



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY LLC
NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY
3425 Boone Road SE
Salem, OR 97317

RE: NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY License # 1995

Dear Administrator:

This letter addresses Compliance Determination(s) 44041 (Completion Date 07/24/2024) and 40321 (Completion Date 05/14/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 07/24/2024 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-2305-1, WAC 388-78A-2650-3

The Department staff who did the on-site verification:
Michelle Mcglon, Nursing Consultant Institutional

If you have any questions, please contact me at (253)312-1446.

Sincerely,

Jamie Singer, Field Manager
Region 2, Unit J
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: NORTH CREEK
RETIREMENT & ASSISTED LIVING
COMMUNITY

License/Cert.#: 1995

Compliance Determination #: 40321

Investigator: Michelle Mcglon

Investigation Date(s): 04/24/2024 through 05/14/2024

Complainant Contact Date(s):

Provider Type: Assisted Living Facility

Intake ID: 128171

Region/Unit #: RCS Region 2 / Unit J

Allegation(s):

1. The Assisted Living Facility (ALF) 's kitchen ceiling was leaking for four days.

Investigation Methods:

Sample:	Total residents: 51 Resident sample size: 2 Closed records sample size:
Observations:	Kitchen Residents Dining
Interviews:	Kitchen staff Nursing staff Executive Director Residents
Record Reviews:	State reporting log

Investigation Summary:

1. Observation showed the ALF had fluid leaking from the main kitchen ceiling, where all foods are prepared. Observation showed buckets, cooking pans, and a trash can catching leaking fluid. In an interview, the dining service manager stated that the fluid had leaked for four days, while preparing, cooking and serving food. See Statement of Deficiency date 05/14/2024

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 #: 1995	Compliance Determination # 40321
Plan of Correction	NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY	Completion Date
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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 04/24/2024, 04/24/2024 and 04/24/2024 of:

NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY
1907 201ST PLACE SE
BOTHELL, WA 98012

This document references the following complaint number(s): 128171

The following sample was selected for review during the unannounced on-site visit: 2 of 51 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Michelle McGlon, Nursing Consultant Institutional

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2 , Unit J
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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

5/15/2024

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 #: 1995

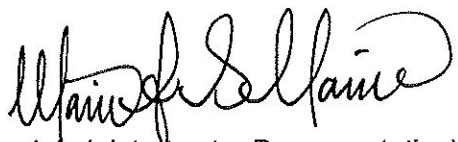
Compliance Determination # 40321

Plan of Correction NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY Completion Date

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Licensee: NORTH CREEK RETIREMENT & ASSISTED LIVING

05/14/2024



Administrator (or Representative)

5/18/2024

Date

WAC 388-78A-2305 Food sanitation. The assisted living facility must:

(1) Manage food, and maintain any on-site food service facilities in compliance with chapter 246-215 WAC, Food service;

This requirement was not met as evidenced by:

Based on observation and interview, the Assisted Living Facility (ALF) failed to maintain sanitization in the kitchen, when they continued to cook and serve food while as fluid was leaking from the kitchen ceiling onto food preparation surfaces for four days. This failure placed 50 residents at risk of illness.

Findings included....

NOTE: Washington Administrative Code (WAC) 246-215-03351 - Preventing contamination from the premises—Food storage (Food and Drug Administration Food Code 3-305.11). (1) Except as specified in subsections (2) and (3) of this section, food must be protected from contamination by storing the food: (a) In a clean, dry location; (b) Where it is not exposed to splash, dust, or other contamination.

NOTE: WAC 246-215-04925 Storing—Prohibitions (FDA Food Code 4-903.12). (1) Except as specified in subsection (2) of this section, cleaned and sanitized equipment, utensils, laundered linens, and single-service and single-use articles may not be stored: (f) Under leaking water lines including leaking automatic fire sprinkler heads or under lines on which water has condensed; (h) Under other sources of contamination.

Observation, on 04/24/2024 at 9:50 AM, showed the kitchen was experiencing a significant fluid leak. A ceiling tile where in the kitchen had been removed and a stream of fluid was dripping from the ceiling into a silver cooking pan that had been set on a food preparation table to catch the fluid. Observation showed a total of five silver cooking pans on the kitchen counters, two white buckets on the floor, and a large trash can where had been set up to catch the fluid that was both dripping and streaming in from the ceiling. The five silver cooking pans containing the leaked fluid pans had clear water, while one of the white buckets had collected yellowish colored leaked fluid. Observation showed the leaked fluid that was collected in the five silver cooking pans were splashing, when water dripped into them, and landing on the serving line (the area in the kitchen where the chefs do most of the cooking) counter. Observation showed fluid was dripping down the exhaust hood above the cooking stove onto metal sheet pans, a sink, and the floor. Observation showed that the floor was wet behind the serving line, in front of the serving line, and on the side of the serving line. Observation showed pans on the serving line containing cooked food to be served to residents.

Administrator (or Representative)

Date

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In an interview, on 04/24/2024 at 10:25 AM, Staff C (Dining Service Manager) stated that a ceiling had been leaking for four days. Staff C stated that the kitchen had continued to prepare and serve all beverages and meals, while the ceiling was leaking in the past four days. Staff C stated the leaking was so bad that he had to wear a hat because the fluid was dripping on his head while he prepared food. Staff C stated the metal cooking pans he set up to catch the fluid fill up overnight. Staff C stated that this was not the first time the ceiling had leaked.

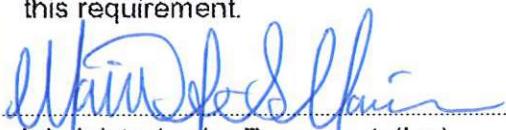
In an interview, on 04/24/2024 at 11:15 AM, Staff B (Health and Wellness Director) confirmed that the kitchen ceiling was had been leaking for four days. In an interview, on 05/06/2024 at 10:12 AM, Staff B stated that she was surprised the kitchen had not been closed during the leak. Staff B stated, "It was raining from the ceiling".

In an interview, on 05/07/2024 at 9:03 AM, Staff A (Executive Director) stated that she was not aware the kitchen should be closed while the fluid leaked from the kitchen ceiling. Staff A stated they had not secured a plumber to repair the leak. When asked if she felt it was sanitary to serve food while liquid was leaking through the ceiling onto food preparation surfaces, Staff A stated that she was not answering that question.

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, NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY is or will be in compliance with this law and / or regulation on (Date) June 28th, 2024

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


 Administrator (or Representative)

5/18/2024
 Date

WAC 388-78A-2650 Reporting fires and incidents. The assisted living facility must immediately report to the department's aging and disability services administration:

(3) Circumstances which threaten the assisted living facility's ability to ensure continuation of services to residents.

This requirement was not met as evidenced by:

Based on observation and interview, the Assisted Living Facility (ALF) failed to report to the Department hotline, when fluid was leaking from the kitchen ceiling onto food preparation areas, for four days. This failure may have contributed to the ALF continuing to prepare

In an interview, on 04/24/2024 at 10:25 AM, Staff C (Dining Service Manager) stated that a ceiling had been leaking for four days. Staff C stated that the kitchen had continued to prepare and serve all beverages and meals, while the ceiling was leaking in the past four days. Staff C stated the leaking was so bad that he had to wear a hat because the fluid was dripping on his head while he prepared food. Staff C stated the metal cooking pans he set up to catch the fluid fill up overnight. Staff C stated that this was not the first time the ceiling had leaked.

In an interview, on 04/24/2024 at 11:15 AM, Staff B (Health and Wellness Director) confirmed that the kitchen ceiling was had been leaking for four days. In an interview, on 05/06/2024 at 10:12 AM, Staff B stated that she was surprised the kitchen had not been closed during the leak. Staff B stated, "It was raining from the ceiling".

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Administrator (or Representative)

Date

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(3) Circumstances which threaten the assisted living facility's ability to ensure continuation of services to residents.

This requirement was not met as evidenced by:

Based on observation and interview, the Assisted Living Facility (ALF) failed to report to the Department hotline, when fluid was leaking from the kitchen ceiling onto food preparation areas, for four days. This failure may have contributed to the ALF continuing to prepare

and serve food from the kitchen under unsanitary conditions, not securing a vendor to fix the leak, and placed 50 residents and staff at risk for illness and health complications.

Findings Included...

Observation, on 04/24/2024 at 9:50 AM, showed the kitchen was experiencing a significant fluid leak. A ceiling tile where in the kitchen had been removed and a stream of fluid was dripping from the ceiling into a silver cooking pan that had been set on a food preparation table to catch the fluid. Observation showed a total of five silver cooking pans on the kitchen counters, two white buckets on the floor, and a large trash can where had been set up to catch the fluid that was both dripping and streaming in from the ceiling. The five silver cooking pans containing the leaked fluid pans had clear water, while one of the white buckets had collected yellowish colored leaked fluid. Observation showed the leaked fluid that was collected in the five silver cooking pans were splashing, when water dripped into them, and landing on the serving line (the area in the kitchen where the chefs do most of the cooking) counter. Observation showed fluid was dripping down the exhaust hood above the cooking stove onto metal sheet pans, a sink, and the floor. Observation showed that the floor was wet behind the serving line, in front of the serving line, and on the side of the serving line. Observation showed pans on the serving line containing cooked food to be served to residents.

In an interview, on 04/24/2024 at 10:25 AM, Staff C (Dining Service Manager) stated that a ceiling had been leaking for four days. Staff C stated that the kitchen had continued to prepare and serve all beverages and meals, while the ceiling was leaking in the past four days.

Record review of the Departments Secure Tracking and Reporting Systems database, on 04/24/2024, showed the facility did not report the leaking kitchen to the Department.

In an interview, on 04/24/2024 at 12:45 PM, Staff A (Executive Director) confirmed that she had not reported the leak to the Department Complaint Resolution Unit. Staff A stated that she had called a plumber and was waiting for bids on the repair. Staff A stated that she was not aware she needed to close the kitchen.

This deficiency was previously cited on 03/14/2024.

Statement of Deficiencies

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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, NORTH CREEK RETIREMENT & ASSISTED LIVING COMMUNITY is or will be in compliance with this law and / or regulation on (Date) JUL 28, 2024.

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


Administrator (or Representative)

5/18/2024
Date

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