



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

09/24/2025

Greenlake Management Prosser, LLC
Amber Hills Assisted Living
125 N Wamba Rd
Prosser, WA 99350

RE: Amber Hills Assisted Living # 2616

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 66160 (Completion Date 09/24/2025) and 62358 (Completion Date 07/31/2025).

The Department completed a follow-up inspection of your Assisted Living Facility on 09/24/2025 and found no deficiencies.

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

WAC 246-215-03306 Preventing food and ingredient contamination Packaged and unpackaged food Separation, packaging, and segregation (FDA Food Code 3-302.11).

(1) A food must be protected from cross contamination by:

(a) Except as specified in (a)(iv) of this subsection, separating raw animal foods during storage, preparation, holding, and display from:

(i) Raw ready-to-eat food including other raw animal food such as fish for sushi or molluscan shellfish, or other raw ready-to-eat food such as fruits and vegetables;

(ii) Cooked ready-to-eat food;

(iii) Fruits and vegetables before they are washed; and

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

(1) equipment, food-contact surfaces, and utensils must be clean to sight and touch.

(2) The food-contact surfaces of cooking equipment and pans must be kept free of encrusted grease deposits and other soil accumulations.

(3) Nonfood-contact surfaces of equipment must be kept free of an accumulation of dust, dirt, food residue, and other debris.

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

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:

Krista Connelly, Community Nurse Consultant

If you have any questions, please contact me at (509)208-5231.

Sincerely,

Laura Williams-Davis

Laura Williams-Davis, ALF Field Manager
Region 1, Unit G
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Amber Hills Assisted Living **Provider Type:** Assisted Living Facility

License/Cert. #: 2616

Intake ID: 184945

Compliance Determination #: 62358

Region/Unit #: RCS Region 1 / Unit G

Investigator: Krista Connelly

Investigation Date(s): 07/14/2025 through 07/31/2025

Complainant Contact Date(s):

Allegation(s):

1. There is a lack of food safety, lack of cleanliness, expired and rotten food served.
2. There is an inadequate water source.
3. There is alleged aggressive behavior directed at residents that complain about food, water or lack of care.
4. There is a mold concern.

Investigation Methods:

Sample:	Total residents: 36 Resident sample size: 8 Closed records sample size: 0
Observations:	Residents Activities Dining Kitchen Resident care equipment Staff to resident interactions Resident to resident interactions
Interviews:	Nursing staff Residents Kitchen staff Administrator
Record Reviews:	Medical records Facility policies

Investigation Summary:

1. Observation showed the facility failed to promote and maintain a safe, sanitary food service area including equipment used for preparing food. Observation showed several food items that were not properly stored, labeled and did not have clear expiration dates. Sampled Residents reported the facility had served foods that were past their expiration dates and/or had an odd smell/taste. Failed practice identified in food sanitation, food storage and food cross contamination. Refer to Statement of Deficiency dated 07/31/2025. 2. Observation showed the facility had a

small water dispenser in the dining room, available to all residents, guests or staff. Observation showed the water might not have been as cool as the residents would have preferred but there was no odor or taste to the water. In an interview staff reported the water in each resident room was city water, they had not ever had a complaint about the water supply in the rooms. Interview with staff showed they would look into the concern. No failed practice identified. 3. Observations showed all staff to resident and resident to resident interactions were appropriate and respectful. Residents stated they felt safe. Residents felt they could report concerns if needed. The facility was notified about concerns of staff behavior. No failed practice identified. 4. Observation identified failed practice in food service sanitation, unclear or missing expiration dates, failure to store food items in a safe storage manner to prevent cross contamination of cooked and uncooked food items. Record review showed the facility did not have or maintain a system to ensure food areas were clean and the regular checking of food discard dates. Refer to Statement of Deficiency dated 07/31/2025.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



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

Statement of Deficiencies	License #: 2616	Compliance Determination #62358
Plan of Correction	Amber Hills Assisted Living	Completion Date
Page 1 of 7	Licensee: Greenlake Management Prosser, LLC	07/31/2025

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 an unannounced on-site complaint investigation on 07/14/2025 of:

Amber Hills Assisted Living
125 N Wamba Rd
Prosser, WA 99350

This document references the following complaint number(s): 184945

The following sample was selected for review during the unannounced on-site visit: 8 of 36 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Krista Connelly, Community Nurse Consultant

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

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

Statement of Deficiencies	License #: 2616	Compliance Determination #62356
Plan of Correction	Ambler Hills Assisted Living	Completion Date
Page 2 of 7	Licenses: Greentake Management Prosser, LLC	07/31/2025

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.

Laura Williams-Davis

Residential Care Services

08/11/2025

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.

Thomas McDani
Administrator (or Representative)

8-11-25
Date

WAC 246-215-03306 Preventing food and ingredient contamination Packaged and unpackaged food Separation, packaging, and segregation (FDA Food Code 3-302.11).

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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 maintain a safe and sanitary kitchen for 2 of 2 food preparation areas (Prep 1 & Prep 2). This failure

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.

Laura Williams-Davis

Residential Care Services

08/11/2025

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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 maintain a safe and sanitary kitchen for 2 of 2 food preparation areas (Prep 1 & Prep 2). This failure

placed residents at risk of illness related to unsanitary conditions and decreased quality of food served to residents.

Findings included...

Record review of the facility's policy titled, "Equipment Maintenance, Sanitation and Safety," revised 07/07/2024, showed the dining room lead service staff were responsible for supervising the sanitation and housekeeping procedures within the food service area. The policy showed the cleaning schedules were posted in the kitchen and initialed by the staff that completed the tasks. The policy further showed utensils, counters, shelves and equipment would be kept clean and free from cracks, chips, corrosion, and open seams. The policy also showed all prepared and open packages of food will be securely closed and labeled with the date it was opened to ensure proper use of items.

Observation on 07/14/2025 at 11:10 AM, showed an ice machine that had food spills on the sides and front of it and on the lid and. There was also white built-up particles observed on the ice machine. The inside of the ice machine was also noted to have the same type of white particles.

Observation on 07/14/2025 at 11:10 AM showed two lists posted in the dishwashing area, showed the daily and weekly cleaning duties that the dietary staff were responsible for as well as daily cleaning duties that the cook was responsible for.

A record review of the daily cleaning duties for the dietary staff included the following:

- Clean and sanitize all hard surfaces including dining tables, chairs, the counters and walls for any food splash
- Wipe down the refrigerator, freezers doors, handles and any food spills inside them
- Wipe down the entire dishwasher and ensure the dishwashing area is free of residual food after every washing

A record review of the daily cleaning duties for the cook included the following:

- After each meal wipe down the oven, the stove, the backsplash and around the burners on the grill
- Wipe down around microwave, inside and all other appliances
- Clean around garbage can area to limit the amount of food splatter build up
- Wipe out sinks after each use with soap and hot water
- Make sure all food is put away in the proper areas, labeled and dated appropriately

A record review of the weekly deep cleaning chores included the following:

- Sunday, clean out cabinets above the can shelves and wash the floor mats
- Monday, clean and polish the front of the refrigerators, freezers and put away stock
- Tuesday, run hood screens through the dishwasher, clean and polish the pan racks
- Wednesday, wipe out all cabinets, clean and polish the vegetable, handwashing sinks
- Thursday, deep clean the interior of the juice machine, flush the lines, wipe down and degrease the wall behind the oven and stove
- Friday, clean, polish the dishwasher, floor drains, wash out garbage cans, dust the tops of refrigerators and freezers
- Saturday, clean out the ice machine, wipe out all refrigerators, freezers, clean and polish the cook's sink, surrounding area, soak and wash the stove burners.

On 07/14/2025 at 11:11 AM, Staff B, Head Cook, stated they were responsible for the dietary department. Staff B stated all dietary staff were responsible for the cleaning tasks that were posted. Staff B stated they did not have enough time to do all the cleaning posted. Staff B went on to explain that all staff were responsible for proper labelling of all food open and storing the food in the appropriate place.

Observation on 07/14/2025 at 11:11 AM, showed a microwave with yellow colored food spills on the inside walls, the rotating tray and the front including the control panel and handle.

Observation on 07/14/2025 at 11:11 AM, showed a sink area with a dishwasher at one end. The sinks and top of dishwasher were covered with a white built-up particle, as well as a white and yellow encrusted substance that dripped down both sides. On the sink and underneath the sinks were large dish racks used when running dishes through the dishwashers. All racks had black and gray stains, white hard water stains and cracks in the plastic. There were two boxes underneath the dishwashing sinks that had bananas. The box on top had nine bananas that were soft to touch and had black peels. The box did not show a date of delivery, when the box was opened, when to discard and a clear expiration date. Both boxes were positioned in such a way that they were exposed to dirty dishes and food debris as they were scraped and loaded into the dishwasher.

Observation on 07/14/2025 at 11:12 AM, showed a steel grill with dried, blackened food stains, white, brown food spills and crumbs built up on the top and sides of the grill. The knobs on the front of the grill were greasy and had food spills. Next to the grill, there was a stove/oven with four burners on the top. The stove top and burners were covered with a black powder substance, with white and yellow encrusted substances. The steel walls behind and to the side of the oven had large black powder substance with white and yellow food substances down the front and sides of the oven. The floor underneath the grill and stove had large, dark areas of grease accumulation stains.

Observation on 07/14/2025 at 11:16 AM showed a refrigerator that had black

accumulated substances inside and on the shelves and door. Inside the refrigerator, there was a sealed bag of sliced turkey on the top shelf above a rack with purple, green heads of lettuce/cabbage that laid directly on the shelf. There was an open bag of carrots that was not labeled with the date it was opened or when to discard it. There was a large mixing bowl that had sliced eggs and sliced vegetables, covered with saran wrap that was not labeled with the date it was opened and when to discard it. There were four plastic containers, open, that had mustard, mayonnaise and salad dressing. They were not labeled with the date they were opened, dates to discard them or had clear dates of expiration.

Observation on 07/14/2025 at 11:17 AM, showed a second refrigerator with a sign posted that reminded the staff to check the dates today. There were substances inside and outside on the shelves and doors. Inside the refrigerator there were three opened containers of salsa or sauces, that were not labeled with the dates they were opened. The containers did not have a day to discard or a clear date of expiration. Under this shelf was another shelf with a storage bag that was unsealed and appeared to have some yellow liquid and some type of meat product. The bag was not labeled with the date it was opened, when to discard it or have a clear date of expiration. Next to the bag of the unknown meat was a pie, with some slices missing, loosely covered with saran wrap. The pie was not labeled with the date it was opened, when to discard it or have a clear expiration date. Under this shelf was another shelf with a storage bag that was opened with the same type of meat product and yellow liquid. The bag was open, not labeled with the date it was opened, when to discard it or a clear expiration date. Underneath this shelf, directly under the bag of meat product was a partially covered pie with a loose saran wrap. The pie did not have a date to discard or a clear expiration date.

Observation on 07/14/2025 at 11:19 AM showed a third refrigerator, with another unsealed storage bag with a rice dish. The unlabeled bag did not have a date it was opened, a date to discard it or a clear expiration date. Underneath the shelf with the rice dish, was an opened storage bag that held pieces of ham, and the bag was not labeled with the date it was opened. The unsealed bag of ham did not have a date to discard it or a clear expiration date. Directly underneath the ham, was another shelf with a pie that was covered with saran wrap. The pie was not labeled with the date it was opened, when to discard it and did not have a clear expiration date.

Observation on 07/14/2025 at 11:25 AM, showed a freezer that had a box of sausage pork that did not have a clear expiration date. The same freezer had a bag of brussel sprouts sitting next to a large frozen ham. There were two storage bags that had grilled cheese sandwiches, neither were labeled with the date they were opened, when to discard them or had clear expiration dates. On the bottom shelf of the freezer were two racks of meat that were not labeled with what type of meat they were or a clear date of expiration. The racks that held the meat were both badly stained with dark colored particles around the edges.

Observation on 07/14/2025 at 11:29 AM showed two bags that had frozen chicken pieces, one was not sealed, neither were labeled with the date they were opened, dates

to discard them and neither had clear expiration dates. Directly underneath the bags with chicken were several frozen packages of spinach.

Observation on 07/14/2025 at 11:30 AM, showed an opened box of cake mix that did not have a date it was opened, with an expiration date of 08/09/2024. A large, opened box of graham crackers did not have a date it was opened and had an expiration date of 04/28/2025. Another opened box of gelatin was damaged and appeared to be smashed from another box on top of it. The damaged box did not have a date it was opened, a date to discard it or a clear expiration date.

During an interview on 07/14/2025 at 12:45 PM, Resident 1 reported any time they were served salads the lettuce was wilted and mushy. Resident 1 stated they had been served bread and fruits that were outdated and had mold. The resident reported they were served juice that did not taste like it was still good, and milk that tasted sour.

During an interview on 07/14/2025 at 2:17 PM, Resident 2, a resident that requested to remain anonymous, stated the facility did not have water that was safe for drinking. They reported the water served in the dining room did not taste right. The resident stated they often were served milk that was already sour and soft mushy fruit or vegetables. The resident stated there were times they did not eat what was served because it didn't smell or taste right. They stated the facility served expired foods to the residents and the staff wouldn't even eat the food served.

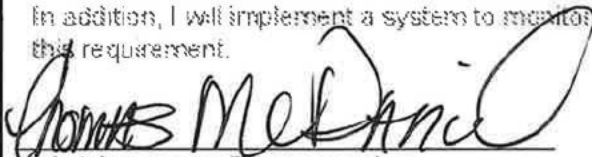
On 07/14/2025 at 3:43 PM Staff A, Executive Director, stated Staff B, was the person in charge of the kitchen and dietary department. Staff A stated Staff B was responsible for the food ordering, storage, and ensuring all food was labeled with expiration dates and the date the food was opened. Staff A stated all the dietary staff were supposed to clean the kitchen and Staff B was responsible for ensuring the cleaning was done.

Statement of Deficiencies	License #: 2615	Compliance Determination #62358
Plan of Correction	Amber Hills Assisted Living	Completion Date
Page 7 of 7	Licenses: Greenlake Management Prosser, LLC	07/31/2025

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, Amber Hills Assisted Living is or will be in compliance with this law and / or regulation on (Date) 9-18-25

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



Administrator (or Representative)

8.11.25

Date

Plan/Attestation Statement

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