



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Cogir Management USA Inc
Cogir Vancouver Orchards
10011 NE 118th Ave
Vancouver, WA 98682

RE: Cogir Vancouver Orchards License # 2472

Dear Administrator:

This letter addresses Compliance Determination(s) 73509 (Completion Date 03/06/2026) and 69640 (Completion Date 01/08/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 03/06/2026 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:
Jacob Ubl, ALF NCI CI

If you have any questions, please contact me at (360)450-1218.

Sincerely,

Laurie Anderson for Clinton Fridley

Clinton Fridley, Community Nurse Field Manager
Region 3, Unit E
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Cogir Vancouver Orchards **Provider Type:** Assisted Living Facility

License/Cert. #: 2472

Intake ID: 203640

Compliance Determination #: 69640

Region/Unit #: RCS Region 3 / Unit E

Investigator: Jacob Ubl

Investigation Date(s): 12/02/2025 through 01/08/2026

Complainant Contact Date(s):

Allegation(s):

1. Physical Environment: Allegation that the facility kitchen is not clean.
 2. Quality of Care/Treatment: Allegation that a facility staff is not safe to be around residents
 3. Dietary Services: Allegation that the facility kitchen does not serve enough protein to residents.
 4. Financial Exploitation: Allegation that the facility is not providing adequate funds to purchase food for the kitchen.
 5. Unqualified Person: Allegation that kitchen staff are unqualified to work in the kitchen facility.
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Investigation Methods:

Sample:	Total residents: 79 Resident sample size: 3 Closed records sample size: 0
Observations:	Residents Dining Kitchen Resident to resident interactions Staff to resident interactions Food preparation
Interviews:	Residents staff
Record Reviews:	Medical records Grievance log State reporting log Incident investigation Facility policies Personnel files Staff training records

Investigation Summary:

1. Physical Environment: Failed practice Identified. The Facility failed to keep the kitchen in a clean condition.

2. Quality of Care/Treatment: The on-site investigation was conducted in relation to all allegations and incidents identified in the intake. Based on interviews, observations and records review, no failed facility practice was substantiated during the investigation. Additional residents reviewed for care, safety and services with no concerns.

3. Dietary Services: The on-site investigation was conducted in relation to all allegations and incidents identified in the intake. Based on interviews, observations and records review, no failed facility practice was substantiated during the investigation. Additional residents reviewed for care, safety and services with no concerns.

4. Financial Exploitation: The on-site investigation was conducted in relation to all allegations and incidents identified in the intake. Based on interviews, observations and records review, no failed facility practice was substantiated during the investigation. Additional residents reviewed for care, safety and services with no concerns.

5. Unqualified Person: The on-site investigation was conducted in relation to all allegations and incidents identified in the intake. Based on interviews, observations and records review, no failed facility practice was substantiated during the investigation. Additional residents reviewed for care, safety and services with no concerns.

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
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Statement of Deficiencies	License #: 2472	Compliance Determination # 69640
Plan of Correction	Cogir Vancouver Orchards	Completion Date
Page 1 of 5	Licensee: Cogir Management USA Inc	01/08/2026

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 12/02/2025 and 01/08/2026 of:

Cogir Vancouver Orchards
10011 NE 118th Ave
Vancouver, WA 98682

This document references the following complaint number(s): 203640

The following sample was selected for review during the unannounced on-site visit: 3 of 79 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Jacob Ubl, ALF NCI CI

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

Statement of Deficiencies	License #: 2472	Compliance Determination # 69640
Plan of Correction	Cogir Vancouver Orchards	Completion Date
Page 2 of 5	Licensee: Cogir Management USA Inc	01/08/2026

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.

<u>Clinton Fridley RN</u>	01/15/2026
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.

<u>Debbie Woolery</u>	01/17/2026
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 ensure their kitchen was properly cleaned for 1 of 1 kitchens reviewed. This failure placed all residents at risk for receiving food that was not prepared in sanitary conditions and at risk for exposure to food-borne illnesses.

Findings included...

WAC 246-215-04600 Objective—Equipment, food-contact surfaces, nonfood-contact surfaces, and utensils (FDA Food Code 4-601.11).

- (1) equipment, food-contact surfaces, and utensils must be clean to sight and touch.
- (2) The food-contact surfaces of cooking equipment and pans must be kept free of encrusted grease deposits and other soil accumulations.
- (3) Nonfood-contact surfaces of equipment must be kept free of an accumulation of dust, dirt, food residue, and other debris.

WAC 246-215-06505 "Methods—Cleaning, frequency and restrictions (FDA Food Code 6-501.12).

- (1) PHYSICAL FACILITIES must be cleaned as often as necessary to keep them clean. (2) Except for cleaning that is necessary due to a spill or other accident, cleaning must be done during periods when the least amount of FOOD is exposed such as after closing."

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

In an interview on 12/02/2025 at 10:54 AM, Collateral Contact 1 (CC1), stated that the facility kitchen is "filthy" and the facility staff only wipe down the kitchen surfaces every day but do not ever clean the kitchen with any scrubbing, scraping, or degreasing that the food code requires for the kitchen to be considered clean. CC1 stated that the kitchen is severely overdue for cleaning particularly the kitchen appliances, kitchen walls, and kitchen flooring that had various old food, debris, and substances scattered throughout.

In an interview on 12/02/2025 at 11:39 AM, Staff E, Registered Dietitian, stated that they were at the facility to complete an inspection of the kitchen. Staff E stated they would follow up with their final completed report but their preliminary findings had to do with a general lack of cleanliness in the kitchen that was overdue for a cleaning.

In an interview on 12/02/2025 at 11:52 AM, Staff B, Dining Service Director (DSD), stated that they had concerns about the flat top cooker, frier, oven, and the oven burners needing cleaned as they had general black residue build up and grease buildup. Staff B stated that the floors and walls needed to be cleaned to get the grease and old dried food cleaned off them. Staff B stated that they started their position around thanksgiving last week and they had not been able to establish a schedule yet for cleanings of kitchen equipment, or cleaning of the kitchen in general. Staff B stated that the reason the kitchen appeared dirty was because they inherited the kitchen in a dirty condition and overdue for cleaning as the previous DSD seemed to have neglected to ensure kitchen cleaning was done. Staff B stated that kitchen staff wipe down the kitchen every day with clothes, but they do not consider that to be adequate for kitchen cleaning and they consider the kitchen to not be clean enough.

In an interview on 12/02/2025 at 12:17 PM, Staff C, kitchen cook, stated that the flat top cooker, frier, oven, and the oven burners needed cleaned as they had general black residue build up and grease buildup. Staff C stated that the kitchen staff wipe surfaces in the kitchen with cloths daily but no cleaning. Staff C stated that they are not aware of any cleaning schedule for the kitchen equipment or when the last kitchen cleaning was done. Staff C stated that the kitchen "could be cleaner" in their opinion.

In an interview on 12/02/2025 at 12:23 PM, Staff D, kitchen utility associate, stated that the kitchen staff wipe surfaces in the kitchen with cloths daily but no cleaning. Staff C stated that they are not aware of any cleaning schedule for the kitchen equipment or when the last kitchen cleaning was done.

During an observation on 12/02/2025 at 12:28 PM the kitchen flat top cooker, frier, oven, and the oven burners had a hard black substance and a layer of shiny soft brown substance intermittently scattered throughout most of these kitchen appliance surfaces.

During an observation on 12/02/2025 at 12:34 PM throughout the lite brown kitchen flooring there was an accumulation of hard black substances and a layer of shiny soft

darker brown substance intermittently scattered throughout the kitchen flooring. Observed the kitchen walls to be white and had an accumulation of hard black substance and a layer of shiny soft brown substance intermittently scattered throughout the kitchen walls.

In an interview on 12/02/2025 at 12:49 PM, Staff A, Executive Director, stated that the facility did not have any documentation that scheduled cleanings of kitchen equipment, or the kitchen in general, were being completed, this month or last month. Staff A stated intentions to work with Staff B to establish a kitchen equipment cleaning schedule, immediately. Staff A stated that Staff B started their position a few weeks ago had not been able to establish a schedule for cleanings of kitchen equipment, or the kitchen in general. Staff A stated the kitchen staff wipe down the kitchen with clothes every day, but they do not consider that to be adequate cleaning. Staff A stated that previous DSD didn't leave the kitchen in good, clean, condition and was struggling with their job performance towards the end of their employment at the facility. Staff A stated that they were aware of the lack of follow through with cleaning kitchen appliances throughout the transition of changing kitchen management staff, but thought Staff B would have initiated the kitchen cleaning schedule already. Staff A stated that the dirty kitchen was not acceptable or adequate as the facility expects deep cleanings to be done on a schedule. Staff A stated that they did not know how long it had been since the last kitchen cleaning had been done. Staff A stated the kitchen is not clean in their opinion and overdue for a deep cleaning immediately.

In an interview on 12/05/2025 at 1:11 PM, Staff E, Registered Dietitian, stated that their final report had been completed and delivered to the facility. Staff E stated the facility failed to have a cleaning schedule for the kitchen and had only been wiping the kitchen down with cloths daily but not actually cleaning by scraping, scrubbing or degreasing anything. Staff E stated that the facility management failed to provide any documentation on the most recent kitchen cleaning and all staff that they interviewed did not know when the kitchen was last cleaned. Staff E stated that the flat top cooker, frier, oven, and the oven burners had general black residue soot build up and grease build up from old food particles. Staff E stated that the dirty kitchen was not acceptable or adequate as the kitchen should have done deep cleaning on a schedule and none of the facility staff know how long it's been since the last deep cleaning was done. Staff E stated that the dirty kitchen was a food code violation because cooking equipment must be free from encrusted grease deposits and other soil accumulation. Staff E stated that the kitchen in general was not clean in their opinion with the floors and walls needing grease build up and dried old food cleaned off them. Staff E stated the kitchen drains, floor, walls, and kitchen cooking equipment had intermittent old food particles covering a lot of those surfaces and these surfaces were overdue for cleaning. Staff E stated that the lack of kitchen cleanliness should be a citation for violating food code and that it was "definitely citation worthy".

In an interview on 1/08/2026 at 1:28 PM, Staff A stated that Staff E delivered their report about the lack of cleanliness in the facility kitchen. Staff A stated that, after they received Staff E's report, they visualized the kitchen flat top cooker, frier, oven, oven burners, kitchen drains, kitchen floors, kitchen walls that had general black residue soot build up and grease buildup from old food particles. Staff A stated the facility kitchen

was not clean in their opinion and overdue for cleaning. Staff A stated that they were unable to find documentation to show when the facility kitchen was last cleaned.

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, Cogir Vancouver Orchards is or will be in compliance with this law and / or regulation on (Date) 02/21/2026

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

Debbie Woolley
Administrator (or Representative)

01/17/2026
Date

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

**COGIR OF VANCOUVER
PLAN OF CORRECTION**

CITATION NUMBER	NAME OF SECTION	PLAN OF CORRECTION	RESPONSIBLE PERSON FOR CORRECTION
WAC 388-78A-2305	Food Sanitation	Daily, weekly schedules have been implemented in the kitchen for each area of kitchen. Such as Server AM/PM, Dishwasher AM/PM and Cooks AM/PM. Each shift has a daily list of all areas needing to be cleaned and sanitized along with a weekly more detail cleaning. All staff will be inserviced on cleaning.	Jeanette Scott-DSD Debbie Woolery -ED