



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
PO Box 99250, Lakewood, WA 98496

Passionate Care Center LLC
Passionate Care Center
321 S 116th St
Tacoma, WA 98444

RE: Passionate Care Center License # 2450

Dear Administrator:

This letter addresses Compliance Determination(s) 27644 (Completion Date 09/14/2023) and 22773 (Completion Date 04/28/2023).

The Department completed a follow-up inspection of your Assisted Living Facility on 09/14/2023 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

The Department staff who did the on-site verification:
Cory Myers, ALF Complaint Investigator

If you have any questions, please contact me at (253)442-3013.

Sincerely,

Manfay Chan, Field Manager
Region 3, Unit D
Residential Care Services

This document was prepared by Residential Care Services for the Locator website.



STATE OF WASHINGTON
 DEPARTMENT OF SOCIAL AND HEALTH SERVICES
 AGING AND LONG-TERM SUPPORT ADMINISTRATION
 PO Box 99250, Lakewood, WA 98496

Statement of Deficiencies	License #: 2450	Compliance Determination # 22773
Plan of Correction	Passionate Care Center	Completion Date
Page 1 of 3	Licensee: Passionate Care Center LLC	04/28/2023

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 follow-up on 04/19/2023 and 04/20/2023 of:

Passionate Care Center
 321 S 116th St
 Tacoma, WA 98444

This document references the following SOD dated: 04/28/2023

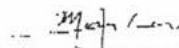
The following sample was selected for review during the unannounced on-site visit: 0 of 19 current residents and 0 former residents.

The department staff that inspected the Assisted Living Facility:

Cathleen Davis, ALF Licenser

From:
 DSHS, Aging and Long-Term Support Administration
 Residential Care Services, Region 3, Unit D
 PO Box 99250
 Lakewood, WA 98496

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

5/08/2023

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 #: 2450

Compliance Determination # 22773

Plan of Correction

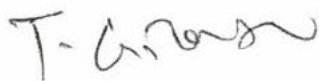
Passionate Care Center

Completion Date

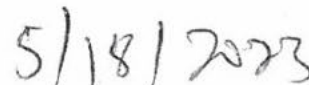
Page 2 of 3

Licensee: Passionate Care Center LLC

04/28/2023



Administrator (or Representative)



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 facility failed to remove a cat from the food pantry. This failure placed all 19 residents at risk of health decline and potential illness.

Findings included...

WAC 246-215-06570(1) Except as specified in subsections (2) through (5) of this section, live animals may not be allowed on the premises of a food establishment.

On 04/20/2023 at 01:00 PM an observation of the food storage pantry door showed a cat door had been installed in the door of the pantry.

On 04/20/2020 at 01:02 PM an observation showed a cat sitting on a blanket on top of the refrigerator.

On 04/20/2023 at 01:10 PM in an interview, Staff A, Chief Executive Officer, said a cat did not live inside the food storage pantry.

This is an uncorrected deficiency previously cited on 03/13/2023.

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, Passionate Care Center is or will be in compliance with this law and/or regulation on (Date) 4/20/2023.

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

Statement of Deficiencies:

License #: 2450

Compliance Determination #22773

Plan of Correction

Passionate Care Center

Completion Date

Page 3 of 3

Licensee: Passionate Care Center LLC

04/28/2023

J. C. Izan

Administrator (or Representative)

5/18/2023

Date



Residential Care Services Investigation Summary Report

Provider/Facility: Passionate Care Center **Provider Type:** Assisted Living Facility
License/Cert.#: 2450
Compliance Determination #: 20104 **Intake ID:** 53024
Investigator: Cathleen Davis **Region/Unit #:** RCS Region 3 / Unit D
Investigation Date(s): 01/04/2023 through 03/13/2023
Complainant Contact Date(s):

Allegation(s):

- 1) Bed Bug infestation
 - 2) Rat Infestation
 - 3) Missing mail
 - 4) Opened mail
 - 5) Residents not provided snacks
-

Investigation Methods:

Sample:	Total residents: 19 Resident sample size: 6 Closed records sample size: 6
Observations:	Identified resident Residents Activities Resident rooms Staff to resident interactions
Interviews:	Identified resident Residents Family members Social services staff Housekeeping staff Business office manager Kitchen staff
Record Reviews:	State reporting log Maintenance logs

Investigation Summary:

1) Interviews with residents showed no reports of bed bugs. 2) Observations of the food storage pantry showed oval elongated dark droppings on two occasions on the floor of the dry storage pantry. Failed facility practice under WAC 388-78A-2305 (1) 3) Interviews with residents showed no opened mail. 4) Interviews with residents showed no missing mail. 5) Observations showed residents offered food and drinks in-between meals.

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 #: 2450	Compliance Determination # 20104
Plan of Correction	Passionate Care Center	Completion Date
Page 1 of 3	Licensee: Passionate Care Center LLC	03/13/2023

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 01/04/2023 and 03/01/2023 of:

Passionate Care Center
321 S 116th St
Tacoma, WA 98444

This document references the following complaint number(s): 53024

The following sample was selected for review during the unannounced on-site visit: 6 of 19 current residents and 6 former residents.

The department staff that investigated the Assisted Living Facility:

Cathleen Davis, ALF Licenser

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit D
PO Box 99250
Lakewood, WA 98496

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-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, interview, and record review the facility failed to have a system in place to effectively treat rodent infestation in the food storage pantry resulting in harmful food storage sanitation practices. This failure placed all 19 residents at risk of health decline and potential illness.

Findings included...

On 01/04/2023 at 11:00 AM an observation of the food storage pantry revealed dried macaroni and cereal pieces scattered across the floor beneath food shelves and toward the center of the floor. Intermingled in the food spillage were numerous black, oblong shaped rodent feces beneath the food items stored on shelves. Two macaroni bags were left unopened on the shelves. A cat was sitting on top of the refrigerator. A litter box was located next to the refrigerators and diagonal from the food storage shelves.

On 01/04/2023 at 10:30 AM in an interview, Staff A, Chief Executive Officer, said a cat was purchased from the humane society and placed in the food storage pantry. Staff A said placing the cat in the food storage pantry was more effective than the pest control company.

On 01/06/2023 at 1:12 PM in an interview, Staff B, Custodian, said a cat had been placed in the food storage pantry for pest control. Staff B said a pesticide company was hired but the cat was said to be more effective. Staff B said he did not have the key to the food storage pantry. Staff B said he was uncertain if the cat remained in the locked food storage pantry.

On 01/06/2023 at 1:25 AM in an interview, Resident 2 said the cat was in the food storage pantry.

On 01/11/2023 at 3:00 PM in an interview, Staff C, Certified Nursing Assistant, said she did not know if the cat was currently in the food storage pantry and did not have the key.

On 01/11/2023 at 3:15 PM in an interview, Staff B said the cat was removed from the food storage pantry and remained housed in the facility for the residents.

On 01/06/2023, at 1:30 PM an observation of the food storage pantry revealed minimal rodent feces on the floor underneath the food storage shelves.

On 01/12/2023, record review of the pesticide contract for the 2022 year revealed the facility was receiving treatment on a quarterly basis.

On 02/02/2023 at 4:52 PM Staff A provided a receipt for 2022 pest control services. There were no receipts from 2023 at the time of the investigation.

On 03/13/2023 at 11:35 AM Receptionist at ALTSA Pest Control, CC 1, said Staff A called in February 2023 and canceled services saying he has seen no changes in treatment. CC 1 said the account with the facility is frozen.

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, Passionate Care Center 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