were stored properly and secured for three resident's rooms. This failure placed 63 of 63 assisted living residents at risk to ingest non prescribed medications.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2450(2)(b) Staff. **\$200.00**

The licensee failed to complete reference checks for four employees. This failure placed all 63 residents at risk of receiving care and services from unqualified and/or unsuitable staff.

This is an uncorrected deficiency previously cited on July 10, 2023.

WAC 388-78A-2380(2)(7)(a) Freedom of movement.

\$400.00

The licensee failed to ensure two doors (the common courtyard and the front door) were unlocked for three residents to freely come back into the facility for the common courtyard and front door safely without staff assistance. This failure placed 63 residents at risk to have restricted access to freely come in and out of the facility as they chose, experiencing fear and frustration, and decreased quality of life for not being able to enjoy the facility's premises as the residents desired.

This is an uncorrected deficiency previously cited on July 10, 2023.

**WAC 388-78A-2464(1)(2) Background checks—Process—
Background authorization form.**

\$200.00

The licensee failed to ensure one staff completed a Washington State Name and Date of Birth Background Check before they were hired. This failure to ensure a Washington State Background Check was conducted before employment placed 63 residents at risk for being cared for by a staff member with a potentially disqualifying history.

This is an uncorrected deficiency previously cited on July 10, 2023.

NOTE: These are the violations, which resulted in the fines; see the attached Statement of Deficiencies for any additional violations.

Attestation (Plan of Correction):

Return the enclosed SOD within 10 calendar days with the following:

- The date you have or will have each deficiency corrected;
- A signature and date attesting that you are taking actions to correct and maintain correction for each cited deficiency.

Return the signed and dated SOD to:

Cory Cisneros, Field Manager
Region 3, Unit E
6639 Capitol Blvd SW Point Plaza West
Tumwater, WA 98501
Phone: (253) 254-3190 / Fax: (360) 664-8451
rcsregion3email@dshs.wa.gov

Appeal Rights:

You have two appeal rights: Informal Dispute Resolution (IDR) and an Administrative Hearing. Each has a different request timeline.

Informal Dispute Resolution [RCW 18.20.195]

You have an opportunity to challenge the deficiencies and/or enforcement actions through the state's IDR process. **All IDR requests must be in writing and include:**

- The deficiencies you are disputing; and
- The method of review you prefer (face-to-face, telephone conference or documentation review).

The written request must be received by the 10th working day from receipt of this letter.

During the IDR process, you will have the opportunity to present written and/or oral evidence to dispute the deficiencies.

Send your **written** request to:

Informal Dispute Resolution Program Manager
Residential Care Services
PO Box 45600
Olympia, Washington 98504-5600

Formal Administrative Hearing

You may contest the civil fines by requesting a formal administrative hearing to challenge the deficiency, which resulted in the civil fines. **All hearing requests must be in writing and include:**

- A copy of this letter; and
- A copy of the Statement of Deficiencies.

The written request must be received within twenty-eight (28) calendar days of receipt of this letter.

Send your **written** request to:

Office of Administrative Hearings
PO Box 42489
Olympia, Washington 98504-2489

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Payment:

If you do not request a formal administrative hearing, the civil fines are due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.

Mail a check for **\$8,250.00** payable to the 'Department of Social and Health Services', **and if you have or have had a Medicaid resident(s), please include your ProviderOne ID Number # on the check**, to:

DSHS Office of Financial Recovery
PO Box 9501
Olympia, Washington 98507-9501
1-800-562-6114 (extension 45919)
OFRMMISVendor@dshs.wa.gov

If the Office of Financial Recovery has not received your payment within twenty-eight (28) days after receipt of this letter, interest will begin to accrue immediately on the balance, at the rate of one percent per month. If you do not submit a hearing request or make payment within twenty-eight (28) days, the balance due will be recovered.

If you have any questions, please contact Cory Cisneros, Field Manager, at (253) 254-3190.

Sincerely,



Matt Hauser
Compliance Specialist
Residential Care Services

Enclosure

cc: Field Manager, Region 3, Unit E
RCS Regional Administrator, Region 3
HCS Regional Administrator, Region 3
DDA Regional Administrator, Region 3
WA LTC Ombuds
Office of Financial Recovery, Vendor Program Unit
HQ Central Files
DRW
HP