



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
3906-172nd St NE, Suite #100, Arlington, WA 98223

02/07/2025

EVERETT PLAZA ASSISTED LIVING COMMUNITY LLC
EVERETT PLAZA
2204 12th St
Everett, WA 98201

RE: EVERETT PLAZA # 1921

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 54514 (Completion Date 02/07/2025) and 51692 (Completion Date 12/12/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 02/07/2025 and found no deficiencies.

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

WAC 388-78A-2990 Heating-cooling Temperature. The assisted living facility must:

(1) Equip each resident-occupied building with an approved heating system capable of maintaining a minimum temperature of 70 F. The assisted living facility must:

(b) Maintain the assisted living facility at a minimum of 68 F during waking hours, except in rooms:

The Department staff who did the On Site verification:

Cynthia Chenot-Potter, Nursing Consultant Institutional

If you have any questions, please contact me at (360)651-6846.

Sincerely,

Kimberley Ripley, Field Manager

Region 2, Unit A
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: EVERETT PLAZA

Provider Type: Assisted Living Facility

License/Cert.#: 1921

Compliance Determination #: 51692

Intake ID: 158571

Investigator: Cynthia Chenot-Potter

Region/Unit #: RCS Region 2 / Unit A

Investigation Date(s): 12/12/2024 through 12/12/2024

Complainant Contact Date(s):

Allegation(s):

Hallways on second floor are always cold.

Investigation Methods:

Sample: Total residents: 93
Resident sample size: 3
Closed records sample size: 0

Observations: Identified resident
Residents
Resident rooms
Staff to resident interactions

Interviews: Identified resident
Residents
Housekeeping staff
Administration
Maintenance staff

Record Reviews: N/A

Investigation Summary:

During an unannounced visit the ambient temperatures on the second floor hallways were between 66.1 degrees and 70.1 degrees. Interviews with residents and staff stated that it was cold in the hallway on the second floor. Residents and staff were observed holding their arms and rubbing them up and down. Residents and staff were heard stating it was cold. Residents were observed wearing outdoor jackets inside. Facility failed to ensure the indoor temperature did not fall below 68 degrees during waking hours. Failed practice was identified WAC 388-78A-2990 Heating-cooling—Temperature.

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 #: 1921	Compliance Determination # 51692
Plan of Correction	EVERETT PLAZA	Completion Date
Page 1 of 4	Licensee: EVERETT PLAZA ASSISTED LIVING COMMUNITY LLC	12/12/2024

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 12/12/2024 and 12/12/2024 of:

EVERETT PLAZA
2204 12th St
Everett, WA 98201

This document references the following complaint number(s): 158571

The following sample was selected for review during the unannounced on-site visit: 3 of 93 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Cynthia Chenot-Potter, Nursing Consultant Institutional
Karen Glover, Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2 , Unit A
3906-172nd St NE, Suite #100
Arlington, WA 98223

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

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)

Date

WAC 388-78A-2990 Heating-cooling Temperature. The assisted living facility must:

- (1) Equip each resident-occupied building with an approved heating system capable of maintaining a minimum temperature of 70 F. The assisted living facility must:
- (b) Maintain the assisted living facility at a minimum of 68 F during waking hours, except in rooms:

This requirement was not met as evidenced by:

Based on observations and interviews, the facility failed to ensure the temperature of the Assisted Living Facility (ALF) hallways remained at or above 68 degrees Fahrenheit (F) on 1 of 2 floors (second floor). This failure resulted in the second floor being below 68 degrees F, three residents reported being cold, and placed all residents on the second floor at risk of being cold in the hallways.

Findings included:

On 12/12/2024 at 10:50 AM several residents on the 1st floor were observed wearing sweaters and jackets. They stated they were waiting to go into the dining room for lunch.

On 12/12/2024 at 11:11AM on the 2nd floor hallway residents were observed wearing sweaters and jackets. They stated they were going to go downstairs to the dining room for lunch.

On 12/12/2024 at 11:15 AM an ambient temperature reading was taken using the state-issued thermometer, which showed the current temperature was 66.1 degrees F. Two staff members were observed walking in the hallway with their arms across their chests, stating "Frio" (Spanish for cold) and "Oh, it's so cold!"

On 12/12/2024 at 11:18 AM in the north hallway of the second floor the ambient temperature reading was taken with the state-issued ambient thermometer which showed 65 degrees F. The wall thermostat showed the temperature in the hallway was 65 degrees F and was set at 69 degrees F.

On 12/12/2024 at 11:20 AM Staff B, Maintenance Director, stated that they maintain the temperature and thermostats in the building and there were no logbooks to show the ongoing temperatures in the building. Staff B stated that they go around periodically and check the temperatures but did not know that there was a "regulatory temperature".

Resident 2

Resident 2 was admitted to the ALF on [REDACTED]/2024 with diagnoses of [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] and [REDACTED]
[REDACTED].

On 12/12/2024 at 11:28 AM Resident 2 was observed in the south hallway on the second floor. They were rubbing their arms, while wearing a sweater. They stated, "Oh yes, I'm cold, but I'm always cold in the hallway."

On 12/12/2024 at 11:38 AM Staff C, Housekeeper, stated that it's been cold in the ALF "Off and on." They stated that residents complained about being cold sometimes.

Resident 3

Resident 3 was admitted to the ALF on [REDACTED]/2023 with diagnoses of [REDACTED]

[REDACTED]
[REDACTED], and [REDACTED]
[REDACTED].

On 12/12/2024 at 11:43 AM on the first-floor north hallway, Resident 3 stated, "It's chilly in the hallway, but my room is okay."

Resident 1

Resident 1 was admitted to the ALF on [REDACTED]/2021 with diagnoses of [REDACTED]

[REDACTED] and [REDACTED]
[REDACTED].

On 12/12/2024 at 12:28 PM Resident 1 stated that it was "so cold in the hallways, especially at night". Sometimes they had to go out for meds in the hallway and "sit in the cold". Resident 1 stated that they noticed a lot of other residents having to wear their coats.

On 12/12/2024 at 12:51 PM Staff A, Executive Director, stated Staff B sets the

thermostats, and that when it was cold outside, they adjust the temperature. Staff A stated if it gets hot they turn the temperature down, and if it's too cold they turn it up.

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, EVERETT PLAZA is or will be in compliance with this law and / or regulation on (Date)_____.

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

Administrator (or Representative)

Date