



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

01/06/2025

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

RE: Ocean Shores Assisted Living # 2615

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 52571 (Completion Date 01/06/2025) and 46440 (Completion Date 09/06/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 01/06/2025 and found no deficiencies.

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

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;

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



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

01/06/2025

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

RE: Ocean Shores Assisted Living # 2615

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 52571 (Completion Date 01/06/2025) and 46440 (Completion Date 09/06/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 01/06/2025 and found no deficiencies.

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

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;

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, Field Manager
Region 3, Unit E
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
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Statement of Deficiencies	License #: 2615	Compliance Determination # 45440
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 1 of 4	Licenses: Greenlake Management Ocean Shores, LLC	09/06/2024

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 follow-up on 08/28/2024 and 09/28/2024 of:

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

This document references the following SOD dated: 09/06/2024

The following sample was selected for review during the unannounced on-site visit: 0 of 48 current residents and 0 former residents.

The department staff that inspected 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.

Cory Cisneros

Residential Care Services

09/16/2024

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.



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 #: 2615	Compliance Determination # 46440
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 1 of 4	Licensee: Greenlake Management Ocean Shores, LLC	09/06/2024

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 follow-up on 08/28/2024 and 08/28/2024 of:

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

This document references the following SOD dated: 09/06/2024

The following sample was selected for review during the unannounced on-site visit: 0 of 48 current residents and 0 former residents.

The department staff that inspected 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.

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.

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

Statement of Deficiencies	License # 2615	Compliance Determination # 46440
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 2 of 4	Licenses: Greenlake Management Ocean Shores, LLC	09/06/2024

Lebbie Smathers
Administrator (or Representative)

9/17/24
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 proper food storage for 1 of 1 kitchen reviewed. This failure placed all 48 of 48 residents at risk for potential food borne illness and decreased quality of life.

Findings included...

WAC 246-215-03526 "Temperature and time control—Ready-to-eat, time/temperature control for safety food, date marking (FDA Food Code 3-501.17).

(1) Except when packaging food using a reduced oxygen packaging method as specified under WAC 246-215-03540, and except as specified in subsections (5) and (6) of this section, refrigerated, ready-to-eat, time/temperature control for safety food prepared and held in a food establishment for more than twenty-four hours must be clearly marked to indicate the date or day by which the food must be consumed on the premises, sold, or discarded when held at a temperature of 41°F (5°C) or less for a maximum of seven days. The day of preparation must be counted as day one."

Review of the facility policy, titled, "Food Storage," undated, stated, "In Refrigeration, for short-term storage of perishable items...All refrigerated foods should be dated and properly sealed... In a freezer, for longer-term storage of perishable foods...Store frozen foods in their original containers or wrap tightly in moisture-proof material or containers to minimize loss of flavor, as well as discoloration, dehydration (drying out), absorption of odors. Clearly label containers with contents, delivery date, and/or use-by date."

In an observation on 08/28/2024 at 11:56 AM, a four quart clear square container with a green lid on the top shelf contained what appeared to be rice. There was no label on the container indicating what the substance was or when it was made.

In an interview 08/28/2024 at 11:56 AM, Staff B, Food Service Director, was asked what was in the container, they stated, rice pilaf. Staff B was asked if there should be a label on the container, they stated yes. Staff B was asked what information would be on the label, they stated, what was in the container, the day it was prepared, the date it expired, and who made it. Staff B was observed to fill out label with black marker and apply it to the outside of the container.

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 proper food storage for 1 of 1 kitchen reviewed. This failure placed all 48 of 48 residents at risk for potential food borne illness and decreased quality of life.

Findings included...

WAC 246-215-03526 "Temperature and time control—Ready-to-eat, time/temperature control for safety food, date marking (FDA Food Code 3-501.17).

(1) Except when packaging food using a reduced oxygen packaging method as specified under WAC 246-215-03540, and except as specified in subsections (5) and (6) of this section, refrigerated, ready-to-eat, time/temperature control for safety food prepared and held in a food establishment for more than twenty-four hours must be clearly marked to indicate the date or day by which the food must be consumed on the premises, sold, or discarded when held at a temperature of 41°F (5°C) or less for a maximum of seven days. The day of preparation must be counted as day one."

Review of the facility policy, titled, "Food Storage," undated, stated, "In Refrigeration, for short-term storage of perishable items...All refrigerated foods should be dated and properly sealed...In a freezer, for longer-term storage of perishable foods...Store frozen foods in their original containers or wrap tightly in moisture-proof material or containers to minimize loss of flavor, as well as discoloration, dehydration (drying out), absorption of odors. Clearly label containers with contents, delivery date, and/or use-by date."

In an observation on 08/28/2024 at 11:56 AM, a four quart clear square container with a green lid on the top shelf contained what appeared to be rice. There was no label on the container indicating what the substance was or when it was made.

In an interview 08/28/2024 at 11:56 AM, Staff B, Food Service Director, was asked what was in the container, they stated, rice pilaf. Staff B was asked if there should be a label on the container, they stated yes. Staff B was asked what information would be on the label, they stated, what was in the container, the day it was prepared, the date it expired, and who made it. Staff B was observed to fill out label with black marker and apply it to the outside of the container.

In an observation on 08/28/2024 at 11:58 AM, a round container with a lid appeared to have long, thin noodles in it. There was no label indicating what it was, when it was prepared, or who prepared it.

In an interview on 08/28/2024 at 11:58 AM, Staff B stated, there was a new cook at the facility, and they save everything. Staff B stated it was too small of a portion to do anything with. Staff B then threw the container in the garbage.

In an observation and interview on 08/28/2024 at 12:07 PM, there was a 6 inch by 4 inch chunk of what appeared to be meat loosely wrapped in saran wrap. There was no label indicating the date it was opened or what it was. Staff B was asked what the chunk was, they stated it was ham that was cut yesterday for today's dinner. Staff B was asked if there was a label indicating what it was or the date it was wrapped, they said, I'm not seeing one.

In an interview on 08/28/2024 at 12:08 PM, Staff B was asked what will labels on items in the freezer indicate, Staff B stated, the date received. If the bag was open and it is in the freezer, the label will show when the bag was opened and the date it expires.

In an observation and interview on 08/28/2024 at 12:08 PM, there was a large, frozen slab of beef. Staff B was asked when the facility received the slab of beef, they stated, yesterday. Staff B was asked if there was a label on it, they stated, "no, there isn't." Under the slab of beef, was a long, 10 pound package of ground beef. There was no label to indicate when it was received. Next to the ground beef was a frozen tube covered in white plastic. There was no indication of what was in the tube or when it was received.

In an observation on 08/28/2024 at 12:13 PM, on the fourth shelf down from the top was a 25 pound bag of carrots. The bag had a torn hole in it and was open to air. The bag did not indicate when it was opened.

In an interview on 08/28/2024 at 12:40 PM, Staff B was asked, what the process was for storing food in the fridge, they stated, it is to be labeled with when it was received, when the package was opened, and if it was prepared it needs to be labeled with what it is. Staff B stated if the item is being stored in the freezer unopened, there needs to be a label showing when the item was received.

In an interview on 08/28/2024 at 1:40 PM, Staff A, Executive Director, was asked what the expectation of kitchen staff was for storing prepared food in the refrigerator, they stated, there should be a sticky label of what it was and the date it was prepared. Staff A was asked what was expected of staff when they were storing items in the fridge that had been opened, they stated, the package needs to have the date it was opened and the expiration date. Staff A was asked what were staff supposed to do with items that

Statement of Deficiencies	License # 2615	Compliance Determination # 46440
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 4 of 4	Licensor: Greenlake Management Ocean Shores, LLC	09/06/2024

go directly into the freezer, they stated, the package should be labeled with the delivery date, either with a label or a black marker.

This was an uncorrected and recurring deficiency previously cited on 08/11/2024, 04/09/2024, and 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) 10/21/24

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

Debbie Smathers
Administrator (or Representative)

9/17/24
Date

go directly into the freezer, they stated, the package should be labeled with the delivery date, either with a label or a black marker.

This was an uncorrected and recurring deficiency previously cited on 06/11/2024, 04/09/2024, and 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)_____.

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

Administrator (or Representative)

Date



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 #: 2615	Compliance Determination #42558
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 1 of 5	Licensee: Greenlake Management Ocean Shores, LLC	06/11/2024

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 follow-up on 06/11/2024 and 06/11/2024 of:

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

This document references the following SOD dated: 06/11/2024

The following sample was selected for review during the unannounced on-site visit: 0 of 49 current residents and 0 former residents.

The department staff that inspected 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.

Cory Cisneros

Residential Care Services

06/20/2024

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.



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 #: 2615	Compliance Determination # 42558
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 1 of 5	Licensee: Greenlake Management Ocean Shores, LLC	06/11/2024

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 follow-up on 06/11/2024 and 06/11/2024 of:

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

This document references the following SOD dated: 06/11/2024

The following sample was selected for review during the unannounced on-site visit: 0 of 49 current residents and 0 former residents.

The department staff that inspected 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.

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.

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

Statement of Deficiencies	License # 2615	Compliance Determination # 42558
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 2 of 5	Licenses: Greenlake Management Ocean Shores, LLC	06/11/2024

Debbie Smathers
Administrator (or Representative)

6/24/24
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 proper storage and labeling of food and failed to properly thaw foods for 1 of 1 kitchen reviewed. These failures placed all 49 of 49 residents at risk for potential food borne illness and decreased quality of life.

Findings included...

WAC 246-215-03526 "Temperature and time control—Ready-to-eat, time/temperature control for safety food, date marking (FDA Food Code 3-501.17).

(1) Except when packaging food using a reduced oxygen packaging method as specified under WAC 246-215-03540, and except as specified in subsections (5) and (6) of this section, refrigerated, ready-to-eat, time/temperature control for safety food prepared and held in a food establishment for more than twenty-four hours must be clearly marked to indicate the date or day by which the food must be consumed on the premises, sold, or discarded when held at a temperature of 41°F (5°C) or less for a maximum of seven days. The day of preparation must be counted as day one."

WAC 246-215-03333 "Preventing contamination from equipment, utensils, and linens—In-use utensils, between-use storage (FDA Food Code 3-304.12) During pauses in FOOD preparation or dispensing, FOOD preparation and dispensing utensils must be stored: (1) Except as specified under subsection (2) of this section, in the FOOD with their handles above the top of FOOD and the container; (2) In FOOD that is not TIME/TEMPERATURE CONTROL FOR SAFETY FOOD with their handles above the top of the FOOD within containers or EQUIPMENT that can be closed, such as bins of sugar, flour, or cinnamon; (3) On a clean portion of the FOOD preparation table or cooking EQUIPMENT only if the in-use UTENSIL and the FOOD-CONTACT SURFACE of the FOOD preparation table or cooking EQUIPMENT are cleaned and SANITIZED at a frequency specified under 04605 and 04705; (4) in running water of sufficient velocity to flush particulates to the drain, if used with moist FOOD such as ice cream or mashed potatoes; (5) in a clean, protected location if the UTENSILS, such as ice scoops, are used only with a FOOD that is not a TIME/TEMPERATURE CONTROL FOR SAFETY FOOD..."

WAC 246-215-03510 "Temperature and time control—Thawing (FDA Food Code 3-501.13).

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 proper storage and labeling of food and failed to properly thaw foods for 1 of 1 kitchen reviewed. These failures placed all 49 of 49 residents at risk for potential food borne illness and decreased quality of life.

Findings included...

WAC 246-215-03526 "Temperature and time control—Ready-to-eat, time/temperature control for safety food, date marking (FDA Food Code 3-501.17).

(1) Except when packaging food using a reduced oxygen packaging method as specified under WAC 246-215-03540, and except as specified in subsections (5) and (6) of this section, refrigerated, ready-to-eat, time/temperature control for safety food prepared and held in a food establishment for more than twenty-four hours must be clearly marked to indicate the date or day by which the food must be consumed on the premises, sold, or discarded when held at a temperature of 41°F (5°C) or less for a maximum of seven days. The day of preparation must be counted as day one."

WAC 246-215-03333 "Preventing contamination from equipment, utensils, and linens—In-use utensils, between-use storage (FDA Food Code 3-304.12) During pauses in FOOD preparation or dispensing, FOOD preparation and dispensing utensils must be stored: (1) Except as specified under subsection (2) of this section, in the FOOD with their handles above the top of FOOD and the container; (2) In FOOD that is not TIME/TEMPERATURE CONTROL FOR SAFETY FOOD with their handles above the top of the FOOD within containers or EQUIPMENT that can be closed, such as bins of sugar, flour, or cinnamon; (3) On a clean portion of the FOOD preparation table or cooking EQUIPMENT only if the in-use UTENSIL and the FOOD-CONTACT SURFACE of the FOOD preparation table or cooking EQUIPMENT are cleaned and SANITIZED at a frequency specified under 04605 and 04705; (4) In running water of sufficient velocity to flush particulates to the drain, if used with moist FOOD such as ice cream or mashed potatoes; (5) In a clean, protected location if the UTENSILS, such as ice scoops, are used only with a FOOD that is not a TIME/TEMPERATURE CONTROL FOR SAFETY FOOD;..."

WAC 246-215-03510 "Temperature and time control—Thawing (FDA Food Code 3-501.13).

Except as specified in subsection (4) of this section, time/temperature control for safety food must be thawed:

- (1) Under refrigeration that maintains the food temperature at 41°F (5°C) or less; or
- (2) Completely submerged under running water:
 - (a) At a water temperature of 70°F (21°C) or below;
 - (b) With sufficient water velocity to agitate and float off loose particles in an overflow; and
 - (c) For a period of time that does not allow thawed portions of ready-to-eat food to rise above 41°F (5°C); or
 - (d) For a period of time that does not allow thawed portions of raw animal food requiring cooking as specified under WAC 246-215-03400 (1) or (2) to be above 41°F (5°C) for more than four hours including:
 - (i) The time the food is exposed to the running water and the time needed for preparation for cooking; or
 - (ii) The time it takes under refrigeration to lower the food temperature to 41°F (5°C);"

WAC 246-215-04325 "Equipment—Designated food preparation sinks.

food establishments must have designated food preparation sinks that are:

- (1) Sufficient in number and size to wash, soak, rinse, drain, cool, thaw, or otherwise process any food that requires placement in a sink;
- (2) Appropriate for the menu, method of food preparation, and volume of food prepared; and
- (3) Not used for handwashing, utensil washing, or other activities that could contaminate food."

WAC 246-215-09215 "Thawing thickness—Thawing time/temperature control for safety foods.

The person in charge of a temporary food establishment shall ensure time/temperature control for safety foods that are thawed as part of a continuous cooking process are not greater than four inches thick."

Review of the facility policy, titled, "Food Storage," undated, stated, "In Refrigeration, for short-term storage of perishable items...All refrigerated foods should be dated and properly sealed...In a freezer, for longer-term storage of perishable foods...Store frozen foods in their original containers or wrap tightly in moisture-proof material or containers to minimize loss of flavor, as well as discoloration, dehydration (drying out), absorption of odors. Clearly label containers with contents, delivery date, and/or use-by date."

Review of the facility policy, titled, "Food Preparation," undated, stated, "Food preparation has the greatest variety of activities that must be controlled, monitored, and in some cases documented. The preparation step may involve several processes, including thawing a frozen food, mixing together several ingredients, marinating, cutting, chopping, slicing, or breadng. The biggest goal in the preparation step is to minimize the potential for the growth of microorganisms and contamination from employees and equipment." Under, "There are only four acceptable ways to thaw food," one of the ways stated, "Submerged under clean, drinkable, running water at a temperature of 70°F or less for no more than 2 hours or just until the product is thawed. Water flow must be strong enough to wash loose food particles into the overflow drain."

In an observation on 06/11/2024 at 12:01 PM, a ten pound sealed tube of hamburger meat was observed to be thawing in a 2-inch pan with water running over it. The tube of hamburger meat was not completely submerged in the water.

In an interview on 06/11/2024 at 12:08 PM, Staff B, Food Service Director, was asked to explain how they thaw food, Staff B stated, it would be in a 2-inch pan with running water no warmer than 70 degrees. Staff B was asked what the process is for storing food in the fridge after it has been opened, they stated, it was going to be labeled with what it was, when it was opened or prepared, the date it expired and who prepared it.

In an observation on 06/11/2024 at 12:05 PM, the facility kitchen refrigerator showed the following:

-Two 2 quart square containers with green lids. One container had beige colored round beans in clear liquid. The other container had beige substance consistent with applesauce. No labels to indicate what the contents were, who prepared the contents or the date the substance was put in the container.

-Bag of shredded Monterey Cheddar cheese opened to air with no labels to indicate when it was opened.

-Bag of shredded queso quesadilla cheese open to air with no labels to indicate when it was opened.

In an interview on 06/11/2024 at 12:08 PM, Staff B was asked what was in the square containers with green lids. Staff B stated, one container had garbanzo beans in it and the other had hummus in it. Staff B stated the containers were put in the fridge yesterday. Staff B was asked if there should be a label on the containers, they stated yes. Staff B was shown the bag of queso quesadilla cheese and asked to show the label on the bag. Staff B stated they didn't see it. Staff B was asked to show the label on the Monterey cheddar cheese, Staff B stated, No, I don't see it either.

In an observation on 06/11/2024 at 12:19 PM, the facility kitchen freezer showed the following:

-Bag of Brussel sprouts opened, wrapped loosely in Saran Wrap.

In an interview on 06/11/2024 at 12:19 PM, Staff B was asked if there was a label on the bag of Brussel sprouts to show when it was opened, Staff B stated, no, I don't see one. Staff B was asked if there should have been a label on the bag, they stated yes, there should be a label on everything that was opened or received.

Statement of Deficiencies	License # 2615	Compliance Determination # 42558
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 5 of 5	Licenses: Greenlake Management Ocean Shores, LLC	06/11/2024

In an observation and interview on 06/11/2024 at 12:21 PM, the facility kitchen freezer on the far left showed an unopened, unlabeled, bag of light brown small round substance. Staff B was asked what it was, they stated it was pine nuts. Staff B stated it was received about an hour ago. They stated it should have had a label on it. Staff B observed to fill out white label with today's date, what the substance was, and their initials. Staff B put the label on the unopened bag and put it back in the freezer.

In an observation on 06/11/2024 at 12:25 PM, in the back of the kitchen was a cart with three large different colored containers. The blue container had a label that indicated the contents was oatmeal. The prep date stated 4/9 and the use by date stated 7/9. The yellow container had a label that indicated flour. The prep date stated 4/9 and the use by date stated 7/9. The lid for the container was cracked with a corner of the lid missing exposing the contents to air. The white container had a label that indicated sugar. The prep date stated 4/9 and the use by date stated 7/9. The lid was not securely on the container leaving a 2-inch gap the width of the container leaving the contents open to air.

In an interview on 06/11/2024 at 1:03PM, Staff B stated the contents should not be open to air. Staff B was asked what the process was when thawing meat. Staff B stated, its preferable freezer to fridge. Staff B stated if we need to quick thaw, it will be under running water, in a 2-inch pan not to exceed 70 degrees Fahrenheit, per Washington State Health regulations. Staff B was asked if the food item needed to be submerged, they stated, in a 2-inch pan and if it is a thicker product, it wont be submerged. The facility policy was reviewed with Staff B. Staff B stated the word "completely" is left out of the policy and he will add it to reflect the Washington Administrative Code. Staff B stated moving forward frozen foods will be completely submerged when thawing.

This an uncorrected and recurring deficiency previously cited on 04/09/2024 and 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) 7/26/24

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

Debbie Smathers
Administrator (or Representative)

6/24/24
Date

In an observation and interview on 06/11/2024 at 12:21 PM, the facility kitchen freezer on the far left showed an unopened, unlabeled, bag of light brown small round substance. Staff B was asked what it was, they stated it was pine nuts. Staff B stated it was received about an hour ago. They stated it should have had a label on it. Staff B observed to fill out white label with todays date, what the substance was, and their initials. Staff B put the label on the unopened bag and put it back in the freezer.

In an observation on 06/11/2024 at 12:25 PM, in the back of the kitchen was a cart with three large different colored containers. The blue container had a label that indicated the contents was oatmeal. The prep date stated 4/9 and the use by date stated 7/9. The yellow container had a label that indicated flour. The prep date stated 4/9 and the use by date stated 7/9. The lid for the container was cracked with a corner of the lid missing exposing the contents to air. The white container had a label that indicated sugar. The prep date stated 4/9 and the use by date stated 7/9. The lid was not securely on the container leaving a 2-inch gap the width of the container leaving the contents open to air

In an interview on 06/11/2024 at 1:03PM, Staff B stated the contents should not be open to air. Staff B was asked what the process was when thawing meat, Staff B stated, its preferable freezer to fridge. Staff B stated if we need to quick thaw, it will be under running water, in a 2-inch pan not to exceed 70 degrees Fahrenheit, per Washington State Health regulations. Staff B was asked if the food item needed to be submerged, they stated, in a 2-inch pan and it is a thicker product, it wont be submerged. The facility policy was reviewed with Staff B. Staff B stated the word "completely" is left out of the policy and he will add it to reflect the Washington Administrative Code. Staff B stated moving forward frozen foods will be completely submerged when thawing.

This an uncorrected and recurring deficiency previously cited on 04/09/2024 and 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)_____.

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

Administrator (or Representative)

Date



Residential Care Services Investigation Summary Report

Provider/Facility: Ocean Shores Assisted Living

License/Cert. #: 2615

Compliance Determination #: 38925

Investigator: Pamela Horlick

Investigation Date(s): 03/27/2024 through 04/09/2024

Complainant Contact Date(s):

Provider Type: Assisted Living Facility

Intake ID: 123158

Region/Unit #: RCS Region 3 / Unit E

Allegation(s):

Dietary Services: Report of food not being labeled or dated when put away for storage in the fridge, report of food not being monitored for proper temp after cooking, hand washing stations in kitchen without soap and paper towels.

Investigation Methods:

Sample:	Total residents: 47 Resident sample size: 3 Closed records sample size: 0
Observations:	Identified resident Residents Dining Resident rooms Staff to resident interactions Resident to resident interactions Kitchen Food preparation
Interviews:	Identified resident Nursing staff Residents Kitchen staff
Record Reviews:	State reporting log Incident investigation Facility policies Grievance log

Investigation Summary:

Facility failed to properly label food items after they were opened and put back for storage. The facility failed to ensure proper hand hygiene was done prior to food preparation and facility failed to thaw foods properly prior to cooking. Failed 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
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Statement of Deficiencies	License #: 2615	Compliance Determination # 38925
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 1 of 7	Licensee: Greenlake Management Ocean Shores, LLC	04/09/2024

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 03/27/2024 and 03/27/2024 of:

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

This document references the following complaint number(s): 123158, 123291, 122815

The following sample was selected for review during the unannounced on-site visit: 3 of 47 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.

Cory Cisneros
Residential Care Services

04/23/2024
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.



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 #: 2615	Compliance Determination # 38925
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 1 of 7	Licensee: Greenlake Management Ocean Shores, LLC	04/09/2024

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 03/27/2024 and 03/27/2024 of:

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

This document references the following complaint number(s): 123158, 123291, 122815

The following sample was selected for review during the unannounced on-site visit: 3 of 47 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.

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.

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

Statement of Deficiencies	License #: 2615	Compliance Determination # 38925
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 2 of 7	Licensee: Greenlake Management Ocean Shores, LLC	04/09/2024

Debbie Smathers
Administrator (or Representative)

4/25/24
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 proper storage and labeling of food, failed to ensure proper hand hygiene was performed with food preparation, and failed to properly thaw foods for 1 of 1 kitchen reviewed. These failures placed all 47 of 47 residents at risk for potential food borne illness and decreased quality of life.

Findings included...

WAC 246-215-03610

"Labeling—Food labels (FDA Food Code 3-602.11). (1) FOOD PACKAGED in a FOOD ESTABLISHMENT must be labeled as specified in LAW, including chapters 69.04 and 15.130 RCW; 21 C.F.R. 101 - Food Labeling; and 9 C.F.R. 317 - Labeling, Marking Devices, and Containers. (2) Label information must include: (a) The common name of the FOOD or, absent a common name, an adequately descriptive identity statement; (b) If made from two or more ingredients, a list of ingredients in descending order of predominance by weight, including a declaration of artificial color or flavor and chemical preservatives, if contained in the FOOD; (c) An accurate declaration of the quantity of contents; (d) The name and place of business of the manufacturer, packer, or distributor; (e) The name of the FOOD source for each MAJOR FOOD ALLERGEN contained in the FOOD unless the FOOD source is already part of the common or unusual name of the respective ingredient; (3) Bulk FOOD that is available for CONSUMER self-dispensing must be prominently labeled with the following information in plain view of the CONSUMER: (a) The manufacturer's or processor's label that was provided with the FOOD; or (b) A card, sign, or other method of notification that includes the information specified under subsection (2)(a), (b), and (f) of this section."

WAC 246-215-03300 "Preventing contamination by employees—Preventing contamination from hands (FDA Food Code 3-301.11). (1) FOOD EMPLOYEES shall wash their hands as specified under WAC 246-215-02305."

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 proper storage and labeling of food, failed to ensure proper hand hygiene was performed with food preparation, and failed to properly thaw foods for 1 of 1 kitchen reviewed. These failures placed all 47 of 47 residents at risk for potential food borne illness and decreased quality of life.

Findings included...

WAC 246-215-03610

“Labeling—Food labels (FDA Food Code 3-602.11). (1) FOOD PACKAGED in a FOOD ESTABLISHMENT must be labeled as specified in LAW, including chapters 69.04 and 15.130 RCW; 21 C.F.R. 101 - Food Labeling; and 9 C.F.R. 317 - Labeling, Marking Devices, and Containers. (2) Label information must include: (a) The common name of the FOOD or, absent a common name, an adequately descriptive identity statement; (b) If made from two or more ingredients, a list of ingredients in descending order of predominance by weight, including a declaration of artificial color or flavor and chemical preservatives, if contained in the FOOD; (c) An accurate declaration of the quantity of contents; (d) The name and place of business of the manufacturer, packer, or distributor; (e) The name of the FOOD source for each MAJOR FOOD ALLERGEN contained in the FOOD unless the FOOD source is already part of the common or unusual name of the respective ingredient; (3) Bulk FOOD that is available for CONSUMER self-dispensing must be prominently labeled with the following information in plain view of the CONSUMER: (a) The manufacturer's or processor's label that was provided with the FOOD; or (b) A card, sign, or other method of notification that includes the information specified under subsection (2)(a), (b), and (f) of this section.”

WAC 246-215-03300 “Preventing contamination by employees—Preventing contamination from hands (FDA Food Code 3-301.11). (1) FOOD EMPLOYEES shall wash their hands as specified under WAC 246-215-02305.”

WAC 246-215-03333 "Preventing contamination from equipment, utensils, and linens—In-use utensils, between-use storage (FDA Food Code 3-304.12) During pauses in FOOD preparation or dispensing, FOOD preparation and dispensing utensils must be stored: (1) Except as specified under subsection (2) of this section, in the FOOD with their handles above the top of FOOD and the container; (2) In FOOD that is not TIME/TEMPERATURE CONTROL FOR SAFETY FOOD with their handles above the top of the FOOD within containers or EQUIPMENT that can be closed, such as bins of sugar, flour, or cinnamon; (3) On a clean portion of the FOOD preparation table or cooking EQUIPMENT only if the in-use UTENSIL and the FOOD-CONTACT SURFACE of the FOOD preparation table or cooking EQUIPMENT are cleaned and SANITIZED at a frequency specified under 04605 and 04705; (4) In running water of sufficient velocity to flush particulates to the drain, if used with moist FOOD such as ice cream or mashed potatoes; (5) In a clean, protected location if the UTENSILS, such as ice scoops, are used only with a FOOD that is not a TIME/TEMPERATURE CONTROL FOR SAFETY FOOD;..."

WAC 246-215-03342 "Preventing contamination from equipment, utensils, and linens—Gloves, use limitation (FDA Food Code 3-304.15). (1) If used, SINGLE-USE gloves must be used for only one task such as working with READY-TO-EAT FOOD or with raw animal FOOD, used for no other purpose, and discarded when damaged or soiled, or when interruptions occur in the operation."

WAC 246-215-03510 "Temperature and time control—Thawing (FDA Food Code 3-501.13). Except as specified in subsection (4) of this section, time/temperature control for safety food must be thawed:

- (1) Under refrigeration that maintains the food temperature at 41°F (5°C) or less; or
- (2) Completely submerged under running water:
 - (a) At a water temperature of 70°F (21°C) or below;
 - (b) With sufficient water velocity to agitate and float off loose particles in an overflow; and
 - (c) For a period of time that does not allow thawed portions of ready-to-eat food to rise above 41°F (5°C); or
 - (d) For a period of time that does not allow thawed portions of raw animal food requiring cooking as specified under WAC 246-215-03400 (1) or (2) to be above 41°F (5°C) for more than four hours including:
 - (i) The time the food is exposed to the running water and the time needed for preparation for cooking; or
 - (ii) The time it takes under refrigeration to lower the food temperature to 41°F (5°C);"

WAC 246-215-04325 "Equipment—Designated food preparation sinks.
food establishments must have designated food preparation sinks that are:

- (1) Sufficient in number and size to wash, soak, rinse, drain, cool, thaw, or otherwise process any food that requires placement in a sink;
- (2) Appropriate for the menu, method of food preparation, and volume of food prepared; and
- (3) Not used for handwashing, utensil washing, or other activities that could contaminate food."

WAC 246-215-09215 “Thawing thickness—Thawing time/temperature control for safety foods. The person in charge of a temporary food establishment shall ensure time/temperature control for safety foods that are thawed as part of a continuous cooking process are not greater than four inches thick.”

Review of the facility policy, titled, “Food Storage,” undated, stated, “In Refrigeration, for short-term storage of perishable items...All refrigerated foods should be dated and properly sealed...In a freezer, for longer-term storage of perishable foods...Store frozen foods in their original containers or wrap tightly in moisture-proof material or containers to minimize loss of flavor, as well as discoloration, dehydration (drying out), absorption of odors. Clearly label containers with contents, delivery date, and/or use-by date.”

Review of the facility policy, titled, “Food Preparation,” undated, stated, “Food preparation has the greatest variety of activities that must be controlled, monitored, and in some cases documented. The preparation step may involve several processes, including thawing a frozen food, mixing together several ingredients, marinating, cutting, chopping, slicing, or breading. The biggest goal in the preparation step is to minimize the potential for the growth of microorganisms and contamination from employees and equipment.” Under, “There are only four acceptable ways to thaw food,” one of the ways stated, “Submerged under clean, drinkable, running water at a temperature of 70°F or less for no more than 2 hours or just until the product is thawed. Water flow must be strong enough to wash loose food particles into the overflow drain.”

Review of the facility policy, titled, “Cross Contamination,” undated, stated, “Employees understand how to prevent cross-contamination, which is the transfer of bacteria from food-to-food, hand-to-food, or equipment-to-food.” Under “How to prevent Food-to-food cross contamination,” it stated, “Do not leave thawing meat on a refrigerator shelf above other food.” Under “How to prevent Hand-to-food cross contamination,” it stated, “Always wash your hands before working with food, and in between working with different foods.”

In an observation on 03/27/2024 at 11:48 AM, the handwashing sink to the left upon entering the kitchen had no hand soap in the soap dispenser.

In an observation on 03/27/2024 at 11:51 AM, Staff D, Cook, was observed to handle a red folder with food orders, put the folder down, walk to the back with her hands in her pockets. Staff D was then observed to pick up a soiled knife and deposited it in the dirty dish area. Staff D then was observed to walk to the hand washing sink to the left upon entering the kitchen. Staff D was observed to press the empty soap dispenser, run her hands under water, and dry them. Staff D did not wash her hands with soap. Staff D then proceeded to pick up a pink cup and deposit it in the dirty dish area and proceed to put on blue gloves without hand hygiene being performed, and began turning chicken being cooked on the stove top. Staff D then put an oven mitt on one hand, moved the chicken off the stove top, and deposited the cooked chicken into a metal pan. Staff D then removed the oven mitt and gloves, and grabbed a thermometer to check the temperature of the

cooked chicken. Staff D placed the oven mitt she had been wearing on the tray line counter where food was plated. Staff D put on blue gloves, and began grabbing salad from a large container with her hands, and placing it on plates to be served to residents. Staff D then was observed to grab green beans from a container with the same gloves and place them on plates to be served to residents.

In an observation on 03/27/2024 at 11:57 AM, a full sized chicken was observed to be thawing in a 6-inch pan full of standing water sitting in the dishwashing sink. The water was not running. On the outside of the sink, on a sticker it said "Sanitize and disinfectant" with a line running horizontal through the middle saying "water line."

In an observation and interview, on 03/27/2024 at 12:06 PM, the facility kitchen refrigerator showed the following:

-a bag of green onions was open to air with no labels.

-bag of cilantro was open to air with no labels.

-celery was open to air with no labels.

-A Ziploc bag with breakfast sausage was open to air with no labels.

-On the bottom shelf was a thawed large ham sitting on top of a box labeled bacon. The ham was soft to the touch.

-A metal bowl with an unidentifiable substance was on the shelf, unlabeled and had no date. Staff C, Food Services Director, stated it was roasted chicken and cream for the soup being served for dinner.

In an observation on 03/27/2024 at 12:10 PM, the facility kitchen freezer showed the following:

-The bottom shelf of the freezer had black fuzzy matter on it.

-Ham patties were in a Ziploc bag unlabeled and undated.

-A box of sausage links was open to air and unlabeled.

-A bag of baby lima beans was open to air with no date or label.

In an observation on 03/27/2024 at 12:13 PM, in the back of the kitchen was a cart with 3 large different colored containers. The blue container contained a cream colored flaky substance. The scooper for the substance was inside the container laying on the substance. The yellow container had a white powdery substance with no label. The lid for the container was in the container touching the white powdery substance. The white container contained white granules and was unlabeled.

In an observation on 03/27/2024 at 12:15 PM, under a preparation area counter in the facility kitchen, was a 22-quart bin with 16-quarts of cream-colored flaky substance with no label or date. Next to that container was a clear tub with a label stating it was cornstarch. On the label it showed "prep date" and written in with black ink was the date of 11/17/2023. Next to the prep date, it showed "use by" and written in black ink was the date 03/17/2024. On the back wall preparation area there were the following spices: a container of black pepper dated 01/27/2018, a container of pumpkin pie spice dated 11/02/2017, and oregano leaves labelled, "REC 10/17".

In an interview on 03/27/2024 at 2:11 PM, Staff C, stated that staff were expected to wash their hands anytime they entered the kitchen, touched their body, changed gloves, or changed tasks. Staff C stated staff should wash and lather their hands with soap. Staff C stated an example of when staff should wash their hands was if cooking, staff picked a dirty item up and deposited it in the dirty dishes, they should wash their hands before returning to the cooking task. Staff C stated everything should be labeled in the kitchen. Staff C stated items that were opened should have been labeled with what the item was, date of preparation, expiration date, and the initials of who made or opened the item. When asked about the chicken sitting in a six-inch pan of standing water in the dishwashing sink, Staff C stated that the chicken was not being properly thawed. Staff C acknowledged that the pan for thawing should have been a 2-inch pan, not a six inch pan, that there should have been running water running over the thawing chicken and there wasn't.

In an interview on 03/27/2024 at 3:34 PM, Staff A, Executive Director, Staff B, Resident Care Director/Registered Nurse, and Staff C were present. Staff C stated that expiration dates of food depended on the food item, but that they typically followed a 3-5 day expiration date after opening for proteins, and cooked foods would expire after no more than 5 days. Staff C stated the kitchen staff knew where the policies and procedures were for food handling in the kitchen. Staff C stated it was everyone's responsibility to refill soap dispensers.

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

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

Statement of Deficiencies	License #: 2615	Compliance Determination # 38925
Plan of Correction	Ocean Shores Assisted Living	Completion Date
Page 7 of 7	Licensee: Greenlake Management Ocean Shores, LLC	04/09/2024

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) 5/24/24.

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

Debbie Smathers
Administrator (or Representative)

4/25/24
Date

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)_____.

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

Administrator (or Representative)

Date