



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

VOP Bishop Place, LLC
Bishop Place Senior Living
815 SE Klemgard St
Pullman, WA 99163

RE: Bishop Place Senior Living License # 2675

Dear Administrator:

This letter addresses Compliance Determination(s) 40538 (Completion Date 04/30/2024) and 37535 (Completion Date 03/07/2024).

The Department completed a follow-up inspection of your Assisted Living Facility on 04/30/2024 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-2950-5, WAC 388-78A-2305-1, WAC 246-215-04555-1-b

The Department staff who did the on-site verification:
Sandra Fast, Community Complaint Investigator

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

Sincerely,

Stephanie Jenks, Field Manager
Region 1, Unit B
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Bishop Place Senior Living **Provider Type:** Assisted Living Facility

License/Cert.#: 2675

Intake ID: 119705

Compliance Determination #: 37535

Region/Unit #: RCS Region 1 / Unit B

Investigator: Sandra Fast

Investigation Date(s): 02/29/2024 through 03/07/2024

Complainant Contact Date(s):

Allegation(s):

1. No warm water for kitchen handwashing.
 2. Dishwasher not reaching adequate temperatures.
-

Investigation Methods:

Sample:	Total residents: 91 Resident sample size: 4 Closed records sample size: 0
Observations:	Kitchen dish washing area Dishwashing machine Kitchen clean table ware Kitchen hand washing sink
Interviews:	Executive director Dietary director Maintenance director Dish washing staff Ware machine service operator
Record Reviews:	Dishwasher temperature records Sanitizer PPM records Service records

Investigation Summary:

1. Hot water in the hand washing sink had no hot or warm water. Dish washing staff stated that they were washing their hands in the handwashing sink with cold water. Executive director and maintenance director stated the kitchen boiler had gone down in November 2023. Hot water was not available in the kitchen. Failed facility practice was identified, and a citation issued per WAC 388-78a-2950 (5) Water Supply.
2. A T-Stick (turns color within 5 seconds when 160 degrees Fahrenheit is reached) was put through a wash/rinse cycle of the stationary rack dishwasher and did not show a color change. The facility's dishwasher temperature logs for November through February showed the dishwasher failed to reach adequate wash/rinse temperatures beginning November 2023. The facility did not plan for alternate sterilization of dishes. Failed facility practice was identified, and a citation was issued per WAC 388-

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 #: 2675	Compliance Determination #37535
Plan of Correction	Bishop Place Senior Living	Completion Date
Page 1 of 4	Licenses: YOP Bishop Place, LLC	03/07/2024

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 02/29/2024 and 02/29/2024 at:

Bishop Place Senior Living
 815 SE Klemgard St
 Pullman, WA 99163

This document references the following complaint number(s): 118542, 119705

The following sample was selected for review during the unannounced on-site visit: 4 of 91 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Sandra Fast, Community Complaint Investigator

From:
 DSHS, Aging and Long-Term Support 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.

S.F.M.
 Residential Care Services

03/11/2024
 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.



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DEPARTMENT OF SOCIAL AND HEALTH SERVICES
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Statement of Deficiencies	License #: 2675	Compliance Determination # 37535
Plan of Correction	Bishop Place Senior Living	Completion Date
Page 1 of 4	Licensee: VOP Bishop Place, LLC	03/07/2024

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 02/29/2024 and 02/29/2024 of:

Bishop Place Senior Living
815 SE Klemgard St
Pullman, WA 99163

This document references the following complaint number(s): 118542, 119705

The following sample was selected for review during the unannounced on-site visit: 4 of 91 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Sandra Fast, Community Complaint Investigator

From:
DSHS, Aging and Long-Term Support 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

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.

Statement of Deficiencies	License #: 2675	Compliance Determination # 37535
Plan of Correction	Bishop Place Senior Living	Completion Date
Page 2 of 4	Licensee: VOP Bishop Place, LLC	03/07/2024


Administrator (or Representative)

3/12/2024
Date

WAC 388-78A-2950 Water supply. The assisted living facility must:

(5) Provide hot and cold water under adequate pressure readily available throughout the assisted living facility;

This requirement was not met as evidenced by:

Based on observation and interview, the facility failed to ensure hot water was supplied to 5 out of 5 sinks in the kitchen area of the assisted living facility. This failure resulted in kitchen staff having to wash their hands in cold water and placed residents at risk for cross contamination.

Findings included...

Observation on 02/29/2024 at 1:30 PM showed that when the hot water faucets were turned on in the facility's kitchen sinks, only cold water came out of the taps.

In an interview on 02/29/2024 at 1:35 PM, Staff C, Maintenance Director, stated that the hot water heater for the kitchen went out in November of 2023. Staff C stated there was no temporary solution for supplying hot water to the kitchen.

In an interview on 02-29-2024 at 1:40 PM, Staff E stated that there was no hot water in any of the sinks in the kitchen and that they had been using cold water to wash their hands. Staff E stated it had been several months since there had been hot water to wash their hands with.

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, Bishop Place Senior Living is or will be in compliance with this law and / or regulation on (Date) 4/18/24.

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

Administrator (or Representative)

Date

WAC 388-78A-2950 Water supply. The assisted living facility must:

(5) Provide hot and cold water under adequate pressure readily available throughout the assisted living facility;

This requirement was not met as evidenced by:

Based on observation and interview, the facility failed to ensure hot water was supplied to 5 out of 5 sinks in the kitchen area of the assisted living facility. This failure resulted in kitchen staff having to wash their hands in cold water and placed residents at risk for cross contamination.

Findings included...

Observation on 02/29/2024 at 1: 30 PM showed that when the hot water faucets were turned on in the facility's kitchen sinks, only cold water came out of the taps.

In an interview on 02/29/2024 at 1:35 PM, Staff C, Maintenance Director, stated that the hot water heater for the kitchen went out in November of 2023. Staff C stated there was no temporary solution for supplying hot water to the kitchen.

In an interview on 02-29-2024 at 1:40 PM, Staff E stated that there was no hot water in any of the sinks in the kitchen and that they had been using cold water to wash their hands. Staff E stated it had been several months since there had been hot water to wash their hands with.

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Administrator (or Representative)

3/12/2024

Date

WAC 246-215-04555 Equipment -- Mechanical warewashing equipment, hot water sanitization temperatures (2009 FDA Food Code 4-501.112).

(1) Except as specified in subsection (2) of this section, in a mechanical operation, the temperature of the fresh hot water SANITIZING rinse as it enters the manifold may not be more than 194° F (90° C) or less than:

(b) For all other machines, 180° F (82° C).

WAC 388-78A-2305 Food sanitation. The assisted living facility must:

(1) Manage food, and maintain any on-site food service facilities in compliance with chapter 246-215 WAC, Food service:

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the facility failed to ensure that adequate water temperature for sterilization was reached for 1 of 1 dishwasher (kitchen dishwasher). This failure resulted in improper sterilization of dishes and placed residents at risk for food born illness.

Findings included...

In an interview on 02/29/2024 at 1:26 PM, Staff D, Dietary Director, stated that the hot water did not work as they were having trouble finding a contractor to come out. Staff D stated that the administrative staff were aware and had told them it was being worked on.

Observation on 02/29/2024 at 1:32 PM showed that a temperature indicator (a disposable device that changes color when adequate temperature is reached) that was ran through a wash/rinse cycle, did not change color.

In an interview on 02/29/2024 at 1:40, Staff E, Dishwasher, stated that the dishes were air dried after they exited the dishwasher and that it took a longer amount of time to dry when the dishwasher did not reach the appropriate temperature.

In an interview on 02/29/2024 at 2:40 PM, Staff A, Executive Director, stated they were aware of the lack of hot water for the kitchen area.

In an interview on 02/29/2024 at 2:55 PM, Collateral Contact 1 (CC1), Outside Vendor, stated that the facility's dishwasher required high water temperature to sterilize dishware. CC1 stated that the facility's dishwasher should have been reaching 185°

_____ Administrator (or Representative)	_____ Date
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Based on observation, interview, and record review, the facility failed to ensure that adequate water temperature for sterilization was reached for 1 of 1 dishwasher (kitchen dishwasher). This failure resulted in improper sterilization of dishes and placed residents at risk for food born illness.

Findings included...

In an interview on 02/29/2024 at 1:28 PM Staff D, Dietary Director, stated that the hot water did not work as they were having trouble finding a contractor to come out. Staff D stated that the administrative staff were aware and had told them it was being worked on.

Observation on 02/29/2024 at 1:32 PM showed that a temperature indicator (a disposable device that changes color when adequate temperature is reached) that was ran through a wash/rinse cycle, did not change color.

In an interview on 02/29/2024 at 1:40, Staff E, Dishwasher, stated that the dishes were air dried after they exited the dishwasher and that it took a longer amount of time to dry when the dishwasher did not reach the appropriate temperature.

In an interview on 02/29/2024 at 2:40 PM, Staff A, Executive Director, stated they were aware of the lack of hot water for the kitchen area.

In an interview on 02/29/2024 at 2:55 PM, Collateral Contact 1 (CC1), Outside Vendor, stated that the facility's dishwasher required high water temperature to sterilize dishware. CC1 stated that the facility's dishwasher should have been reaching 165°

Fahrenheit (F) for a wash cycle and 180° F for a rinse/sterilization cycle. CC1 stated that they were not aware that the facility's dishwasher was not reaching adequate temperatures.

Review of the facility's dishwasher temperature logs dated November 9, 2023, through February 29, 2024, showed that the facility's dishwasher had not reached the required 180°F.

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3/12/2024
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