



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Home and Community Living Administration
Residential Care Services • RCSIDR@dshs.wa.gov

March 10, 2026
(email)

Licensee: White Oak Village LLC
White Oak Village Memory Care Communityid
14715 NE 20th Ave
Vancouver, WA 98686

IDR RESULTS

ALF #2738

Dear Provider:

Thank you for participating in the Informal Dispute Resolution (IDR) process. During the IDR we addressed your dispute identified in your IDR Request in response to the Statement of Deficiencies (SOD) report dated 02/10/2026. As discussed during the IDR, the following information was considered:

- All materials presented by the Assisted Living Facility ;
- All oral statements and explanations offered by the Assisted Living Facility;
- Records gathered by the Residential Care Services (RCS) regional staff.

After careful review and consideration, I have decided to make the following change to the SOD identified above:

WAC 388-78A-2120 – Interview with Staff B deleted.

Next Steps:

- Review the attached amended cover letter and SOD reflecting the change noted above.
- Follow instructions according to the cover letter to the SOD.

Note: The length of time for completion and posting of final documents to the DSHS locator, including amended documents, will vary. If you are looking for specific information not currently posted, please contact pdd@dshs.wa.gov.

If you have any questions, please contact me at scotti.bower1@dshs.wa.gov.

Sincerely,

A handwritten signature in black ink that reads "Scotti Bower". The signature is stylized, with the first name "Scotti" written in a cursive-like script and the last name "Bower" in a more formal, blocky script.

Scotti Bower
IDR Program Manager
Residential Care Services

cc: Regional Administrator, Region 3
Field Manager, Region 3 Unit E
Statewide and Regional Long Term Care Ombudsman
Central File
IDR File