



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

PSL Associates, LLC
South Hill Village, Assisted Living & Memory Care
5925 S Hailee Lane
Spokane, WA 99223

RE: South Hill Village, Assisted Living & Memory Care License # 2478

Dear Administrator:

This letter addresses Compliance Determination(s) 66709 (Completion Date 10/06/2025) and 64069 (Completion Date 08/13/2025).

The Department completed a follow-up inspection of your Assisted Living Facility on 10/06/2025 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-2950-6, WAC 388-78A-2450-3-d-i-A, WAC 388-78A-2450-3-d-i-B, WAC 388-112A-0400-4-c, WAC 388-112A-0400-4-b, WAC 388-112A-0080-5, WAC 388-112A-0105-1

The Department staff who did the on-site verification:

Brian Zbylski, ALF Licenser

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.



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 #: 2478	Compliance Determination # 64069
Plan of Correction	South Hill Village, Assisted Living & Memory Care	Completion Date
Page 1 of 6	Licensee: PSL Associates, LLC	08/13/2025

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 the unannounced on-site full inspection on 08/07/2025, 08/08/2025, 08/11/2025 and 08/12/2025 of:

South Hill Village, Assisted Living & Memory Care
5925 S Hailee Lane
Spokane, WA 99223

The following sample was selected for review during the unannounced on-site visit: 10 of 40 current residents and 0 former residents.

The department staff that inspected the Assisted Living Facility:

Patricia Eddy, Community Licensor
Brian Zbylski, ALF Licensor

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.

Statement of Deficiencies

License #: 2478

Compliance Determination # 84069

Plan of Correction

South Hill Village, Assisted Living & Memory Care

Completion Date

Page 2 of 6

Licensee: PSL Associates, LLC

08/13/2025

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.

J. Salquist
Residential Care Services

08/18/2025

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.

[Signature]
Administrator (or Representative)

8/19/2025
Date

WAC 388-78A-2950 Water supply. The assisted living facility must:

(6) Provide all sinks in resident rooms, toilet rooms and bathrooms, and bathing fixtures used by residents with hot water between 105° F and 120° F at all times; and

This requirement was not met as evidenced by:

Based on observation, interview and record review, the facility failed to ensure that water temperatures were maintained between 105 and 120 degrees Fahrenheit in 2 of 2 common restrooms (Restroom 1 and 2), and 3 of 10 residents' private bathrooms (Resident 1, 8 and 10) in the "A" House. This failure resulted in water temperatures being above and below the required limits and placed residents at risk of injury due to hot water temperatures.

Findings included,...

Observation during the environmental tour with Staff G, Maintenance Director, on 08/07/2025 at 11:10 AM, showed the facility was divided into four sections, referred to as "A", "B", "C" and "D" houses. During the environmental tour, the water temperature in Restroom 1 was 101.8 F (degrees Fahrenheit) and Restroom 2 was 104.5 F in "A" house.

Observation on 08/11/2025 at 9:32 AM, showed the water temperature in Resident 1's bathroom sink was 101.6 F. In an interview at that time, Resident 1 stated that their water didn't get very warm when they washed their hands.

Observation on 08/11/2025 at 9:50 AM, showed the water temperature in Resident 10's bathroom sink was 133.8 F.

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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
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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
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Statement of Deficiencies	License #: 2478	Compliance Determination # 64069
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Page 3 of 6	Licensee: PSL Associates, LLC	08/13/2025

Observation on 08/11/2025 at 9:56 AM, showed the water temperature in Resident 8's bathroom sink was 134.0 F.

In an interview on 08/11/2025 at 10:20 AM, Staff G stated that they knew that the measured temperatures were too high and they would adjust the temperatures down. Staff G further stated that they were not sure if water temperatures were being regularly monitored prior to their start of employment about one month prior.

In an interview on 08/11/2025 at 2:55 PM, Staff G stated that the best practice for monitoring water temperatures was to check multiple sources and varying locations each time to ensure all areas of the building were monitored.

Review of facility weekly water temperature logs from 01/30/2025 through 08/08/2025, showed that a single resident room in "B" house was checked one time during that period. There was no documentation to show any resident rooms in "A", "C", and "D" houses had water temperatures checked.

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, South Hill Village, Assisted Living & Memory Care is or will be in compliance with this law and / or regulation on (Date) 9/27/2025.

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

Administrator (or Representative)

Date

8/19/2025

WAC 388-112A-0080 Who is required to complete the seventy-hour long-term care worker basic training and by when? The following individuals must complete the seventy-hour long-term care worker basic training unless exempt as described in WAC 388-112A-0090 : Adult family homes.

(5) Long-term care workers in assisted living facilities within one hundred twenty days of their date of hire. Long-term care workers must not provide personal care without direct supervision until they have completed the seventy-hour long-term care worker basic training. Enhanced services facilities.

WAC 388-112A-0105 Who is required to obtain home care aide certification and by when? Unless exempt under WAC 246-980-025 , the following individuals must be certified by the department of health as a home care aide within the required time frames:

Observation on 08/11/2025 at 9:56 AM, showed the water temperature in Resident 8's bathroom sink was 134.0 F.

In an interview on 08/11/2025 at 10:20 AM, Staff G stated that they knew that the measured temperatures were too high and they would adjust the temperatures down. Staff G further stated that they were not sure if water temperatures were being regularly monitored prior to their start of employment about one month prior.

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Administrator (or Representative)

Date

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(5) Long-term care workers in assisted living facilities within one hundred twenty days of their date of hire. Long-term care workers must not provide personal care without direct supervision until they have completed the seventy-hour long-term care worker basic training. Enhanced services facilities.

WAC 388-112A-0105 Who is required to obtain home care aide certification and by when? Unless exempt under WAC 246-980-025 , the following individuals must be certified by the department of health as a home care aide within the required time frames:

(1) All long-term care workers, within two hundred days of the date of hire;

WAC 388-112A-0400 What is specialty training and who is required to take it?

(4) All long-term care workers including those exempt from basic training who work in an assisted living facility, enhanced services facility, or adult family home who serve residents with the special needs described in subsection (3) of this section, must take a class approved as specialty training. The specialty training applies to the type of residents served by the home as follows:

(b) Dementia specialty training as described in WAC 388-112A-0440 ; and

(c) Mental health specialty training as described in WAC 388-112A-0450 .

WAC 388-78A-2450 Staff.

(3) The assisted living facility must:

(d) Maintain the following documentation on the assisted living facility premises, during employment, and at least two years following termination of employment:

(i) Staff orientation and training or certification pertinent to duties, including, but not limited to:

(A) Training required by chapter 388-112A WAC;

(B) Home care aide certification as required by this chapter and chapter 246-980 WAC;

This requirement was not met as evidenced by:

Based on observation, interview and record review, the facility failed to ensure training requirements were completed for specialty training for dementia and mental health for 3 of 5 staff (Staff A, B, and C), 70-hour basic training for long term care workers for 2 of 5 staff (Staff C and E), and home care aide certification for 1 of 5 staff (Staff E). This failure placed the residents at risk of receiving care from untrained staff.

Findings included...

<Specialty Training>

Review of the facility's undated Disclosure of Services showed they provided care and services for individuals with [REDACTED] and [REDACTED] diagnoses.

Review of the Resident Characteristic roster, provided to the department on 08/07/2025 showed that all 40 current residents had a diagnosis of [REDACTED]

or [REDACTED]

Staff A

Review of personnel records for Staff A, Care Partner, showed a hire date of 09/04/2024. Further review showed they completed dementia specialty training on 03/05/2025, 182 days after their date of hire, and mental health specialty training on 02/21/2025, 170 days after their date of hire.

An observation on 08/08/2025 at 11:42 AM showed Staff A pushing multiple residents in their wheelchairs to the facility dining room.

Staff B

Review of personnel records for Staff B, Care Partner, showed a hire date of 08/28/2024. Further review showed they completed dementia specialty training on 02/19/2025, 175 days after their date of hire, and mental health specialty training on 02/20/2025, 176 days after their date of hire.

An observation on 08/08/2025 at 11:58 AM, showed Staff B serving meals to residents in the facility dining room.

Staff C

Review of personnel records for Staff C, Care Partner, showed a hire date of 09/11/2024. Further review showed they completed dementia specialty training on 03/18/2025, 188 days after their date of hire, and mental health specialty training on 03/19/2025, 189 days after their date of hire.

An observation on 08/08/2025 at 12:17 PM, showed Staff C serving meals to residents in the facility dining room.

<Basic Training>

Staff C

Review of personnel records for Staff C, showed they completed basic training on 04/09/2025, 210 days after their date of hire.

Staff E

Review of personnel records for Staff E, Care Partner, showed a hire date of 03/28/2023. Further review showed they completed basic training on 01/05/2025, 649 days after their date of hire.

An observation on 08/08/2025 at 10:50 AM, showed Staff E escorting Resident 9 in a wheelchair to their room.

Statement of Deficiencies

License #: 2476

Compliance Determination # 64069

Plan of Correction

South Hill Village, Assisted Living & Memory Care

Completion Date

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Licensee: PSL Associates, LLC

08/13/2025

<Home Care Aide Certification>

Review of personnel records for Staff E, showed they did not have their HCA certification, 811 days since their date of hire.

In an interview on 08/12/2025 at 1:45 PM, Staff F, Memory Care Director, confirmed that Staff E did not have their HCA certification.

In an interview on 08/13/2025 at 10:58 AM, Staff F stated that it was their responsibility to ensure staff completed specialty training and 70-hour basic training within 120 days of their hire date. Staff F further acknowledged that Staff A, B, C, and E had not completed their required trainings.

Plan/Attestation Statement

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


Administrator (or Representative)8/19/2025
Date

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<Home Care Aide Certification>

Review of personnel records for Staff E, showed they did not have their HCA certification, 811 days since their date of hire.

In an interview on 08/12/2025 at 1:45 PM, Staff F, Memory Care Director, confirmed that Staff E did not have their HCA certification.

In an interview on 08/13/2025 at 10:58 AM, Staff F stated that it was their responsibility to ensure staff completed specialty training and 70-hour basic training within 120 days of their hire date. Staff F further acknowledged that Staff A, B, C, and E had not completed their required trainings.

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Date