



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

Olympic Holdings - Riverview, LLC
Riverview Manor
555 E Goodlander Rd
Selah, WA 98942

RE: Riverview Manor License # 2701

Dear Administrator:

This letter addresses Compliance Determination(s) 75009 (Completion Date 03/27/2026) and 72848 (Completion Date 03/10/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 03/27/2026 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-2080, WAC 388-78A-2080-1, WAC 388-78A-2080-2, WAC 388-78A-2080-3, WAC 388-78A-2080-4, WAC 388-78A-2080-5

The Department staff who did the on-site verification:

Felicia Cantu, Community Complaint Investigator

If you have any questions, please contact me at (509)208-5231.

Sincerely,

Laura Williams-Davis

Laura Williams-Davis, ALF Field Manager
Region 1, Unit G
Residential Care Services

This document was prepared by Residential Care Services for the Locator website.



Residential Care Services Investigation Summary Report

Provider/Facility: Riverview Manor

Provider Type: Assisted Living Facility

License/Cert.#: 2701

Compliance Determination #: 72848

Intake ID: 209863

Investigator: Felicia Cantu

Region/Unit #: RCS Region 1 / Unit G

Investigation Date(s): 02/12/2026 through 03/10/2026

Complainant Contact Date(s): 03/10/2026

Allegation(s):

- 1) A named resident was given an eviction notice within first week of moving into the facility.
- 2) The facility did not do a proper assessment for a named resident before they moved in.
- 3) The facility did not attend to the residents' care needs and left their apartment unclean.
- 4) The facility did not initiate Tylenol orders.

Investigation Methods:

Sample:	Total residents: 59 Resident sample size: 2 Closed records sample size:
Observations:	Residents Dining Resident care equipment Resident rooms Staff to resident interactions Resident to resident interactions Facility environment
Interviews:	Residents Facility staff Others not associated with the facility
Record Reviews:	Characteristic roster Facility policies

Investigation Summary:

- 1) Observations showed that the named resident was no longer living in the facility. Interviews and record review showed that the facility followed their procedures and guidelines for immediate discharge notice. No failed practice identified.
- 2) Observations showed that the named resident was no longer living in the facility. The named resident was not assessed by a qualified assessor. Failed practice identified. 388-78A-2080.
- 3) Observations showed that the named resident was no longer living in the facility.

Observation showed common areas in the facility and sampled resident's apartments appeared clean with no foul odors. Interviews with sampled resident's who lived in the facility showed they were happy with the care they received in the facility. No failed practice identified.

4) Observations showed that staff to resident interactions appeared safe, helpful, and respectful. Interviews and record review showed that Tylenol was given to the named resident. No other residents had discrepancies' in their medication administration records. No failed practice identified.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



Residential Care Services Investigation Summary Report

Provider/Facility: Riverview Manor

Provider Type: Assisted Living Facility

License/Cert.#: 2701

Compliance Determination #: 72848

Intake ID: 208937

Investigator: Felicia Cantu

Region/Unit #: RCS Region 1 / Unit G

Investigation Date(s): 02/12/2026 through 03/10/2026

Complainant Contact Date(s):

Allegation(s):

- 1) The facility did not initiate doctor's orders for medication changes timely.
- 2) The facility did not follow their pre-admission process correctly.

Investigation Methods:

Sample:	Total residents: 59 Resident sample size: 2 Closed records sample size:
Observations:	Residents Resident rooms Staff to resident interactions Resident to resident interactions Facility environment
Interviews:	Residents Facility staff Others not associated with the facility
Record Reviews:	Characteristic roster Facility policies Resident records (face sheets, care plans, assessments, chart notes)

Investigation Summary:

- 1 Observations showed that staff to resident interactions appeared safe, helpful, and respectful. Interviews and record review showed that the facility had a process for receiving and ordering medications. No medication discrepancies found in sampled residents. No failed practice identified.
- 2) The facility had an unqualified assessor do a named resident's pre-admission assessment. Failed practice identified. WAC 388-78A-2080.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written

☐ N/A



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DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

Statement of Deficiencies	License #: 2701	Compliance Determination # 72848
Plan of Correction	Riverview Manor	Completion Date
Page 1 of 4	Licensee: Olympic Holdings - Riverview, LLC	03/10/2026

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:

Riverview Manor
555 E Goodlander Rd
Selah, WA 98942

This document references the following complaint number(s): 208937, 209863

The following sample was selected for review during the unannounced on-site visit: 2 of 59 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Felicia Cantu, Community Complaint Investigator

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 1, Unit G
1200 Alder Street
Union Gap, WA 98903

This document was prepared by Residential Care Services for the Locator website.

Statement of Deficiencies	License #: 2701	Compliance Determination # 72848
Plan of Correction	Riverview Manor	Completion Date
Page 2 of 4	Licensee: Olympic Holdings - Riverview, LLC	03/10/2026

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.

Laura Williams-Davis
Residential Care Services

03/13/2026 ^{ME}
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.

Melanie Bender
Administrator (or Representative)

3/18/2026
Date

WAC 388-78A-2080 Qualified assessor. The assisted living facility must ensure the person responsible for completing a preadmission assessment of a prospective resident:

- (1) Has a master's degree in social services, human services, behavioral sciences or an allied field and two years social service experience working with adults who have functional or cognitive disabilities; or
- (2) Has a bachelor's degree in social services, human services, behavioral sciences, or an allied field and three years social service experience working with adults who have functional or cognitive disabilities; or
- (3) Has a valid Washington state license to practice nursing, in accordance with chapters 18.79 RCW and 246-840 WAC; or
- (4) Is a physician with a valid state license to practice medicine; or
- (5) Has three years of successful experience acquired prior to September 1, 2004, assessing prospective and current assisted living facility residents in a setting licensed by a state agency for the care of vulnerable adults, such as a nursing home, assisted living facility, or adult family home, or a setting having a contract with a recognized social service agency for the provision of care to vulnerable adults, such as supported living.

This requirement was not met as evidenced by:

Based on interviews and record reviews, the facility failed to ensure the pre-admission assessment was completed by a qualified assessor for 1 of 2 residents' (Resident 1). This failure put Resident 1 at risk of undetermined needs and services upon admission to the facility.

Findings included...

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Statement of Deficiencies	License #: 2701	Compliance Determination # 72848
Plan of Correction	Riverview Manor	Completion Date
Page 3 of 4	Licensee: Olympic Holdings - Riverview, LLC	03/10/2026

Review of the facility's undated policy titled "Resident Assessment" showed that the facility shall ensure each prospective resident receives a thorough assessment prior to admission by a qualified assessor to determine their needed cares and services.

Review of the facility's undated policy titled "Assessments" showed that a qualified assessor is responsible for completing the pre-admission assessment and meets the requirements as defined in WAC 388-78-2080.

Review of Resident 1's undated demographic sheet showed that Resident 1 moved into the facility on [REDACTED] /2025, with a primary [REDACTED].

In an interview on 02/11/2026 at 3:05 PM, Collateral Contact 1 (CC1), Resident Representative, explained that Resident 1 started having incidents and accidents immediately after they moved into the facility. Additionally, CC1 stated that they had concerns that Resident 1 was not assessed appropriately before Resident 1 moved into the facility.

Review of Resident 1's incident reports showed that Resident 1 had resident-to-resident altercations on 11/14/2025, 11/19/2025, 11/22/2025, 11/24/2025, 12/19/2025, and 12/21/2025.

Review of Resident 1's pre-admission assessment, dated 07/25/2025, showed that Staff A, Resident Care Coordinator, completed the pre-admission assessment.

In an interview on 02/24/2026 at 4:32 PM, Staff A stated that they had a home care aide license with no other certificates. Staff A explained that they completed Resident 1's pre-admission assessment. However, they did not realize that they were not qualified to do the pre-admission assessments.

In an interview on 03/10/2026 at 4:00 PM Staff B, Administrator, acknowledged that Staff A was not a qualified assessor and was working on a process to ensure that all new residents are assessed by a qualified assessor.

Statement of Deficiencies

License #: 2701

Compliance Determination # 72848

Plan of Correction

Riverview Manor

Completion Date

Page 4 of 4

Licensee: Olympic Holdings - Riverview, LLC

03/10/2026

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, Riverview Manor is or will be in compliance with this law and / or regulation on (Date) 2/27/2026

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

Melanie Delker Bender
Administrator (or Representative)

3/18/2026
Date

Plan of Correction

Agency Name	Citation Date
Riverview Manor	3/10/2026
Submitted by	Date of POC Submission
Melanie Folkner-Burton Administrator X Complaint Citation Plan of Correction	3/18/2026

Citation: (list WAC) WAC 388-78-2080	
What <i>initial or immediate actions</i> were taken to address concerns affecting clients?	Immediately we changed who was to do all pre-assessments and the qualified assessor is our Registered Nurse
How will you apply the correction to all clients you support?	No preadmission assessment will be done unless it is by our RN, unless we have someone who qualifies under the list stated in WAC 388-78-2080
Who will be responsible for implementing changes and monitoring the corrections to ensure the problems do not reoccur?	The Registered Nurse Melanie Pitt and Administrator Melanie Folkner-Burton will ensure that no one does a preadmission assessment except for the RN.
Date by which lasting correction will be achieved	2/27/2026 as soon as I was informed that my prior experience in another state could not be used and I wasn't qualified, I have not done another assessment or let anyone other than RN do them and this will continue to be our practice.
Additional Information	We have two staff members who are enrolled in their bachelor programs that each have over three years working in social services, and once they have graduated, we can add them to the list of approved assessors.

Submit to RCS within 10 calendar days of receipt of letter to:

Laura Williams-Davis ALF Field Mnager

Region 1, Unit G

Residential Care Services

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