



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
PO Box 45600, Olympia, WA 98504-5600

November 5, 2025

ELECTRONIC-FACSIMILE

Administrator
The Cottages at Lacey
8570 Martin Way E
Lacey, WA 98516

Assisted Living Facility License # **2443**
Licensee: Lacey Special Care Community LLC

IMPOSITION OF CONDITIONS ON A LICENSE

Dear Administrator:

On October 27, 2025, the Department of Social and Health Services (DSHS), Residential Care Services completed a complaint investigation at your facility. This letter constitutes formal notice of the imposition of conditions on the license for your assisted living facility, also known as **The Cottages at Lacey**, located at **8570 Martin Way E, 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 conditions on the license is based on the following violations of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **October 27, 2025**.

WAC 388-78A-2240 Nonavailability of medications.

The licensee failed to ensure medications were obtained from the pharmacy after a physician ordered them to treat an infection for one resident. This failure resulted in the facility failing to acquire the medication and the resident not being treated in the facility for the infection which led to a worsening in the resident's condition requiring hospitalization.

This is a recurring deficiency previously cited on October 14, 2024.

NOTE: This is the violation, which resulted in the conditions on the license; see the attached Statement of Deficiencies for any additional violations.

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 November 26, 2025, who is familiar with assisted living facility regulations, to assist with the following:*
 - *Assess the current medication ordering 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-2240.*
 - *Train all current staff performing as medication technicians in the new or updated medication ordering system to ensure a clear understanding of timely medication ordering to ensure residents receive medications as prescribed and on time.*
 - *Audit the medication ordering system weekly until such a time as the facility can demonstrate sustained compliance with WAC 388-78A-2240.*
- *The licensee will provide the RNC with a copy of October 27, 2025, and October 14, 2024, 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 December 12, 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 effective date of the conditions on your license is **November 5, 2025**. As provided in RCW 78.20.125(2), WAC 388-78A-3220, the effective date of the conditions on your license will not be postponed pending an administrative hearing or informal dispute resolution review.

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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:

Clinton Fridley, RN, Field Manager
Region 3, Unit E
6639 Capitol Blvd SW Point Plaza West
Tumwater, WA 98501
Phone: (360) 450-1218/ 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.

You can make an IDR request and find directions on the IDR web page at:
<http://www.dshs.wa.gov/altsa/idr>

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Formal Administrative Hearing

You may contest the conditions on the license by requesting a formal administrative hearing to challenge the deficiency(ies), which resulted in the conditions on the license. **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

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.

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If you have any questions, please contact Clinton Fridley, Field Manager, at (360) 450-1218.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Matt Hauser', with a long horizontal flourish extending to the right.

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
HQ Central Files
DRW
HP