



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
Residential Care Services • RCSIDR@dshs.wa.gov

February 23, 2026
(email)

Austin Hill-Administrator
White Oak Village Memory Care Community
14715 NE 20th Ave
Vancouver, WA 98686

IDR SCHEDULING LETTER
VIDEO DISABLED/TELEPHONE REVIEW

License #2738

Dear Administrator:

This letter will confirm your request for an Informal Dispute Resolution (IDR) regarding Statement of Deficiencies (SOD) dated February 10, 2026.

Scotti Bower, will meet with you **virtually/video disabled** on March 3, 2026 at 1:30.

You may join through your invitation that was sent to you on February 23, 2026.

If you have difficulty logging on, you may call 1-564-999-2000 conference ID 308 936 055# to join the meeting.

You indicated you are disputing the following citation(s):

WAC 388-78A-2120

You indicated the following individuals will participate and represent your facility in the IDR process:

Austin Hill-Administrator

Please let us know as soon as possible if others will be attending.

Please provide any additional documentation specifically related to the citation(s) you are disputing at least **one week prior** to the scheduled IDR date by emailing them to RCSIDR@dshs.wa.gov (preferred), or by faxing them to (360) 725-3225.

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

Sincerely,

Kim Friesz

Kim Friesz-Administrative Assistant 3
IDR Program
Residential Care Services

Enclosure

cc: Regional Administrator-Region 3
Field Manager-Region 3 Unit E
State and Regional Long Term Care Ombuds
Field File
Central Files
IDR File