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

06/29/2026

Greenlake Management Columbian, LLC
Royal Columbian Senior Living
5615 W Umatilla Ave
Kennewick, WA 99336

RE: Royal Columbian Senior Living # 2581

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 79638 (Completion Date 06/29/2026) and 75946 (Completion Date 05/12/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 06/29/2026 and found no deficiencies.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-78A-2410 Content of resident records. The assisted living facility must organize and maintain resident records in a format that the assisted living facility determines to be useful and functional to enable the effective provision of care and services to each resident. Active resident records must include the following:

(8) Medical and nursing services provided by the assisted living facility for a resident, including:

(a) A record of providing medication assistance and medication administration, which contains:

(iii) The signature or initials of the person providing any medication assistance or administration; and

(b) A record of any nursing treatments, including the signature or initials of the person providing them.

The Department staff who did the On Site verification:
Jessica Clapp, Assisted Living Facility Licensor

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

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

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Residential Care Services
Investigation Summary Report

Provider/Facility: Royal Columbian Senior Living
License/Cert.#: 2581
Compliance Determination #: 75946
Investigator: Jessica Clapp
Provider Type: Assisted Living Facility
Intake ID: 219041
Region/Unit #: RCS Region 1 / Unit G
Investigation Date(s): 04/16/2026 through 05/12/2026
Complainant Contact Date(s): 04/16/2026

Allegation(s):
Delegated nursing tasks being completed by undelegated staff.

Investigation Methods:

Sample:
Total residents: 91
Resident sample size: 7
Closed records sample size: 1

Observations:
Identified resident
Residents
Activities
Dining
Resident care equipment
Resident rooms
Staff to resident interactions
Resident to resident interactions
Medication administration

Interviews:
Nursing staff
Identified staff
Identified resident
Residents
Family members
Business office manager
Human resources
Administrator
Registered Nurse Delegator
Health and Wellness Director
Resident Care Coordinator

Record Reviews:
Medical records (face sheet, progress notes, care plan, medication administration record, delegation records)
Incident investigation
Facility policies
Personnel files
Staff training records
Staff patterns

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Investigation Summary:

Interviews showed that the facility had a system to ensure qualified staff completed delegated nursing tasks. Additional interviews showed that medication technicians had shared medication administration login and passwords and that qualified medication technicians documented the completion of delegated nursing tasks with the login of an unqualified medication technician. Record reviews showed that delegated tasks were completed and documented by the named unqualified staff when they were not working at the facility. Failed practice was identified. Refer to Washington Administrative Code (WAC) 388-78A-2410(8)(a)(iii)(b).

Conclusion / Action:

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

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HOME AND COMMUNITY LIVING ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

Statement of Deficiencies	License #: 2581	Compliance Determination # 75946
Plan of Correction	Royal Columbian Senior Living	Completion Date
Page 1 of 4	Licensee: Greenlake Management Columbian, LLC	05/12/2026

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 04/16/2026 of:

Royal Columbian Senior Living
5615 W Umatilla Ave
Kennewick, WA 99336

This document references the following complaint number(s): 219041, 219218

The following sample was selected for review during the unannounced on-site visit: 7 of 91 current residents and 1 former residents.

The department staff that investigated the Assisted Living Facility:

Jessica Clapp, 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

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Statement of Deficiencies	License #: 2581	Compliance Determination # 75946
Plan of Correction	Royal Columbian Senior Living	Completion Date
Page 2 of 4	Licensee: Greenlake Management Columbian, LLC	05/12/2026

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

05/19/2026
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)

5.20.26
Date

WAC 388-78A-2410 Content of resident records. The assisted living facility must organize and maintain resident records in a format that the assisted living facility determines to be useful and functional to enable the effective provision of care and services to each resident. Active resident records must include the following:

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(b) A record of any nursing treatments, including the signature or initials of the person providing them.

This requirement was not met as evidenced by:

Based on interview and record review the facility failed to ensure correct documentation of staff providing medications to residents for 2 of 6 residents (Resident 3 and 5). This failure resulted in the incorrect documentation of medications administered by staff.

Findings included...

<Resident 3>

Review of Resident 3's Negotiated Service Agreement (NSA), dated 03/31/2026, showed

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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-2410 Content of resident records. The assisted living facility must organize and maintain resident records in a format that the assisted living facility determines to be useful and functional to enable the effective provision of care and services to each resident. Active resident records must include the following:

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This requirement was not met as evidenced by:

Based on interview and record review the facility failed to ensure correct documentation of staff providing medications to residents for 2 of 6 residents (Resident 3 and 5). This failure resulted in the incorrect documentation of medications administered by staff.

Findings included…

<Resident 3>

Review of Resident 3's Negotiated Service Agreement (NSA), dated 03/31/2026, showed

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that the resident had medical conditions that included diabetes (the body's inability to regulate blood sugar). The NSA showed that Resident 3 required their blood sugar to be checked and required staff assistance with their medications.

Review of Resident 3's Medication Administration Record (MAR) for February 2026 showed that the resident required their blood sugar to be checked once daily at night. The MAR showed that Staff D, Medication Technician (MT), initials were signed that they had checked Resident 3's blood sugar 16 times during the month.

<Resident 5>

Review of Resident 5's NSA, dated 03/27/2025, showed that the resident had medical conditions that included diabetes. The NSA showed that Resident 5 required total assistance with their medications by qualified staff.

Review of Resident 5's MAR for March 2026, showed that the resident required to have their blood sugars checked four times daily and that Staff D's initials were signed on the MAR that they had checked Resident's 5's blood sugars once during the month. The MAR showed that Resident 5 required Humalog (injected medication that regulates the body's blood sugar) and that Staff D initials were signed which showed they administered the medication four times.

In an interview on 04/30/2026 at 10:26 AM, Staff D stated that they worked at the facility as a medication technician and that they could not do delegated nursing tasks because they had not completed the delegation requirements. Staff D stated that they did not do delegated nursing tasks for any resident residing at the facility. Staff D stated they were instructed to share their MAR login and password with other medication technicians when their own logins were not working. Staff D stated the delegated nursing tasks documented in the MAR under their name were completed by other medication technicians. Staff D stated that this practice occurred more than once.

In an interview on 4/30/2026 at 11:46 AM, Staff H, MT, stated that they worked at the facility as a medication technician. Staff H stated that their MAR login and password was not working and that they were instructed by another MT to use Staff D's login and password to complete tasks and documentation. Staff H stated that it took about six days before they were able to use their own login.

In an interview on 05/01/2026 at 9:49 AM, Staff F, Administrator, stated that they became aware that Staff H used another medication technician's login when they could not use their own. Staff F stated that this occurred when the MT started working and there wasn't staff available to set up a login for them.

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Statement of Deficiencies	License #: 2581	Compliance Determination # 75946
Plan of Correction	Royal Columbian Senior Living	Completion Date
Page 4 of 4	Licensee: Greenlake Management Columbian, LLC	05/12/2026

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, Royal Columbian Senior Living is or will be in compliance with this law and / or regulation on (Date) 6.21.2026 .

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

Administrator (or Representative)

5.20.2026
Date

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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, Royal Columbian 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

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