



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

04/09/2026

Magnolia Operations LLC
Magnolia Care
1707 E Rowan Ave
Spokane, WA 99207

RE: Magnolia Care # 2650

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 75654 (Completion Date 04/09/2026) and 72886 (Completion Date 02/13/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 04/09/2026 and found no deficiencies.

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

WAC 388-78A-2474 Training and home care aide certification requirements.

(2) The assisted living facility must ensure all assisted living facility administrators, or their designees, and caregivers hired on or after January 7, 2012 meet the long-term care worker training requirements of chapter 388-112A WAC, including but not limited to:

(b) Basic;

The Department staff who did the On Site verification:

Amy Wright, NCI Complain Investigator

If you have any questions, please contact me at (509)993-7821.

Sincerely,

Stephanie Jenks, Community Field Manager

Region 1, Unit B
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Magnolia Care

Provider Type: Assisted Living Facility

License/Cert.#: 2650

Compliance Determination #: 72886

Intake ID: 210860

Investigator: Amy Wright

Region/Unit #: RCS Region 1 / Unit B

Investigation Date(s): 02/12/2026 through 02/13/2026

Complainant Contact Date(s):

Allegation(s):

Caregiver did not complete 75-hour training within first 120 days of hire.

Investigation Methods:

Sample: Total residents: 42
Resident sample size: 3
Closed records sample size: 1

Observations: Residents
Dining
Resident care equipment
Resident rooms
Staff to resident interactions
Resident to resident interactions

Interviews: Administrator
Residents

Record Reviews: *Disclosure of Services
*Characteristic roster
*Staff roster
*Staff training records
*Resident face sheets
*Resident care plans
*Alcohol and Drug Use Policy
*Resident Discharge and Transfer Policy
*Abuse Prevention Policy and Procedure
*Incident investigation
*Progress notes
*Resident discharge notice
*Controlling Violent Residents Policy

Investigation Summary:

Interview and record review showed that one of four sampled staff had not completed their seventy-hour long-term care worker training within the required timeframe. Failed practice identified and cited under WAC 388-78A-2474 Training

and home care aide certification requirements (2)(b).

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 #: 2650	Compliance Determination # 72886
Plan of Correction	Magnolia Care	Completion Date
Page 1 of 3	Licensee: Magnolia Operations LLC	02/13/2026

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 02/12/2026 of:

Magnolia Care
1707 E Rowan Ave
Spokane, WA 99207

This document references the following complaint number(s): 210193, 210860, 211315, 211558

The following sample was selected for review during the unannounced on-site visit: 3 of 42 current residents and 1 former residents.

The department staff that investigated the Assisted Living Facility:

Amy Wright, NCI Complain Investigator

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 1, Unit B
8517 E Trent Ave, Ste 102
Spokane Valley, WA 99212

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.


Residential Care Services

02/23/2026

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.


Administrator (or Representative)

8/24/2024
Date

WAC 388-78A-2474 Training and home care aide certification requirements.

(2) The assisted living facility must ensure all assisted living facility administrators, or their designees, and caregivers hired on or after January 7, 2012 meet the long-term care worker training requirements of chapter 388-112A WAC, including but not limited to:

(b) Basic;

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to ensure that staff completed their seventy-hour long-term care worker basic training within the required 120 days from date of hire for 1 of 4 staff (Staff B). This failed practice placed residents at risk for inadequate care and decreased quality of life.

Findings included...

Review of an undated staff roster showed that Staff B, Caregiver, was hired on 02/24/2025.

In an interview on 02/12/2026 at 10:37 AM, Staff A, Administrator, stated they were unsure how long caregivers had to complete their seventy-hour long-term care workers basic training. When asked if they had a system for tracking when certain courses were due for each staff member, Staff A stated they checked in with the company who provided the courses monthly.

In an email communication sent on 02/13/2026 at 12:31 PM, Staff A stated they did not

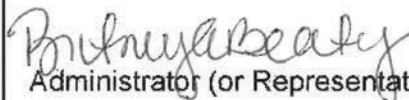
have record of Staff B's seventy-hour long-term care worker basic training course because Staff B had not completed it yet (354 days from Staff B's date of hire).

Review of facility provided staff records showed no record of Staff B having completed their seventy-hour long-term care worker basic training.

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, Magnolia Care is or will be in compliance with this law and / or regulation on (Date) 3/30/2026.

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


Administrator (or Representative)

2/24/2026
Date