STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

MGAL Operations LLC
Maple Glen Assisted Living
1700 N 13th Loop Rd
Shelton, WA 98584

RE: Maple Glen Assisted Living License # 2655

Dear Administrator:

This letter addresses Compliance Determination(s) 72843 (Completion Date 02/18/2026) and 69883 (Completion Date 12/22/2025).

The Department completed a follow-up inspection of your Assisted Living Facility on 02/18/2026 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-3010, WAC 388-78A-3010-3, WAC 388-78A-3010-3-c, WAC 388-78A-3010-5, WAC 388-78A-3010-5-c, WAC 388-78A-3010-5-c-i

The Department staff who did the on-site verification:
Paul Aube, ALF NCI

If you have any questions, please contact me at (360)450-1218.

Sincerely,

Clinton Fridley RN

Clinton Fridley, Community Nurse Field Manager
Region 3, Unit E
Residential Care Services

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

AGING AND LONG-TERM SUPPORT ADMINISTRATION

800 NE 136th Ave Ste 200, Vancouver, WA 98684

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 follow-up on 12/10/2025 of:

Maple Glen Assisted Living
1700 N 13th Loop Rd
Shelton, WA 98584

This document references the following SOD dated: 12/22/2025

The following sample was selected for review during the unannounced on-site visit: 14 of 57 current residents and 0 former residents.

The department staff that inspected the Assisted Living Facility:

Paul Aube, ALF NCI

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

Statement of Deficiencies	License #: 2655	Compliance Determination # 69883
Plan of Correction	Maple Glen Assisted Living	Completion Date
Page 2 of 4	Licensee: MGAL Operations LLC	12/22/2025

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.

Clinton Fridley RN
Residential Care Services

12/31/2025
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.

Jami Adams
Administrator (or Representative)

1/6/2026
Date

WAC 388-78A-3010 Resident units. The assisted living facility resident units must have the following:

(3) Unit configuration types:

(c) A one bedroom unit with separate living and sleeping rooms; or

(5) Sleeping rooms size:

(c) When a resident sleeping room is located within a private apartment:

(i) The private apartment includes a resident sleeping room, a resident living room, and a private bathroom;

This requirement was not met as evidenced by:

Based on observation, record review and interview, the assisted living facility failed to ensure one-bedroom units had a separate living room when they housed a second resident in the living room for 14 of 14 residents (Resident 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, & 14). This failure resulted in a loss of personal privacy and placed all 14 residents at risk for a loss of personal privacy and dignity, and an overall decreased quality of life.

Findings Included...

388-78A-2020, Definitions. "Room" means a space set apart by floor to ceiling partitions on all sides with all openings provided with doors or windows. (1) "Sleeping room" means a room where a resident is customarily expected to sleep and contains a resident's bed. (2) "Resident living room" means the common space in a resident unit that is not a sleeping room, bathroom, or closet.

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 _____ 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) _____ Date _____

WAC 388-78A-3010 Resident units. The assisted living facility resident units must have the following:

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Based on observation, record review and interview, the assisted living facility failed to ensure one-bedroom units had a separate living room when they housed a second resident in the living room for 14 of 14 residents (Resident 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, & 14). This failure resulted in a loss of personal privacy and placed all 14 residents at risk for a loss of personal privacy and dignity, and an overall decreased quality of life.

Findings Included…

388-78A-2020, Definitions. "Room" means a space set apart by floor to ceiling partitions on all sides with all openings provided with doors or windows. (1) "Sleeping room" means a room where a resident is customarily expected to sleep and contains a resident's bed. (2) "Resident living room" means the common space in a resident unit that is not a sleeping room, bathroom, or closet.

Record review of the facility floor plan, undated, for a one-bedroom apartment showed that the apartment consisted of one bedroom (ten-feet, five-inches by nine-feet, eight-inches), a living area (ten-feet, eight-inches by fifteen-feet, five-inches), and one bathroom (five-feet, six-inches by six-feet, three-inches).

On 12/10/2025 at 10:01 AM, Staff A, Executive Director, stated that there were still two residents inhabiting one-bedroom apartments and that it was their understanding it would be a hardship for the residents to move into an independent room for construction, and then move them back after construction was completed. Staff A stated that Room [redacted], and [redacted] all were one-bedroom apartments with two residents utilizing it as a two-bedroom apartment.

Record review of the facility Resident Characteristic Roster, last reviewed on 012/08/2025, showed the following residents were occupying the reported one-bedroom apartments:
• Room [redacted]: Resident 1 (R1), Room [redacted]: Resident 2 (R2)
• Room [redacted]: Resident 3 (R3), Room [redacted]: Resident 4 (R4)
• Room [redacted]: Resident 5 (R5), Room [redacted]: Resident 6 (R6)
• Room [redacted]: Resident 7 (R7), Room [redacted]: Resident 8 (R8)
• Room [redacted]: Resident 9 (R9), Room [redacted]: Resident 10 (R10)
• Room [redacted]: Resident 11 (R11), Room [redacted]: Resident 12 (R12)
• [redacted]: Resident 13 (R13), [redacted]: Resident 14 (R14)

On 12/10/2025 at 10:52 AM, Room [redacted] was observed to be a one-bedroom apartment that was being used as a two-bedroom apartment. The living area had a floor to ceiling curtain, attached to a wire, that stretched between opposite walls of the living area that created a second bedroom/sleeping room thereby eliminating a usable separate living area.

On 12/10/2025 at 11:00 AM, Room [redacted] was observed to be a one-bedroom apartment that was being used as a two-bedroom apartment. The living area had a floor to ceiling curtain, attached to a wire, that stretched between opposite walls of the living area that created a second bedroom/sleeping room thereby eliminating a usable separate living area. R14's belongings were observed on the shared side of the curtain, taking away even more usable shared space.

On 12/10/2025 at 11:00 AM, while talking about the current room configuration, R13 stated, "It is too small. I'd like to come out of my room sometime and move around a bit, but I just usually stay in my room. I could have more friends over because there is just nowhere for them to go. I don't enjoy people coming into my bedroom, my bedroom should be sacred. I feel like I can't have company." R13 stated that they felt "depressed."

On 12/10/2025 at 11:21 AM, Room [redacted] was observed to be a one-bedroom apartment that was being used as a two-bedroom apartment. The living area had a floor to ceiling curtain, attached to a wire, that stretched between opposite walls of the living area that

created a second bedroom/sleeping room thereby eliminating a usable separate living area.

On 12/10/2025 at 11:21 AM, while talking about the current room configuration, R11 stated that, "It bothers me. I don't have enough space. I am closed in. I have nowhere to do anything. I am crafter and all my stuff is just in boxes still." R11 stated, "It makes me feel sad, and angry. I have been trying to move into a studio apartment and they keep stalling. Telling me there is none available."

This is an uncorrected deficiency previously cited on 08/26/2025.

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, Maple Glen Assisted Living is or will be in compliance with this law and / or regulation on (Date) 1/24/2026 .

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

[signature] 1/6/2026

Administrator (or Representative) Date

created a second bedroom/sleeping room thereby eliminating a usable separate living area.

On 12/10/2025 at 11:21 AM, while talking about the current room configuration, R11 stated that, “It bothers me. I don’t have enough space. I am closed in. I have nowhere to do anything. I am crafter and all my stuff is just in boxes still.” R11 stated, “It makes me feel sad, and angry. I have been trying to move into a studio apartment and they keep stalling. Telling me there is none available.”

This is an uncorrected deficiency previously cited on 08/26/2025.

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, Maple Glen Assisted Living is or will be in compliance with this law and / or regulation on (Date)_____ .

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

_____ _____

Administrator (or Representative) Date

Residential Care Services
Investigation Summary Report

Provider/Facility: Maple Glen Assisted Living **Provider Type:** Assisted Living Facility

License/Cert.#: 2655
Intake ID: 190654
Compliance Determination #: 64414
Region/Unit #: RCS Region 3 / Unit E
Investigator: Paul Aube
Investigation Date(s): 08/20/2025 through 08/26/2025
Complainant Contact Date(s):

Allegation(s):
Physical Environment: Public report that facility has started renovations on rooms that may not be approved, and concern that two residents may be inhabiting a one-bedroom apartment.

Investigation Methods:

Sample:	Total residents: 58 Resident sample size: 18 Closed records sample size: 0
Observations:	Residents Resident rooms Staff to resident interactions Resident to resident interactions Dining
Interviews:	Nursing staff Management
Record Reviews:	Facility Blueprints Construction Review

Investigation Summary:
Physical Environment: Facility updating resident flooring in room, which was previously approved through the Construction Review process. Two residents were confirmed to inhabit a one-bedroom apartment, for 9 rooms in the facility. Facility observed to utilize a curtain so that a one-bedroom apartment could be used as a two bedroom apartment. Failed practice identified.

Conclusion / Action:

- [x] Failed Provider Practice Identified / Citation(s) Written
- [ ] Failed Provider Practice Not Identified / No Citation Written
- [ ] N/A

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

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 08/20/2025 and 08/26/2025 of:

Maple Glen Assisted Living
1700 N 13th Loop Rd
Shelton, WA 98584

This document references the following complaint number(s): 190654

The following sample was selected for review during the unannounced on-site visit: 18 of 58 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Paul Aube, ALF NCI

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

Statement of Deficiencies	License #: 2655	Compliance Determination # 64414
Plan of Correction	Maple Glen Assisted Living	Completion Date
Page 2 of 4	Licensee: MGAL Operations LLC	08/26/2025

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.

Rebecca Lane
Residential Care Services

08/29/2025
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.

Jamie Crowder
Administrator (or Representative)

8/29/25
Date

WAC 388-78A-3010 Resident units. The assisted living facility resident units must have the following:

(3) Unit configuration types:

(c) A one bedroom unit with separate living and sleeping rooms; or

(5) Sleeping rooms size:

(c) When a resident sleeping room is located within a private apartment:

(i) The private apartment includes a resident sleeping room, a resident living room, and a private bathroom;

This requirement was not met as evidenced by:

Based on observation, record review and interview, the assisted living facility failed to appropriately utilize the one-bedroom unit configuration type for 18 of 18 residents reviewed. This failure placed all 18 residents at risk for a loss of personal privacy, dignity, and a decreased quality of life.

Findings Included...

388-78A-2020, Definitions: "Room" means a space set apart by floor to ceiling partitions on all sides with all openings provided with doors or windows. (1) "Sleeping room" means a room where a resident is customarily expected to sleep and contains a resident's bed. (2) "Resident living room" means the common space in a resident unit that is not a sleeping room, bathroom, or closet.

Record review of the facility floor plan, undated, of a one-bedroom apartment showed

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 | 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) | Date

WAC 388-78A-3010 Resident units. The assisted living facility resident units must have the following:

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(5) Sleeping rooms size:

(c) When a resident sleeping room is located within a private apartment:

(i) The private apartment includes a resident sleeping room, a resident living room, and a private bathroom;

This requirement was not met as evidenced by:

Based on observation, record review and interview, the assisted living facility failed to appropriately utilize the one-bedroom unit configuration type for 18 of 18 residents reviewed. This failure placed all 18 residents at risk for a loss of personal privacy, dignity, and a decreased quality of life.

Findings Included…

388-78A-2020, Definitions: "Room" means a space set apart by floor to ceiling partitions on all sides with all openings provided with doors or windows. (1) "Sleeping room" means a room where a resident is customarily expected to sleep and contains a resident's bed. (2) "Resident living room" means the common space in a resident unit that is not a sleeping room, bathroom, or closet.

Record review of the facility floor plan, undated, of a one-bedroom apartment showed

that the apartment consisted of one bedroom (10ft 5in x 9ft x 8in), a living area (10ft 8in x 15ft 5in), and one bathroom (5ft 6in x 6ft 3in).

During an interview with Staff A, Executive Director, on 08/20/2025 at 11:31AM, Staff A was asked if the facility was utilizing one-bedroom apartments as a two-bedroom apartment and using a curtain to separate the two sleeping areas/bedrooms. Staff A confirmed that the facility was housing residents this way. Staff A was asked how many rooms were set up this way and Staff A stated, “Room [redacted], and [redacted].” Staff A was asked of these rooms, which rooms currently had two residents (unmarried and unfamiliar with each other) that inhabited each one-bedroom apartment. Staff A stated, “Room [redacted], and [redacted].” Staff A was asked to demonstrate how the orientation of the one-bedroom apartments were set up with a two-resident orientation. Staff A stated room [redacted] was unoccupied and stated that it could best be observed there.

On 08/20/2025 at 11:52AM, room [redacted] was observed to be a one-bedroom apartment, which consisted of one-bedroom, a living area, and a bathroom. On the right wall of the living area, which shared the left-hand wall of the bedroom, there was observed to have a curtain installed, which hung all the way to the floor. The curtain was observed to be attached to a wire which stretched from the right wall of the living area, all the way across to the opposite side of the living area and attached to the left wall, creating a second bedroom/sleeping room. Staff A was asked to clarify where the residents would be sleeping. Staff A stated that in all of the double-occupied, one-bedroom apartments, there would be one resident who resided in the bedroom, and the other resident would reside in the living room. It was observed that due to this second, facility created sleeping area, the living area was eliminated, and unusable by each inhabiting resident. Staff A was asked if the two residents who inhabited the one-bedroom apartments were married, or acquaintances, etc. Staff A stated that other than room [redacted], which two married residents inhabited, that the other residents living in this orientation did not know each other.

On 08/20/2025 at 11:57AM, room [redacted] and room [redacted] were observed to have two occupied residents, with the same orientation as room [redacted], and utilizing a curtain to create a second bedroom/sleeping area.

Review of the facility Resident Characteristic Roster, last reviewed on 08/13/2025, listed the following residents as occupying the reported one-bedroom apartments:

- [redacted]: Resident 1 (R1)
- [redacted]: Resident 2 (R2)
- [redacted]: Resident 3 (R3)
- [redacted]: Resident 4 (R4)
- [redacted]: Resident 5 (R5)
- [redacted]: Resident 6 (R6)
- [redacted]: Resident 7 (R7)
- [redacted]: Resident 8 (R8)
- [redacted]: Resident 9 (R9)
- [redacted]: Resident 10 (R10)

- [redacted] Resident 11 (R11)
- Resident 12 (R12)
- Resident 13 (R13)
- Resident 14 (R14)
- Resident 15 (R15)
- Resident 16 (R16)
- Resident 17 (R17)
- Resident 18 (R18)

During an interview with Staff A on 08/20/2025 at 1:12PM, Staff A was asked why the facility converted these one-bedroom apartments into a two-bedroom apartment, and why the residents were housed this way. Staff A stated that prior to their change in ownership that there were not many [redacted] residents in the building. Staff A stated that during that time the [redacted] residents would be housed in the facility's studio apartment floorplan. Staff A stated that after the change in ownership, the new ownership decided to make this change. Staff A stated it was at that time that residents started to get moved into this new orientation of one resident occupying the bedroom, and the other occupying the living room.

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, Maple Glen Assisted Living is or will be in compliance with this law and / or regulation on (Date) 10/10/2025.

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

Jaime Gadra
Administrator (or Representative)

9/29/2025
Date

- [redacted] Resident 11 (R11)
- Resident 12 (R12)
- Resident 13 (R13)
- Resident 14 (R14)
- Resident 15 (R15)
- Resident 16 (R16)
- Resident 17 (R17)
- Resident 18 (R18)

During an interview with Staff A on 08/20/2025 at 1:12PM, Staff A was asked why the facility converted these one-bedroom apartments into a two-bedroom apartment, and why the residents were housed this way. Staff A stated that prior to their change in ownership that there were not many [redacted] residents in the building. Staff A stated that during that time the [redacted] residents would be housed in the facility's studio apartment floorplan. Staff A stated that after the change in ownership, the new ownership decided to make this change. Staff A stated it was at that time that residents started to get moved into this new orientation of one resident occupying the bedroom, and the other occupying the living room.

Plan/Attestation Statement

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

_____ _____

Administrator (or Representative) Date