



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

10/22/2025

RP Operations, LLC
Rose Pointe Assisted Living
13013 E Mission Ave
Spokane Valley, WA 99216

RE: Rose Pointe Assisted Living # 2452

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 67591 (Completion Date 10/22/2025) and 65969 (Completion Date 09/26/2025).

The Department completed a follow-up inspection of your Assisted Living Facility on 10/22/2025 and found no deficiencies.

The Department found that deficiencies for the following licensing laws and regulations were corrected:

WAC 388-78A-3040 Laundry.

(1) The assisted living facility must provide laundry and linen services on the premises, or by commercial laundry.

The Department staff who did the On Site verification:

Abigail Vanderkolk, Community Complaint Investigator

If you have any questions, please contact me at (509)993-7821.

Sincerely,

Stephanie Jenks, Community Field Manager
Region 1, Unit B
Residential Care Services

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



Residential Care Services Investigation Summary Report

Provider/Facility: Rose Pointe Assisted Living **Provider Type:** Assisted Living Facility

License/Cert.#: 2452

Intake ID: 194721

Compliance Determination #: 65969

Region/Unit #: RCS Region 1 / Unit B

Investigator: Abigail Vanderkolk

Investigation Date(s): 09/22/2025 through 09/26/2025

Complainant Contact Date(s):

Allegation(s):

1. The facility is dirty and has pests
 2. There are no laundry services available for residents
 3. Residents are receiving expired medications
-

Investigation Methods:

Sample:	Total residents: 91 Resident sample size: 4 Closed records sample size: 0
Observations:	Residents Laundry Rooms Medication Storage Resident rooms Staff to resident interactions Resident to resident interactions
Interviews:	Nursing staff Executive Director Residents Housekeeping staff Laundry staff
Record Reviews:	Disclosure of Services Characteristic Roster Staff Roster Medications Policy Laundry Schedule Resident Care Plans Washer/Dryer Invoices/Receipts

Investigation Summary:

1. The facility was already out of compliance for this issue under WAC 388-78A(3090)(1)(d).
2. Interviews with facility staff and residents stated that laundry services in house were out of order and staff were going to local laundromat to do facility and

resident laundry. Per record review the facility had no laundry services available on site or by commercial services. Facility record review confirmed this process. The facility was found to be out of compliance with WAC 388-78A-3040.

3. The facility staff that were interviewed stated that they had not received any complaints regarding residents being given expired medications and that they had a pharmacist who came in quarterly to inspect all medications on site and a process for medication destruction that is completed by the facility nurse and a med tech or caregiver. During the unannounced facility visit, no expired medications were observed in the facility's medication carts. The residents that were interviewed had no concerns regarding medications and expressed no concerns about expired medications. No failed facility practice identified.

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
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

Statement of Deficiencies	License #: 2452	Compliance Determination # 65969
Plan of Correction	Rose Pointe Assisted Living	Completion Date
Page 1 of 4	Licensee: RP Operations, LLC	09/26/2025

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 09/22/2025 and 09/25/2025 of:

Rose Pointe Assisted Living
13013 E Mission Ave
Spokane Valley, WA 99216

This document references the following complaint number(s): 194721

The following sample was selected for review during the unannounced on-site visit: 4 of 91 current residents and 0 former residents.

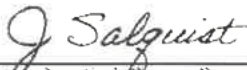
The department staff that investigated the Assisted Living Facility:

Abigail Vanderkolk, Community Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 1 , Unit B
8517 E Trent Ave, Ste 102
Spokane Valley, WA 99212

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

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

10/08/2025

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)

10-9-25
Date

WAC 368-78A-3040 Laundry.

(1) The assisted living facility must provide laundry and linen services on the premises, or by commercial laundry.

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the facility failed to provide laundry and linen services on the facility premises or by commercial laundry in 2 of 2 laundry areas (Laundry Room 1 and Laundry Room 2). This failed practice resulted in a lack of in-facility or commercial laundry services which placed the residents at risk of receiving unsanitary laundry and linens.

Findings included...

Review of the facility's undated disclosure of services showed that the facility was to provide laundry services for the residents at least once per week.

Review of an unnamed facility document dated 10/02/2025, showed that the laundry at the facility was to be taken out of the facility to a local laundromat while the laundry equipment at the facility was out of order.

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.

Administrator (or Representative)

Date

WAC 388-78A-3040 Laundry.

(1) The assisted living facility must provide laundry and linen services on the premises, or by commercial laundry.

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the facility failed to provide laundry and linen services on the facility premises or by commercial laundry in 2 of 2 laundry areas (Laundry Room 1 and Laundry Room 2). This failed practice resulted in a lack of in-facility or commercial laundry services which placed the residents at risk of receiving unsanitary laundry and linens.

Findings included...

Review of the facility's undated disclosure of services showed that the facility was to provide laundry services for the residents at least once per week.

Review of an unnamed facility document dated 10/02/2025, showed that the laundry at the facility was to be taken out of the facility to a local laundromat while the laundry equipment at the facility was out of order.

Observation on 09/25/2025 at 11:51 AM, showed that signage was posted on the facility's commercial washing machine stating that it was out of order.

Observations on 09/25/2025 at 11:55 AM, showed that signage was posted on the residential laundry room door stating that the laundry machines were out of order.

In an interview on 09/25/2025 at 9:30 AM, Staff A, Executive Director, stated the following:

-Both of the facility's residential dryers were out of order.

-Both of the facility's residential washing machines were out of order.

-The facility's commercial washing machine was out of order.

-The only functioning laundry machine in the facility was a commercial dryer.

-No laundry had been done on the facility premises or by commercial laundry for about a month.

In an interview on 09/25/2025 at 1:00 PM, Resident 1 and Resident 2 stated that they usually did their own laundry, but since the washers and dryers went down, the staff were taking their laundry once weekly to a laundromat.

In an interview on 09/25/2025 at 2:05 PM, Resident 4

stated that the staff were currently taking their laundry off-site to a laundromat.

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, Rose Pointe Assisted Living is or will be in compliance with this law and / or regulation on (Date) 10-17-25.

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



Administrator (or Representative)

10-10-25
~~10-17-25~~
Date

stated that the staff were currently taking their laundry off-site to a laundromat.

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, Rose Pointe Assisted Living 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