



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
Health and Community Living Administration  
PO Box 45600, Olympia, WA 98504-5600

July 3, 2025

**CERTIFIED MAIL 9489 0090 0027 6340 4907 29**

Administrator  
Gig Harbor Memory Care  
3025 14TH AVE NW  
GIG HARBOR, WA 98335

Assisted Living Facility License # **2627**  
Licensee: Greenlake Management Gig Harbor, LLC

**IMPOSITION OF CIVIL FINES**

Dear Administrator:

On June 18, 2025, the Department of Social and Health Services (DSHS), Residential Care Services completed a follow-up visit at your facility. This letter constitutes formal notice of civil fines on the license for your assisted living facility, also known as **Gig Harbor Memory Care**, located at **3025 14TH AVE NW, GIG HARBOR**, by the State of Washington, Department of Social and Health Services. These actions are taken under the authority granted pursuant to Laws of 1998, Chapter 272 and RCW 18.20.190.

The civil fines on the license are based on the following violation of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated June 18, 2025.

**Civil Fines**

**WAC 388-112A-0700 What is CPR training?** **\$400.00**

**WAC 388-112A-0710 What is CPR/first-aid training?**

**WAC 388-112A-0720 (2)(a) What are the CPR and first-aid training requirements?**

**WAC 388-78A-2474 (1) Training and home care aide certification requirements.**

**The licensee failed to ensure one caregiver had a valid First Aid card. This failure placed all 46 residents at risk of not receiving emergency medical care in a timely manner.**

**This is an uncorrected deficiency previously cited on April 7, 2025.**

**WAC 388-78A-3090 (1)(a) Maintenance and housekeeping.** **\$500.00**

The licensee failed to ensure the environment for 46 residents was kept safe, clean and in good repair. This failure placed residents at risk of a diminished quality of life.

This is an uncorrected deficiency previously cited on April 7, 2025.

**WAC 388-78A-2210 (1)(b)(2)(b) Medication services.** **\$600.00**

The licensee failed to implement medication services for four residents that was safe and supported the needs of each resident as required. This failure resulted in the residents not receiving medications as prescribed and placed residents at risk for illness.

This is an uncorrected deficiency previously cited on April 7, 2025.

**WAC 388-78A-2930 (1)(a)(i)(ii)(iii) Communication system.** **\$600.00**

The licensee failed to ensure the communication system was operable in three living areas. This failure resulted in the communication system being inoperable and placed all 46 residents at risk of having their health and safety needs go unmet.

This is an uncorrected deficiency previously cited on April 7, 2025.

**WAC 388-78A-2130 (3)(a)(b) Service agreement planning.** **\$500.00**

The licensee failed to ensure the Negotiated Service Agreements (NSA, Service Plans) for four residents were updated to reflect the current needs of the residents when there was a significant change in resident's health status and physical ability. This failure placed residents at risk of having their care needs go unmet.

This is an uncorrected deficiency previously cited on April 7, 2025.

***NOTE: These are the violations, which resulted in the fines; see the attached Statement of Deficiencies for any additional violations.***

**Attestation (Plan of Correction):**

Return the enclosed SOD within 10 calendar days with the following:

- The date you have or will have each deficiency corrected;
- A signature and date attesting that you are taking actions to correct and maintain correction for each cited deficiency.

Administrator  
Gig Harbor Memory Care  
License # 2627  
July 3, 2025  
Page 3

Return the signed and dated SOD to:

Manfay Chan, Field Manager  
Region 3, Unit D  
9501 Lakewood Dr SW Suite E  
Lakewood, WA 98499  
Phone: (253) 442-3013/ Fax: (253) 589-7240  
**rcsregion3email@dshs.wa.gov**

### **Appeal Rights:**

You have two appeal rights: Informal Dispute Resolution (IDR) and an Administrative Hearing. Each has a different request timeline.

#### Informal Dispute Resolution [RCW 18.20.195]

You have an opportunity to challenge the deficiencies and/or enforcement actions through the state's IDR process. **All IDR requests must be in writing and include:**

- The deficiencies you are disputing; and
- The method of review you prefer (face-to-face, telephone conference or documentation review).

**The written request must be received by the 10<sup>th</sup> working day from receipt of this letter.**

During the IDR process, you will have the opportunity to present written and/or oral evidence to dispute the deficiencies.

Please **email** your request(s) and supporting documentation to:

**RCSIDR@dshs.wa.gov**

**OR**

**FAX to: 360-725-3225**

#### Formal Administrative Hearing

You may contest the civil fines by requesting a formal administrative hearing to challenge the deficiency, which resulted in the civil fines. **All hearing requests must be in writing and include:**

- A copy of this letter; and
- A copy of the Statement of Deficiencies.

Administrator  
Gig Harbor Memory Care  
License # 2627  
July 3, 2025  
Page 4

**The written request must be received within twenty-eight (28) calendar days of receipt of this letter.**

Send your **written** request to:

Office of Administrative Hearings  
PO Box 42489  
Olympia, Washington 98504-2489

**Payment:**

If you do not request a formal administrative hearing, the civil fines are due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.

Mail a check for **\$2,600.00** payable to the 'Department of Social and Health Services', **and if you have or have had a Medicaid resident(s), please include your ProviderOne ID Number # on the check**, to:

DSHS Office of Financial Recovery  
PO Box 9501  
Olympia, WA 98507-9501  
(360) 664-5919 / FAX: (360) 664-8401  
[OFRMMISVendor@dshs.wa.gov](mailto:OFRMMISVendor@dshs.wa.gov)

If the Office of Financial Recovery has not received your payment within twenty-eight (28) days after receipt of this letter, interest will begin to accrue immediately on the balance, at the rate of one percent per month. If you do not submit a hearing request or make payment within twenty-eight (28) days, the balance due will be recovered.

**NOTICE:** State and federal law provide protections to defendants who are in military service, and to their dependents. Dependents of a service member are the service member's spouse, the service member's minor child, or an individual for whom the service member provided more than one-half of the individual's support for one hundred eight days immediately preceding an application for relief.

One protection provided is the protection against the entry of a default judgment in certain circumstances. This notice pertains only to a defendant who is a dependent of a member of the National Guard or a military reserve component under a call to active service, or a National Guard member under a call to service authorized by the governor of the state of Washington, for a period of more than thirty consecutive days. Other defendants in military service also have protections against default judgments not covered by this notice. If you are the dependent of a member of the national guard or a military reserve component under a call to active service, or a national guard member under a call to service authorized by the governor of the state of Washington, for a period of more than thirty consecutive days, you should notify the Department in writing of your status as such within twenty days of the receipt of this notice. If you fail to do so, then a court or an administrative tribunal may presume that you are not a dependent of an active duty member of the national guard or reserves, or a national guard member under a call to service authorized by the governor of the state of Washington, and proceed with the entry of an order of default and/or a default judgment without further proof of your status. Your response to the Department about your status does not constitute an appearance for jurisdictional purposes in any pending litigation nor a waiver of your rights.

Administrator  
Gig Harbor Memory Care  
License # 2627  
July 3, 2025  
Page 5

If you have any questions, please contact Manfay Chan, Field Manager, at (253) 442-3013.

Sincerely,



Matt Hauser  
Compliance Specialist  
Residential Care Services

Enclosure

cc: Field Manager, Region 3, Unit D  
RCS Regional Administrator, Region 3  
HCS Regional Administrator, Region 3  
DDA Regional Administrator, Region 3  
WA LTC Ombuds  
Office of Financial Recovery, Vendor Program Unit  
HQ Central Files  
DRW  
HP