



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

March 18, 2025

ELECTRONIC-FACSIMILE

Administrator
NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY
c/o 3425 Boone Road SE
Salem, OR 97317

Assisted Living Facility License # **1995**
Licensee: NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY LLC

**IMPOSITION OF CIVIL FINES AND
IMPOSITION OF CONDITIONS ON A LICENSE**

Dear Administrator:

On March 5, 2025, 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 a civil fines and the imposition of conditions on the license for your assisted living facility, also known as **NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY**, located at **1907 201ST PLACE SE, BOTHELL**, 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 and 18.20.520.

The civil fines and conditions on the license are based on the following violations of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **March 5, 2025**

Civil Fines

WAC 388-78A-2210 (1)(a)(b)(2)(a) Medication services. **\$1,000.00**

The licensee failed to ensure one resident received their medications as prescribed by a physician. This failure resulted in the resident not receiving a physician's ordered medications to treat an infection.

This is an uncorrected deficiency previously cited on November 6, 2024, and a recurring deficiency previously cited on March 14, 2024, June 26, 2023, and March 29, 2023.

WAC 388-78A-2240 Nonavailability of medications.

\$400.00

The licensee failed to ensure three residents had medications available in the facility. This failure placed the three residents at risk for health complications.

This is an uncorrected citation previously cited on November 6, 2024, and recurring previously cited on August 22, 2023.

Conditions on License

WAC 388-78A-2210 (1)(a)(b)(2)(a) Medication services.

The licensee failed to ensure one resident received their medications as prescribed by a physician. This failure resulted in the resident not receiving a physician's ordered medications to treat an infection.

This is an uncorrected deficiency previously cited on November 6, 2024, and a recurring deficiency previously cited on March 14, 2024, June 26, 2023, and March 29, 2023.

The department has determined that the following conditions shall be placed on your assisted living facility license:

- ***The licensee must hire, at their own expense, a Registered Nurse Consultant (RNC) not currently or previously associated with the facility no later than April 3rd, 2025, who is familiar with assisted living facility regulations, to assist with the following:***
 - ***Assess the current medication system and if necessary, develop a new system or modify the existing system to comply with all applicable medication regulations for assisted living facilities to include but not limited to WAC 388-78A-2210.***
 - ***Train all current staff performing as medication technicians in the new or updated medication system to ensure a clear understanding of safe medication delivery and to ensure residents receive medications as prescribed.***
 - ***Audit the medication delivery system weekly until such a time as the facility can demonstrate sustained compliance with WAC 388-78A-2210.***
- ***The licensee will provide the RNC with a copy of the March 29, 2023, June 26, 2023, and March 14, 2024, November 6, 2024, and March 19, 2025, Statement of Deficiencies reports.***
- ***The licensee will provide the Residential Care Services (RCS) Field Manager with the RNC contact information as soon as the RNC is hired.***

- *The licensee must coordinate a meeting with the RCS Field Manager and Regional Administrator to discuss continued non-compliance and Department expectations by April 18th, 2025.*
- *The RNC will be available to the Department for questions.*
- *The RNC will send weekly progress reports to the RCS Field Manager for review.*
- *The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area accessible to residents and visitors.*
- *The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area accessible to residents and visitors.*

These conditions are effective on **March 18, 2025**, and remain in effect until lifted by formal Department of Social and Health Services notice.

NOTE: These are the violations, which resulted in the fines and conditions; 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:

Jamie Singer, Field Manager
Region 2, Unit J
20311 52nd Avenue West Suite 100
Lynnwood, WA 98036
Phone: (253) 312-1446 / Fax: (206) 971-6791
rcsregion2email@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]

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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.

Please **email** your request(s) and supporting documentation to:

RCSIDR@dshs.wa.gov

OR

FAX to: 360-725-3225

Formal Administrative Hearing

You may contest the civil fines and conditions by requesting a formal administrative hearing to challenge the deficiencies, which resulted in the civil fines and conditions. **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

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.

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Mail a check for **\$1,400.00** 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, WA 98507-9501
(360) 664-5919 / FAX: (360) 664-8401
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.

NOTICE: State and federal law provide protections to defendants who are in military service, and to their dependents. Dependents of a service member are the service member's spouse, the service member's minor child, or and individual for whom the service member provided more than one-half of the individual's support for one hundred eight days immediately preceding an application for relief.

One protection provided is the protection against the entry of a default judgment in certain circumstances. This notice pertains only to a defendant who is a dependent of a member of the National Guard or a military reserve component under a call to active service, or a National Guard member under a call to service authorized by the governor of the state of Washington, for a period of more than thirty consecutive days. Other defendants in military service also have protections against default judgments not covered by this notice. If you are the dependent of a member of the national guard or a military reserve component under a call to active service, or a national guard member under a call to service authorized by the governor of the state of Washington, for a period of more than thirty consecutive days, you should notify the Department in writing of your status as such within twenty days of the receipt of this notice. If you fail to do so, then a court or an administrative tribunal may presume that you are not a dependent of an active duty member of the national guard or reserves, or a national guard member under a call to service authorized by the governor of the state of Washington, and proceed with the entry of an order of default and/or a default judgment without further proof of your status. Your response to the Department about your status does not constitute an appearance for jurisdictional purposes in any pending litigation nor a waiver of your rights.

If you have any questions, please contact Jamie Singer, Field Manager, at (253) 312-1446.

Sincerely,



Matt Hauser
Compliance Specialist
Residential Care Services

Enclosure

cc: Field Manager, Region 2, Unit J
RCS Regional Administrator, Region 2
HCS Regional Administrator, Region 2
DDA Regional Administrator, Region 2
WA LTC Ombuds
Office of Financial Recovery, Vendor Program Unit
HQ Central Files
DRW
HP