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

Pacifica SL Ellensburg LLC
Ellensburg Senior Living
818 E Mountain View Ave
Ellensburg, WA 98926

RE: Ellensburg Senior Living License # 2376

Dear Administrator:

This letter addresses Compliance Determination(s) 78498 (Completion Date 06/05/2026) and 73998 (Completion Date 05/01/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 06/05/2026 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-3090-1-a, WAC 388-78A-3090-1-c

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: Ellensburg Senior Living
Provider Type: Assisted Living Facility

License/Cert.#: 2376
Intake ID: 214110
Compliance Determination #: 73998
Region/Unit #: RCS Region 1 / Unit G
Investigator: Tracy Ramirez
Investigation Date(s): 03/09/2026 through 05/01/2026
Complainant Contact Date(s):

Allegation(s):
The facility memory care doors were not functioning appropriately.

Investigation Methods:

Sample:	Total residents: 69 Resident sample size: 0 Closed records sample size: 0
Observations:	The facility's common areas, resident rooms, resident to resident and staff to resident interactions.
Interviews:	Facility staff and others not associated with the facility.
Record Reviews:	Resident characteristic roster, staff roster, invoice receipt, Washington state patrol fire protection bureau visit, and facility policies.

Investigation Summary:
Interviews and record reviews showed that the facility's memory care unit two's doors had been malfunctioning. Failed practice identified Washington Administrative Code (WAC) 388-78A-3090. Refer to Statement of Deficiencies (SOD) 05/01/2026.

Conclusion / Action:

- [x] Failed Provider Practice Identified / Citation(s) Written
- [ ] Failed Provider Practice Not Identified / No Citation Written
- [ ] N/A

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

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

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 03/09/2026 of:

Ellensburg Senior Living
818 E Mountain View Ave
Ellensburg, WA 98926

This document references the following complaint number(s): 214110, 215952

The following sample was selected for review during the unannounced on-site visit: 0 of 69 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Tracy Ramirez, Assisted Living Facility Licensor

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 Plan of Correction Page 2 of 4	License #: 2375 Ellensburg Senior Living Licensee: Pacifica SL Ellensburg LLC	Compliance Determination #73998 Completion Date 05/01/2026

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

05/12/2026
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.

Administrator (or Representative)

5/19/2026
Date

WAC 388-78A-3090 Maintenance and housekeeping.

(1) The assisted living facility must:

(a) Provide a safe, sanitary and well-maintained environment for residents;

(c) Keep facilities, equipment and furnishings clean and in good repair; and

This requirement was not met as evidenced by:

Based on record review and interviews, the Assisted Living Facility failed to ensure that the facility's doors were in good repair for memory care unit two for 1 of 1 door (Door 1). This failure placed residents and visitors at risk of not being able to safely leave in the event of an emergency.

Findings included...

In an interview on 02/26/2026 at 1:40 PM, Collateral Contact 1 (CC1), outside agency, stated that when one of their staff went out to the facility, they called stating they were stuck in memory care unit two's (MCU2) while the administrator was attempting to get MCU2's doors working appropriately. CC1 stated that they were concerned that if there was an emergency where residents needed to be to be evacuated, they would be unable due to doors not functioning.

In an interview on 03/09/2026 at 10:35 AM, Staff A, Administrator, stated that secured MCU2's doors had issues where they temporarily were not functioning. Staff A stated that the most recent time it had lost function was on 03/08/2026 and that they had come into the facility to reset the doors until it functioned again.

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

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.

Administrator (or Representative) | Date

WAC 388-78A-3090 Maintenance and housekeeping.

(1) The assisted living facility must:

(a) Provide a safe, sanitary and well-maintained environment for residents;

(c) Keep facilities, equipment and furnishings clean and in good repair; and

This requirement was not met as evidenced by:

Based on record review and interviews, the Assisted Living Facility failed to ensure that the facility's doors were in good repair for memory care unit two for 1 of 1 door (Door 1). This failure placed residents and visitors at risk of not being able to safely leave in the event of an emergency.

Findings included…

In an interview on 02/25/2026 at 1:40 PM, Collateral Contact 1 (CC1), outside agency, stated that when one of their staff went out to the facility, they called stating they were stuck in memory care unit two's (MCU2) while the administrator was attempting to get MCU2's doors working appropriately. CC1 stated that they were concerned that if there was an emergency where residents needed to be to be evacuated, they would be unable due to doors not functioning.

In an interview on 03/09/2026 at 10:35 AM, Staff A, Administrator, stated that secured MCU2's doors had issues where they temporarily were not functioning. Staff A stated that the most recent time it had lost function was on 03/08/2026 and that they had come into the facility to reset the doors until it functioned again.

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

In an interview on 03/09/2026 at 10:42 AM, Collateral Contact 2 (CC2), outside agency, stated that when they were at the facility administrator had been accompanying them in MCU2. CC2 stated that when they had attempted to leave MCU2 the key-code was not functioning and in addition the emergency button was not working when the administrator attempted several times. CC2 stated that the administrator had to take them through the back stairwell up to the second floor of the facility's assisted living section and back downstairs to the main lobby, at this point the doors were still not functioning as CC1 had observed staff continuing to attempt to fix the doors.

In an interview on 03/09/2026 at 11:37 AM, Staff B, Maintenance Director, stated that the secured MCU2's doors had been malfunctioning throughout the last couple of months. Staff B stated that at the beginning it had taken longer to fix the issue and now takes around 15 minutes each time.

In an interview on 03/09/2026 at 11:46 AM, Staff C, Medication Technician, stated that they work in all three units of the facility, when they had worked in MCU2 that they had witnessed the doors malfunction.

Review of Washington state patrol fire protection bureau onsite visit dated 03/17/2026, showed that the facility stated that their memory care doors had malfunctioned after visitors were unable to utilize the code correctly to leave the secured memory care unit.

In an interview on 03/09/2026 at 12:02 PM, Staff A acknowledged that MCU2's doors had malfunctioning issues and in the last 30 days were more frequent around a half of a dozen times.

In an interview on 05/01/2026 at 2:12 PM, Staff D, anonymous staff , acknowledged that MCU2's doors had been malfunctioning. Staff D stated that when staff needed to call their administrator to come to the facility and fix the doors, they lived 30 minutes away and then it would take up to an additional 15 minutes to fix. In addition, Staff D stated that the staff would have to attempt to monitor both MCU2's main doors and the residents' secured back gate in their courtyard for the safety of the residents. Staff D stated that when the MCU2's doors malfunctioned it would disengage the residents' secured back gate in their courtyard and staff would barricade the other side of the gate to prevent residents from potentially eloping.

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

Statement of Deficiencies Plan of Correction Page 4 of 4	License # 2375 Ellensburg Senior Living Licensee: Pacifica SL Ellensburg LLC	Compliance Determination #73998 Completion Date 05/01/2026

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, Ellensburg Senior Living is or will be in compliance with this law and / or regulation on (Date) 6/05/2026

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

Administrator (or Representative) 5/19/2026 Date

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

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, Ellensburg Senior Living is or will be in compliance with this law and / or regulation on (Date)_____ .

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

_____ _____

Administrator (or Representative) Date

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