



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

10/24/2025

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) 67664 (Completion Date 10/24/2025) and 64554 (Completion Date 09/08/2025).

The Department completed a follow-up inspection of your Assisted Living Facility on 10/24/2025 and found no deficiencies.

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

WAC 246-215-03525 Temperature and time control Time/temperature control for safety food, hot and cold holding (FDA Food Code 3-501.16).

(1) Except during active preparation for up to two hours, cooking, or cooling or when time is used as the public health control as specified under WAC 246-215-03530 , and except as specified in subsections (2) and (3) of this section, time/temperature control for safety food must be maintained:

(b) At 41 F (5 C) or less.

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

(1) The assisted living facility must:

(d) Prepare food on-site, or provide food through a contract with a food service establishment located in the vicinity that meets the requirements of chapter 246-215 WAC Food service;

The Department staff who did the Off Site verification:
Robin Barnes, Assisted Living Facility Licensors

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

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: 190665

Compliance Determination #: 64554

Region/Unit #: RCS Region 1 / Unit G

Investigator: Robin Barnes

Investigation Date(s): 08/25/2025 through 09/08/2025

Complainant Contact Date(s):

Allegation(s):

The facility did not serve food at safe and appropriate temperatures, causing burn injuries.

Investigation Methods:

Sample:	Total residents: 36 Resident sample size: 4 Closed records sample size: 0
Observations:	General facility environment Identified resident Residents Kitchen, food preparation and service, food temperatures Staff to resident interactions
Interviews:	Identified resident Kitchen staff Nursing staff Residents Family members Administrator Corporate staff
Record Reviews:	Characteristic roster Incident investigations Grievance log Assessment, care plan, physician orders Policies Temperature logs

Investigation Summary:

Observations showed food was served hot appropriately. One of three facility refrigerators was observed to not hold cold foods at temperatures below 41 degrees Fahrenheit. Record reviews showed that the facility did not document or show that the refrigerator temperature were maintained below 41 degrees Fahrenheit as required. Interviews showed that the facility was in violation of food safety

regulations. Failed practice identified under Washington Administrative Codes 388-78A-2300 and 246-215-03525. See the statement of deficiencies dated 09/08/2025.

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 #: 2616	Compliance Determination # 64554
Plan of Correction	Amber Hills Assisted Living	Completion Date
Page 1 of 5	Licensee: Greenlake Management Prosser, LLC	09/08/2025

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 08/25/2025 and 09/04/2025 of:

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

This document references the following complaint number(s): 190569, 190665

The following sample was selected for review during the unannounced on-site visit: 4 of 36 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Robin Barnes, Assisted Living Facility Licenser

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.

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

09/11/2025

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 McDaniel
Administrator (or Representative)

9.11.25
Date

WAC 246-215-03525 Temperature and time control Time/temperature control for safety food, hot and cold holding (FDA Food Code 3-501.16).

(1) Except during active preparation for up to two hours, cooking, or cooling or when time is used as the public health control as specified under WAC 246-215-03530 , and except as specified in subsections (2) and (3) of this section, time/temperature control for safety food must be maintained:

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(d) Prepare food on-site, or provide food through a contract with a food service establishment located in the vicinity that meets the requirements of 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 cold foods were held at 41 degrees Fahrenheit or less, in one of three refrigerators (Refrigerator 3). This failure placed residents at risk of contracting food borne illnesses.

Findings included...

Review of a facility policy titled, "Receiving, Storage and Issuing," dated 07/07/2024, showed that all perishable (requiring refrigeration) food items shall be stored in refrigerators that would be maintained at or below 45 degrees Fahrenheit (F)

Record review of the facility's weekly refrigerator temperature logs for the week

starting 08/17/2025 showed that the temperature of Refrigerator 3 (R3) was logged at 40 degrees F on 08/18/2025 (a Monday). The logs showed the temperatures were not checked or logged from 08/19/2025 through 09/05/2025.

Observation on 08/25/2025 at 11:37 AM, showed a dietary aide remove a container of cottage cheese from a refrigerator labeled Refrigerator 3, then dished some of it into three small bowls. The aid then placed the container and the small bowls back into R3.

Observation on 08/25/2025 at 11:47 AM, showed an external digital thermometer display on R3 that read a temperature of 46 degrees F. An internal mercury thermometer in R3 was observed to read a temperature of 47 degrees F. The observation showed R3 also contained opened and unopened gallons of milk, pitchers of juice, eggs, yogurt, applesauce, bags of shredded cheese, ready-made sandwiches, an opened box of dairy creamer, liquid eggs, ketchup and a box of bacon.

In an interview on 08/25/2025 at 11:47 AM, Staff B, Dietary Director, stated that the temperature of R3 was likely reading too high due to the doors being open for a prolonged period that morning (a Monday), while the facility's weekly grocery delivery was being put into the refrigerator. Staff B also stated that R3 did have difficulty maintaining proper temperatures when the weather was especially hot outside.

Observation on 08/25/2025 at 11:50AM, showed the dietary aide took a bowl of the cottage cheese out of R3 and into the dining room (to serve to a resident).

Observation on 08/25/2025 at 11:54 AM, showed the label on the carton of liquid eggs in R3 indicated the product must be stored below 41 degrees F. The digital thermometer on the refrigerator was observed to read 46 degrees F.

Observation on 08/25/2025 at 11:57 AM, showed that the digital thermometer on R3 read 47 degrees F.

Observation on 08/25/2025 at 12:00 PM, showed that Staff B checked the temperature of the cottage cheese in R3 with a digital probe thermometer. The observation showed that the temperature of the cottage cheese from inside R3 was 48 degrees F. The cottage cheese was then thrown away by Staff B.

In an interview on 08/25/2025 at 12:47 PM, Resident 1 stated that the milk served at mealtimes was usually not cold enough.

In an interview on 09/03/2025 at 3:30 PM, Staff A, Administrator, stated that the refrigerator repair vendor was due to come out that week to see if R3 was operating properly. Staff A stated that they have been monitoring the temperatures and that the

refrigerator was holding at or below 41 F. Staff A stated that the temperature of R3 was high on 08/25/2025 due to grocery delivery being put away that day.

Observation on 09/04/2025 at 2:21 PM, showed that the temperature on the digital thermometer on R3 read 48 degrees F.

In an interview on 09/04/2025 at 2:23 PM, Staff B stated that R3 had not been working well in the past month. Staff B also stated they had been too busy cleaning the past month to check refrigerator temperatures. Staff B acknowledged that the refrigerator temperatures had not been checked and logged since 08/19/2025.

Observation on 09/04/2025 at 2:25 PM, showed that when Staff B tested the temperature of a gallon of milk that was in R3, the thermometer read 49 degrees F. Additionally, when Staff B tested the temperature of an open pitcher of apple juice, the thermometer read 48 degrees F. Staff B stated that the milk and the apple juice were being served to residents.

In an interview on 09/04/2025 at 3:13 PM, Staff A stated that R3 was not holding its temperature, and they had scheduled someone to come look at it the following day.

In an interview on 09/05/2025 at 10:18 AM, Staff A stated that the repair vendor was onsite and told them that R3 was not functioning properly and must be replaced. Staff A stated that they had to empty R3 and could not use it.

In an interview on 09/05/2025 at 11:13 AM, Collateral Contact 1, Public Health Advisor/Food Safety Specialist from the Washington State Department of Health, stated that the food being held in a refrigerator above 41 degrees F would warrant a cold holding violation under Washington Administrative Code 246-215-03525.

In an email interview on 09/05/2025 at 4:34 PM, Staff C, Director of Operations, stated that the facility had to get rid of contaminated food and replace all three facility refrigerators. Staff C stated that they were unaware of the temperature logs not being filled out. Staff C also stated that they were not aware that R3 had reached 48 degrees F on 09/04/2025.

In an interview on 09/08/2025 at 4:42 PM, Staff A stated that they did not have documentation to show that the temperatures for R3 had been checked or logged from 08/19/2025 through 09/05/2025.

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) 10-20-2025

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



Administrator (or Representative)

9-11-25

Date