



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Aegis Senior Communities LLC
AEGIS OF MADISON
2200 E Madison St
Seattle, WA 98112

RE: AEGIS OF MADISON License # 2241

Dear Administrator:

This letter addresses Compliance Determination(s) 36190 (Completion Date 02/07/2024) and 32551 (Completion Date 12/04/2023).

The Department completed a follow-up inspection of your Assisted Living Facility on 02/07/2024 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-2660-1, WAC 388-78A-2660-2, WAC 388-78A-2660-4

The Department staff who did the off-site verification:
Hayley Pinkham, ALF Licenser

If you have any questions, please contact me at (425)670-6070.

Sincerely,

Jamie Singer

Jamie Singer, Field Manager
Region 2, Unit J
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: AEGIS OF MADISON

Provider Type: Assisted Living Facility

License/Cert.#: 2241

Compliance Determination #: 32551

Intake ID: 103934

Investigator: Hayley Pinkham

Region/Unit #: RCS Region 2 / Unit J

Investigation Date(s): 11/15/2023 through 12/04/2023

Complainant Contact Date(s):

Allegation(s):

The Assisted Living Facility (ALF) posted and emailed a photo of the Named Resident (NR) without written consent.

Investigation Methods:

Sample:	Total residents: 93 Resident sample size: 3 Closed records sample size:
Observations:	Identified resident Residents Resident rooms Staff to resident interactions Resident to resident interactions
Interviews:	Identified resident Nursing staff Residents Family members
Record Reviews:	Medical records Facility policies

Investigation Summary:

Interview and observation of the NR showed the NR was unable to be fully interviewed, no observable concerns noted with the NR physical presentation. Interview with sampled residents and their collateral contacts showed no reported violations of privacy or reported care concerns. Record review showed the NR and his collateral contacts did not consent to the use of the NR's image to share internally or externally. Interview with the NR's collateral contact showed the ALF violated the residents rights to privacy. Deficient practice identified.

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 #: 2241	Compliance Determination # 32551
Plan of Correction	AEGIS OF MADISON	Completion Date
Page 1 of 3	Licensee: Aegis Senior Communities LLC	12/04/2023

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 11/15/2023 and 11/15/2023 of:

AEGIS OF MADISON
2200 E Madison St
Seattle, WA 98112

This document references the following complaint number(s): 103934, 102991

The following sample was selected for review during the unannounced on-site visit: 3 of 93 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Hayley Pinkham, ALF Licenser

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2, Unit J
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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.

A handwritten signature in cursive script that reads "Jamie Singer".
Residential Care Services

12/4/2023
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

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Plan of Correction

AEGIS OF MADISON

Completion Date

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12/04/2023


 Administrator (or Representative)

 12/5/23
 Date
WAC 388-78A-2660 Resident rights. The assisted living facility must:

- (1) Comply with chapter 70.129 RCW, Long-term care resident rights;
- (2) Ensure all staff persons provide care and services to each resident consistent with chapter 70.129 RCW;
- (4) Promote and protect the residents' exercise of all rights granted under chapter 70.129 RCW;

This requirement was not met as evidenced by:

Based on interview and record review, the Assisted Living Facility (ALF) failed to comply with privacy rights for 1 of 3 residents (Resident 1) when they published a photo without consent. The failure violated Resident 1's confidentiality.

Findings included...

Record review showed the ALF admitted Resident 1 to the Memory Care Unit (MCU) on [REDACTED]/2023 with a primary diagnosis of [REDACTED]. Review of a "Resident Photo Consent Form", dated 01/17/2023, included the following options requesting resident or resident's representatives approval: "Internal and Family/Friends communication: the ALF request permission to take photos during community events for internal and family/friends communication, which may include sharing and displaying in the community building, community newsletter and emails or other communications to family and friends, by signing below you give permission for the ALF to use your image in audio, photos, or video for internal community communications. External use: the ALF looks for opportunities to share stories of residents' lives, landmark events and activities that are shared with the external community too. By signing below, you are giving the ALF permission to use your image in audio, photos, or in video form of media, social media, and marketing materials, including the ALF's website and advertising."

Record review showed neither Resident 1 nor their representative signed the above options on the "Resident Photo Consent Form."

In an interview on, 11/16/2023 at 2:30 PM, Collateral Contact (CC - Resident 1's Power of Attorney/Representative) stated the ALF put Resident 1's photo in a facility newsletter with copies available to take from the building's lobby, posted in the elevator and sent via email to the families of the community. CC stated she specifically did not consent for the ALF to

Statement of Deficiencies

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use Resident 1's photo for anything other than Resident 1's medical record. CC stated Resident 1's privacy was violated.

In an interview on, 11/15/2023 at 12:50 PM, Staff A (Chief of Operations) stated Resident 1's confirmed the ALF did not have consent to publish Resident 1's photo.

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, AEGIS OF MADISON is or will be in compliance with this law and / or regulation on (Date) 1/18/24.

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

C. Saul

Administrator (or Representative)

12/15/23

Date