



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

Channel Point LLC
Channel Point Village
907 K St
Hoquiam, WA 98550

RE: Channel Point Village License # 2621

Dear Administrator:

This letter addresses Compliance Determination(s) 40608 (Completion Date 05/01/2024) and 35265 (Completion Date 02/08/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 05/01/2024 and found no deficiencies. Your facility meets the Assisted Living Facility licensing requirements.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-2450-2-b

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

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



Residential Care Services Investigation Summary Report

Provider/Facility: Channel Point Village
License/Cert.#: 2621

Provider Type: Assisted Living Facility

Compliance Determination #: 35265

Intake ID: 113788

Investigator: Pamela Horlick

Region/Unit #: RCS Region 3 / Unit E

Investigation Date(s): 01/17/2024 through 02/08/2024

Complainant Contact Date(s):

Allegation(s):

1. Quality of Care/Treatment: Report of staff yelling at residents and threatening them with increased cost of care.
2. Administration/Personnel: Report of narcotics records missing from the narcotics book and meds given without a med cart.

Investigation Methods:

Sample:	Total residents: 46 Resident sample size: 4 Closed records sample size: 0
Observations:	Identified resident Residents Activities Dining Resident rooms Staff to resident interactions Resident to resident interactions
Interviews:	Identified resident Nursing staff Residents Social services staff
Record Reviews:	State reporting log Facility policies Care plans Progress notes Narcotics record RPP binder

Investigation Summary:

1. Quality of Care/Treatment: After several staff and resident interviews, unable to substantiate claims of staff yelling ,threatening, and making residents feel bad if they don't take their medications or use the bathroom when told. After review of sample staff personnel files, one staff member failed to have three positive reference checks completed. Failed practice identified.

2. Administration/Personnel: Facility investigated missing narcotic pages by interviewing all six staff members involved in counting of the narcotics to ensure the count was correct and none were missing. It was verified that all narcotics were accounted for. Facility unable to locate missing narcotics pages after an investigation was conducted. No failed practice identified. Facility practice at times is to bring medications, after signing them out, in a pill cup to the residents who are unable to physically come to the med cart. Unable to substantiate failed practice

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 #: 2621	Compliance Determination # 35265
Plan of Correction	Channel Point Village	Completion Date
Page 1 of 3	Licensee: Channel Point LLC	02/08/2024

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 01/17/2024 and 01/26/2024 of:

Channel Point Village
907 K St
Hoquiam, WA 98550

This document references the following complaint number(s): 110730, 113788, 111646

The following sample was selected for review during the unannounced on-site visit: 4 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.

Cory Cisneros

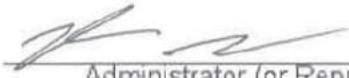
Residential Care Services

02/20/2024

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.



Administrator (or Representative)

2-27-24

Date

WAC 388-78A-2450 Staff.

(2) The assisted living facility must:

(b) Verify staff persons' work references prior to hiring;

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to complete reference checks for 1 of 3 employees (Staff B) reviewed. This failure placed all 46 of 46 residents at risk of receiving care and services from potentially unqualified and/or unsuitable staff.

Findings included...

"RCW 18.20.125 Inspections—Enforcement remedies—Screening— Limitations on unsupervised access to vulnerable adults. (3)(a) To the extent funding is available, the licensee, administrator, and their staff should be screened through background checks in a uniform and timely manner to ensure that they do not have a criminal history that would disqualify them from working with vulnerable adults. Employees may be provisionally hired pending the results of the background check if they have been given three positive references."

Record review of the facility policy, titled, "Hiring Policy, dated 11/2022, stated, "it is the responsibility of human resources to conduct a professional reference check and verify a candidate's employment status based on the evaluation form results of the interview completed. Each candidate needs to provide a minimum of three professional positive references to qualify, if necessary written letters of recommendation will be accepted."

Record review of the facility provided employee list, undated, showed Staff B, Licensed Practical Nurse, was hired at the facility on 11/02/2023.

Record review on 01/17/2024 of Staff B's personnel file showed a document, titled, "Pre-Employment Check", undated, that showed Staff B's references.

Reference one: written in included the company name, contact person, phone number, dates of employment and rate of pay. The "date contacted" was blank. There was a box rating the employees "Ability", "Quality of Work", "Conduct", and "Attendance". Nothing in the box was checked with no other documentation. "Reason for Leaving" was blank with no other documentation.

Administrator (or Representative)

Date

WAC 388-78A-2450 Staff.

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Reference two: written in included the company name, contact person, phone number, dates of employment and rate of pay. The "date contacted" was blank. There was a box rating the employees "Ability", "Quality of Work", "Conduct", and "Attendance". The boxes were blank. "Reason for Leaving" was blank with no other documentation.

Reference three: written in information included a reference name, phone number, years known and if reference was a friend contact or business contact. The "date contacted" was blank. There was a box to answer "Do you believe this person to be honest?...Reliable?... Would make an outstanding contribution to our company?" The boxes were blank with no other documentation.

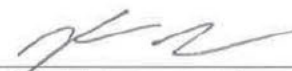
Reference four: written in information included a reference name, phone number, years known and if reference was a friend contact or business contact. The "date contacted" was blank. There was a box to answer "Do you believe this person to be honest?...Reliable?... Would make an outstanding contribution to our company?" The boxes were blank with no other documentation.

In an interview on 01/17/2024 at 11:01 AM, Staff A, Executive Director, was asked when they would call references, Staff A stated before they were hired. When asked what it meant if a box was blank, Staff A stated, that the contact didn't want to talk to them. Staff A stated, they would move on to another reference. When asked if they would always ask these questions in the box before they were to hire staff, Staff A stated, they would.

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, Channel Point Village is or will be in compliance with this law and / or regulation on (Date) 3-20-24.

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



Administrator (or Representative)

2-27-24

Date

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In an interview on 01/17/2024 at 11:01 AM, Staff A, Executive Director, was asked when they would call references, Staff A stated before they were hired. When asked what it meant if a box was blank, Staff A stated, that the contact didn't want to talk to them. Staff A stated, they would move on to another reference. When asked if they would always ask these questions in the box before they were to hire staff, Staff A stated, they would.

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Administrator (or Representative)

Date