



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND LONG-TERM SUPPORT ADMINISTRATION  
**1200 Alder Street, Union Gap, WA 98903**

Greenlake Management Columbian, LLC  
Royal Columbian Senior Living  
5615 W Umatilla Ave  
Kennewick, WA 99336

RE: Royal Columbian Senior Living License # 2581

Dear Administrator:

This letter addresses Compliance Determination(s) 43816 (Completion Date 07/09/2024) and 41248 (Completion Date 06/04/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 07/09/2024 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-2450-2-c, WAC 388-78A-2450-2-e, WAC 246-980-030-1, WAC 246-980-030-1-a, WAC 246-980-030-1-b

The Department staff who did the on-site verification:  
Melissa Milanez, Community Complaint Investigator

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

Sincerely,

Stephanie Jenks, Field Manager  
Region 1, Unit G  
Residential Care Services

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



## Residential Care Services Investigation Summary Report

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**Provider/Facility:** Royal Columbian Senior Living  
**License/Cert.#:** 2581  
**Compliance Determination #:** 41248  
**Investigator:** Melissa Milanez  
**Investigation Date(s):** 05/15/2024 through 06/04/2024  
**Complainant Contact Date(s):**

**Provider Type:** Assisted Living Facility  
**Intake ID:** 130134  
**Region/Unit #:** RCS Region 1 / Unit G

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### Allegation(s):

A staff member was rough with an identified resident.

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### Investigation Methods:

|                        |                                                                                                                             |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <b>Sample:</b>         | Total residents: 74<br>Resident sample size: 4<br>Closed records sample size:                                               |
| <b>Observations:</b>   | Identified resident<br>Residents<br>Resident rooms<br>Staff to resident interactions                                        |
| <b>Interviews:</b>     | Identified resident<br>Nursing staff<br>Residents<br>Family members<br>Business office manager                              |
| <b>Record Reviews:</b> | Grievance log<br>Incident investigation<br>Facility policies<br>Personnel files<br>Staff training records<br>Staff patterns |

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### Investigation Summary:

Interview and record review showed that staff reported a witnessed altercation with an identified resident and an identified staff member. Facility staff responded immediately, made all notifications, and suspended the named staff member pending investigation. Observations showed that staff to resident interactions were appropriate and respectful. Interviews with the named resident and other residents showed that current staff provided good care, they felt safe, and staff treated them with respect and dignity. The facility terminated the named staff member's employment. Record review showed that the identified staff had expired credentials and the facility failed to submit a Home Care Aid (HCA) application within 14 days of hire. Failed practice identified.

Please see the statement of deficiency for WAC 388-78A-2450 (2) (c) (e), 246-980 (030) (1)(a)(b) dated 06/04/2023.

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**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 #: 2581                               | Compliance Determination # 41248 |
| Plan of Correction        | Royal Columbian Senior Living                 | Completion Date                  |
| Page 1 of 4               | Licensee: Greenlake Management Columbian, LLC | 06/04/2024                       |

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 05/15/2024 and 05/15/2024 of:

Royal Columbian Senior Living  
5615 W Umatilla Ave  
Kennewick, WA 99336

This document references the following complaint number(s): 129903, 130134, 128444, 129026

The following sample was selected for review during the unannounced on-site visit: 4 of 74 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Melissa Milanez, Community Complaint Investigator

From:  
DSHS, Aging and Long-Term Support Administration  
Residential Care Services, Region 1, Unit G  
1200 Alder Street  
Union Gap, WA 98903

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.

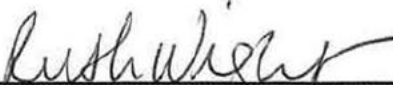
*Michelle Closner*  
Residential Care Services

06/11/2024  
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 #: 2581                               | Compliance Determination # 41248 |
| Plan of Correction        | Royal Columbian Senior Living                 | Completion Date                  |
| Page 2 of 4               | Licensee: Greenlake Management Columbian, LLC | 06/04/2024                       |

  
 Administrator (or Representative)

6/17/24  
 Date

**WAC 246-980-030 Can a nonexempt long-term care worker work before obtaining certification as a home care aide?**

(1) A nonexempt long-term care worker may provide care before receiving certification as a home care aide if all the following conditions are met:

(a) Before providing care, the long-term care worker must complete the training required by RCW 74.39A.074 (1)(d)(i)(A) and (B).

(b) The long-term care worker must submit an application for home care aide certification to the department within fourteen calendar days of hire. An application is considered to be submitted on the date it is post-marked or, for applications submitted in person or online, the date it is accepted by the department.

**WAC 388-78A-2450 Staff.**

(2) The assisted living facility must:

(c) Verify prior to hiring that staff persons have the required licenses, certification, registrations, or other credentials for the position, and that such licenses, certifications, registrations, and credentials are current and in good standing;

(e) Ensure all resident care and services are provided only by staff persons who have the training, credentials, experience and other qualifications necessary to provide the care and services;

**This requirement was not met as evidenced by:**

Based on interview and record review, the Assisted Living Facility (ALF) failed to ensure that a Home Care Aide (HCA) application was sent to the department within 14 days of hire for 8 of 10 current staff (Staff E, F, G, H, I, J, K, L), who were not certified and had provided care to the residents in the facility. This failure placed residents at risk of being cared for by unqualified staff and disabled the department from the ability to track and monitor home care aide applicants.

**Findings included...**

On 05/15/2024 at 1:41 PM Staff A, Area Operations Support, stated that the Business Office Manager (BOM) did not have a copy of Staff E's, long-term care workers (LTCW) HCA application and was unsure if it had ever been sent off. Staff A stated that they did not keep copies of the applications but stated that staff were responsible to send off their own applications. Staff A stated that Staff E had been working with an expired Nursing Assistant Registration (NAR).

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|---------------------------|-----------------------------------------------|----------------------------------|
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| Page 3 of 4               | Licensee: Greenlake Management Columbian, LLC | 06/04/2024                       |

On 06/04/2024 at 2:12 PM Staff C, Health and Wellness Director (HWD), stated they were made aware two weeks ago that staff had been working without active credentials. Staff C stated that they gathered "everyone" they could at that time and submitted their HCA applications, along with the \$100 application fee.

Staff records were reviewed with Staff D, Business Office Manager (BOM) on 06/04/2024 at 12:24 PM. Staff D stated that they had taken the role as the BOM as of 10/2023 and was not aware that the long-term care workers (LTCW) HCA applications had to be submitted within 14 days of hire.

Review of staff records showed that Staff E, former Caregiver, was hired on 01/05/2023. Staff E's file did not include an HCA application (qualification as a LTCW) to the Department.

Review of staff records showed that Staff F, current Caregiver, was hired on 04/02/2024. Staff F's file did not include an HCA application (qualification as a LTCW) to the Department.

Review of staff records showed that Staff G, current Caregiver, was hired on 05/02/2022. Staff G's file did not include an HCA application (qualification as a LTCW) to the Department.

Review of staff records showed that Staff H, current Caregiver, was hired on 04/02/2024. Staff H's file did not include an HCA application (qualification as a LTCW) to the Department.

Review of staff records showed that Staff I, current Caregiver, was hired on 04/04/2024. Staff I's file did not include an HCA application (qualification as a LTCW) to the Department.

Review of staff records showed that Staff J, current Caregiver, was hired on 11/19/2023. Staff J's file did not include an HCA application (qualification as a LTCW) to the Department.

Review of staff records showed that Staff K, current Caregiver, was hired on 11/13/2021. Staff K's file did not include an HCA application (qualification as a LTCW) to the Department.

Review of staff records showed that Staff L, current Caregiver, was hired on 12/29/2023. Staff L's file did not include an HCA application (qualification as a LTCW) to the Department.

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| Page 4 of 4               | Licensee: Greenlake Management Columbian, LLC | 06/04/2024                       |

On 06/04/2024 at 12:33 PM Staff D stated that no one had been keeping up on confirming if the HCA applications were being sent off or not. Staff D stated that HCA applications were recently sent out 2 weeks ago for all staff that were working without active credentials and that they now had a system in place to ensure that this gets done within 14 days of hire.

**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, Royal Columbian Senior Living is or will be in compliance with this law and / or regulation on (Date) 6/20/24

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

Ruth Wright  
Administrator (or Representative)

6/21/24  
Date