



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20425 72nd Avenue S, Suite 400, Kent, WA 98032

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

RE: EVERETT PLAZA License # 1921

Dear Administrator:

This letter addresses Compliance Determination(s) 65834 (Completion Date 09/18/2025) and 62407 (Completion Date 07/24/2025).

The Department completed a follow-up inspection of your Assisted Living Facility on 09/18/2025 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-2660-1, RCW 70.129.030.4

The Department staff who did the off-site verification:
Cynthia Chenot-Potter, Nursing Consultant Institutional

If you have any questions, please contact me at (206)305-3489.

Sincerely,

James Sherman

James Sherman, Field Manager
Region 2, Unit D
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: EVERETT PLAZA

Provider Type: Assisted Living Facility

License/Cert.#: 1921

Compliance Determination #: 62407

Intake ID: 184316

Investigator: Cynthia Chenot-Potter

Region/Unit #: RCS Region 2 / Unit A

Investigation Date(s): 07/10/2025 through 07/24/2025

Complainant Contact Date(s):

Allegation(s):

The Named Resident (NR) was not given a 30 day notice that meals would need to be paid for at time of service, as well as payment for laundry and transportation services was expected at the time of service.

Investigation Methods:

Sample:	Total residents: 97 Resident sample size: 3 Closed records sample size: 0
Observations:	Residents Resident rooms Staff to resident interactions Dining
Interviews:	Identified resident Nursing staff Residents Administrator
Record Reviews:	Disclosure of Services Lease Agreement Face sheet

Investigation Summary:

The NR did not receive a 30 day advanced notice of change of process for paying for meals and services. Reviewed notice given to NR. Failed practice identified. Citation written for WAC 388-78a-2660.

Conclusion / Action:

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



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

Statement of Deficiencies	License #: 1921	Compliance Determination # 62407
Plan of Correction	EVERETT PLAZA	Completion Date
Page 1 of 4	Licensee: EVERETT PLAZA ASSISTED LIVING COMMUNITY LLC 07/24/2025	

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 complaint investigation on 07/10/2025 of:

EVERETT PLAZA
2204 12th St
Everett, WA 98201

This document references the following complaint number(s): 185901, 184316, 186811, 186448, 186361

The following sample was selected for review during the unannounced on-site visit: 3 of 97 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Cynthia Chenot-Potter, Nursing Consultant Institutional

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

Statement of Deficiencies	License #: 1921	Compliance Determination # 62407
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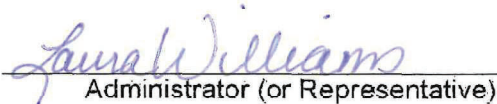
As a result of the on-site visit(s), the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.


Residential Care Services

7/29/2025

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)

8/4/2025

Date

RCW 70.129.030 Notice of rights and services -- Admission of individuals.

(4) The facility must inform each resident in writing in a language the resident or his or her representative understands before admission, and at least once every twenty-four months thereafter of: (a) Services, items, and activities customarily available in the facility or arranged for by the facility as permitted by the facility's license; (b) charges for those services, items, and activities including charges for services, items, and activities not covered by the facility's per diem rate or applicable public benefit programs; and (c) the rules of facility operations required under RCW 70.129.140 (2). Each resident and his or her representative must be informed in writing in advance of changes in the availability or the charges for services, items, or activities, or of changes in the facility's rules. Except in emergencies, thirty days' advance notice must be given prior to the change. However, for facilities licensed for six or fewer residents, if there has been a substantial and continuing change in the resident's condition necessitating substantially greater or lesser services, items, or activities, then the charges for those services, items, or activities may be changed upon fourteen days' advance written notice.

WAC 388-78A-2660 Resident rights. The assisted living facility must:

(1) Comply with chapter 70.129 RCW, Long-term care resident rights;

This requirement was not met as evidenced by:

Based on interview and record review the Assisted Living Facility (ALF) failed to give a 30-day notice of a change in their service fees for 1 of 3 residents (Resident 1), when the ALF changed their meal and laundry service fees. This failure placed Resident 1 at risk of not receiving meals due to unanticipated charges.

Findings included...

A review of the ALF's Disclosure of Services dated April 2022 showed "Services/Care-

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Food and Diets: All assisted living facilities must provide three meals per day, nutritious snacks, and prescribed general low sodium diets, general diabetic diets, and mechanical soft diets."

A review of Resident 1's undated face sheet showed they admitted to the ALF on [REDACTED]/2017 with diagnosis that included [REDACTED] and [REDACTED].

A review of Resident 1's lease agreement, titled "Rate Adjustments" and signed by Resident 1 on 4.13.2017 showed "All services, items and activities available at the Community, with the related charges are described on Exhibit 1. The Community will give the Resident or the Responsible Party 30 days advance written notice of any changes in the availability of services, items or activities rendered if the change will not result in the discharge of any of our residents (due to inability to continue providing necessary services)." Exhibit 1 showed that the basic rate included 3 meals daily, snacks and beverages. Personal laundry services were available for an additional charge.

A notice provided to Resident 1 on 06/05/2025 showed starting 06/06/2025 Resident 1 would be charged for meals.

In an interview on 07/10/2025 at 5:09 PM, Resident 1 stated that they had been given a notice "a couple of weeks ago" that they would have to start paying for their meals and laundry services they may have wanted. Resident 1 stated that the notice went into effect the next day from receipt. Resident 1 stated that they had not received any meals, snacks or beverages from the ALF since the effective date of the notice.

On 07/10/2025 at 6:05 PM Staff A, Executive Director, stated that Resident 1 was given a written notice on 06/05/2025 that showed Resident 1 would be expected to pay for meals provided by the ALF effective 06/06/2025.

Plan of Correction

EVERETT PLAZA

Completion Date

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Licensee: EVERETT PLAZA ASSISTED LIVING COMMUNITY LLC 07/24/2025

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) 8/18/25.

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

Laura Williams
Administrator (or Representative)

8/4/25
Date