



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
Residential Care Services • RCSIDR@dshs.wa.gov

March 13, 2026
(email)

Administrator
Lynden Manor
905 Aaron Dr.
Lynden, WA 98264

IDR SCHEDULING LETTER
VIDEO DISABLED/TELEPHONE REVIEW

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Dear Administrator:

This letter will confirm your request for an Informal Dispute Resolution (IDR) regarding the Statement of Deficiencies (SOD) dated February 26, 2026.

Staci Dilg IDR (Program Manager) will meet with you **virtually/video disabled** on March 26, 2026, at 1:30pm.

Please, call 1-564-999-2000 conference ID 602 432 718# to join the meeting.

You may join virtually through the link in your invitation that was emailed to you on March 13, 2026.

You indicated you are disputing the following citation:

WAC 388-78A-2950 (6)

You indicated the following individuals will participate and represent your facility in the IDR process:

Shannon Hollander – Executive Director
Joel Richardson – Director of Operations
Jake Montzingo – VP of Operations

Please provide additional documentation specifically related to the citation(s) you are disputing at least **one week prior** to the scheduled IDR date by emailing them to RCSIDR@dshs.wa.gov (preferred), or by faxing them to (360) 725-3225.

If you have any questions, please contact me at RCSIDR@dshs.wa.gov .

Sincerely,

Laci Traulsen

Laci Traulsen
Program Specialist 2/ Volunteer Coordinator
Informal Dispute Resolution
Residential Care Services

Enclosure

cc: Regional Administrator-Region 2
Field Service Administrator-Region 2
Field Manager-Region 2 Unit J
State and Regional Long Term Care Ombuds
Field File
Central Files
IDR File