NOTICE OF CONDITIONS ON LICENSE

October 23, 2026

Based on the Statement of Deficiencies dated **October 9, 2026,** the Department of Social and Health Services imposes the following conditions on the license of ***Sycamore Glen at Quail Hollow, License # 2556, located at 506 N Ehorn Lane, Chewelah, Washington.***

- ***The licensee must hire, at their own expense, by December 1, 2026, a registered nurse consultant (RNC) board certified in developmental disabilities (CDDN) and psychiatric-mental health (PMH-BC) who is also familiar with assisted living facility regulations, medication systems, and nursing medication delegation, not currently or previously affiliated with the facility, to assist with the following:***
  - ***Ensure ALL staff providing nursing delegation services have completed credential verification, DSHS Nurse Delegation certifications, and Nurse Delegation training to include weekly RND supervision and evaluation no later than December 15, 2026.***
  - ***Ensure only staff with current necessary qualifications provide delegated tasks to any resident assessed to need the service.***
  - ***Develop and implement a process for staff providing nurse delegation tasks to not pass medications until they are delegated to do so and all parts of WAC 388-78A-2320 are met.***
  - ***Assess the current medication system and if necessary, develop a new system or modify the existing system to comply with all applicable medication regulations for assisted living facilities to include but not limited to WAC 388-78A-2210.***
  - ***Ensure staff providing resident medications are trained on the electronic medication administration record to meet WAC 388-78A-2450.***
  - ***Train all current staff performing as medication technicians in the new or updated medication system to ensure a clear understanding of safe medication delivery and to ensure residents receive medications as prescribed.***
  - ***Ensure ALL staff are trained on and can use the facility's electronic medication administration system. Ensure the nurse and/or health care provider is contacted when residents refuse or miss their medications and said instances are evaluated to meet WAC 388-78A-2230.***
  - ***Develop a system to ensure that changes in condition are reported to the facility nurse and are evaluated to determine if there is a need for further action to meet WAC 388-78A-2120.***
  - ***Ensure residents with specialty needs to include mental health disorders and developmental disabilities are not subjected to restraints, abuse, or punitive punishments per WAC 388-78A-2660.***
  - ***Ensure staff are trained to implement interventions in negotiated service agreements to meet WAC-78A-2160.***

- ***The licensee will provide the RCS Field Manager with the RNC contact information as soon as the RNC is hired on or before December 1, 2026.***

- ***The RNC will be available to the Department to answer questions.***

- ***The RNC will send weekly progress reports every Friday to the RCS Field Manager for review starting December 22, 2026.***

- ***The licensee will give the consultant a copy of the Statement of Deficiencies dated August 10, 2026, and October 9, 2026.***

- ***The licensee must ensure repairs to resident rooms are repaired and that residents have access and ability to a communication system to summon staff for assistance no later than December 1, 2026.***

- ***The licensee must hire, at their own expense, by December 1, 2026, an assisted living administrator consultant who meets the requirements under chapter 388-112A and who knows and understands how to apply Washington state statutes and administrative rules related to the operation of an assisted living facility with at least five years' experience, and is not currently or previously affiliated with the facility, to assist with the following:***
  - ***Develop a system to ensure residents are not restrained, abused, or subjected to punitive actions that violate resident rights to meet WAC 388-78A-2660.***
  - ***Develop a system to ensure required resident supervision is provided and that staff providing the supervision are awake and alert to meet WAC 388-78A-2660.***
  - ***Develop a system to ensure agreed upon care in negotiated service agreements is implemented to meet WAC 388-78A-2160.***
  - ***Develop a system to ensure the facility is maintained in safe and sanitary conditions to meet WAC 388-78A-3090.***
  - ***Ensure all staff employed by the facility receive required training and certification to meet WAC388-78A-2450.***
  - ***Ensure each staff person is trained on the process of reporting alleged or suspected abuse, neglect, or incidents that may adversely affect a resident, and that a system is developed to ensure each staff person makes a report to the Department to meet the requirements of 388-78A-2630.***
  - ***Develop a system to ensure records are available for review by department staff to meet the requirements of 388-78A-2420.***
  - ***Ensure the facility administrator is qualified and trained to direct and supervise the day-to-day operations of the facility to meet the requirements of WAC 388-78A-2560.***
  - ***Ensure facility policies and procedures are developed and implemented to meet the requirements of WAC 388-78A-2600.***
  - ***Ensure that a qualified assessor conducts resident preadmission assessments that meet the requirements of WAC 388-78A- 2060 and that are completed in entirety and are legible.***
  - ***Develop a system to ensure investigations are documented and that staff who conduct investigations determine the circumstances of incidents and protect residents during the course of the investigation to meet the requirements of WAC 388-78A-2371.***

- ***The consultant hired by the facility will oversee and collaborate with the registered nurse consultant to ensure the operations of the facility meet all conditions required by the Department to correct and be in compliance with assisted living facility regulations.***

- ***The licensee will provide the RCS Field Manager with the name of the administrator consultant and contact information as soon as the consultant is hired.***

- ***The administrator consultant will be available to the Department to answer questions.***

- ***The administrator consultant will send weekly progress reports on each Friday of the week to the RCS Field Manager for review.***

- ***The licensee will give the consultant a copy of the Statement of Deficiencies dated August 10, 2026, and October 9, 2026.***

- ***The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area accessible to residents and visitors.***

These conditions are effective on **October 23, 2026**, and remain in effect until lifted by formal Department of Social and Health Services notice.



Matt Hauser
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