



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Greenlake Management Ocean Shores, LLC
Ocean Shores Assisted Living
1020 Catala Avenue SE
Ocean Shores, WA 98569

RE: Ocean Shores Assisted Living License # 2615

Dear Administrator:

This letter addresses Compliance Determination(s) 46407 (Completion Date 08/28/2024) and 41062 (Completion Date 05/29/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 08/28/2024 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-2300-1-c-i

The Department staff who did the on-site verification:
Pamela Horlick, NCI RN Complaint Investigator

If you have any questions, please contact me at (253)254-3190.

Sincerely,

Cory Cisneros

Cory Cisneros, Field Manager
Region 3, Unit E
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Ocean Shores Assisted Living

License/Cert.#: 2615

Compliance Determination #: 41062

Investigator: Pamela Horlick

Investigation Date(s): 05/10/2024 through 05/29/2024

Complainant Contact Date(s):

Provider Type: Assisted Living Facility

Intake ID: 128821

Region/Unit #: RCS Region 3 / Unit E

Allegation(s):

Quality of Life: Report of not having internet service in the entire building, not having a computer in the facility for residents to use

Dietary Services: Facility not providing or posting weekly food menus, food being cold,

Other: Report of cook intoxicated at work, rent check not being cashed, no purified water dispenser, report of drinking water having "little black specs" in it, and resident not having water view.

Investigation Methods:

Sample: Total residents: 46
Resident sample size: 5
Closed records sample size: 0

Observations: Identified resident
Residents
Activities
Dining
Resident rooms
Staff to resident interactions
Resident to resident interactions
Medication administration

Interviews: Identified resident
Identified staff
Nursing staff
Residents
Family members
Housekeeping staff
Kitchen staff

Record Reviews: State reporting log
Facility policies
Care plan
progress notes
Shower refusals
Disclosure of services
Residency agreement

Letter from plumbing company that job was completed
Temp logs
Staff in service for showering residents affected by pipe

Investigation Summary:

Quality of Life: Investigation showed that facility supplies internet in common areas. Review of the residency agreement showed that residents are responsible to pay for internet access in their room and does not state that the facility will provide residents with a computer to use. No failed practice identified.

Dietary Services: After observation, interview and record review, facility is not providing or posting weekly menus for the residents. Failed practice identified.

After observation and interview, in regards to cold food, Food appeared warm and interviews confirmed that observation. Unable to substantiate failed practice.

Other: After interviews with staff and residents, unable to verify any staff being intoxicated while at work. Unable to substantiate failed practice.

Resident deposited rent check, concerned that it hasn't been cashed yet. No failed practice identified.

Complaint of facility not providing purified water dispenser for residents in lobby, purified water is provided in dining room. After observing water container in dining room and running water through water purifier in kitchen, no "little black specs" observed. No failed practice identified.

Resident complaint of having to switch rooms due to not wanting a roommate after moving in. No failed practice identified.

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 #: 2615	Compliance Determination # 41062
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 1 of 4	Licensee: Greenlake Management Ocean Shores, LLC	05/29/2024

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 05/10/2024 and 05/28/2024 of:

Ocean Shores Assisted Living
1020 Catala Avenue SE
Ocean Shores, WA 98569

This document references the following complaint number(s): 128821, 129262, 129075

The following sample was selected for review during the unannounced on-site visit: 5 of 46 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Pamela Horlick, NCI RN Complaint Investigator

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

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.

Jody Just

Residential Care Services

06/04/2024

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 #: 2615	Compliance Determination # 41062
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 2 of 4	Licensee: Greenlake Management Ocean Shores, LLC	05/29/2024



Administrator (or Representative)



Date

WAC 388-78A-2300 Food and nutrition services.

(1) The assisted living facility must:

(c) Ensure all menus:

(i) Are written at least one week in advance and delivered to residents' rooms or posted where residents can see them, except as specified in (f) of this subsection;

This requirement was not met as evidenced by:

Based on observation, interview, and record review the facility failed to create written menus that reflected the actual food service at least one week in advance or make them available for residents' view for 1 of 1 dining areas reviewed. This failure resulted in 50 of 50 residents unable to review upcoming meals provided and placed them at risk of not having their nutritional needs met.

Findings Included...

Record review of the facility policy, titled, "Diet and Nutrition," undated, stated, "Ensure all menus are written at least one week in advance and posted where residents can see them."

In an observation on 05/10/2024 at 10:43 AM, there was a glass display cabinet that was secured on the wall in the hallway near the dining room. The glass display cabinet was located high on the wall close to the ceiling. The glass display cabinet had a daily lunch menu that showed, "Friday May 10th, 2024" at the top of the menu. Below the lunch menu, was a dinner menu that showed, Friday May 10th, 2024" at the top of the menu. There was no weekly menu posted inside the display case or anywhere near it.

In an interview on 05/07/2024 at 2:52 PM, when asked R1 where the menus are posted, they stated, they are supposed to be posted in the case by the dining room. R1 stated there is a daily menu, there is not a weekly menu or a monthly menu. R1 stated, we never know what we are getting until that day.

In an interview on 05/10/2024 at 10:49 AM, R2 was asked where the menus are posted. R2 stated they are on posted on the wall [outside the dining room]. R2 stated there is a daily menu and there used to be a weekly menu in smaller print on the wall by the dining room.

Statement of Deficiencies	License #: 2615	Compliance Determination # 41062
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 3 of 4	Licensee: Greenlake Management Ocean Shores, LLC	05/29/2024

In an interview on 05/10/2024 at 11:02 AM, R3 was asked if they were ever given a weekly menu or if a weekly menu is posted anywhere, R3 stated, no.

In an interview on 05/10/2024 at 11:40 AM, Staff B, Resident Care Coordinator, was asked what is the process for menus. Staff B stated, corporate gives us weekly menus. Staff B stated Staff C, Food Service Director, is supposed to look to see what we have and then post it [the menu].

In an interview on 05/10/2024 at 1:10PM, Staff C, Food Service Director, was asked how far out is the menu prepared, they stated we do a week at a glance. It is posted on the menu board. When asked Staff C if the menu is posted there now, they stated they have had issues with sysco system printing them out. Staff C stated the weekly menu has been unavailable for about 8 days because they could not print it out. Staff C stated, I could use a spreadsheet and fill it all out but I don't have time for it.

In an interview on 05/10/2024 at 3:08PM, Staff B, Resident Care Coordinator, was asked what is the process when posting the menu. Staff B stated, we used to post it weekly, but that might have changed. I don't know what it is now.

In an interview on 05/14/2024 at 10:16AM, Staff A, Executive Director, was asked how far in advance are the menus posted, Staff A stated, we usually have the week at a glance posted on the bulletin board.

In an observation on 05/15/2024 at 10:54 AM, in the glass display case was the daily lunch menu with two options and daily dinner menu with two options for the day. There was no weekly menu posted.

This is a recurring deficiency previously cited on 08/22/2023.

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, Ocean Shores Assisted Living is or will be in compliance with this law and / or regulation on (Date) 7/13/24.

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

Debbie Smathers
Administrator (or Representative)

6/5/24
Date

Statement of Deficiencies	License #: 2615	Compliance Determination # 41062
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 4 of 4	Licensee: Greenlake Management Ocean Shores, LLC	05/29/2024