STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Belamour, INC.
Windsor Gardens Memory Care
1602 NE 162nd Ave
Vancouver, WA 98684

RE: Windsor Gardens Memory Care License # 2653

Dear Administrator:

This letter addresses Compliance Determination(s) 84424 (Completion Date 09/29/2026) and 81102 (Completion Date 08/13/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 09/29/2026 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-2040-1

The Department staff who did the off-site verification:
Richard Westom, NCI, ALF Complaint Investigator

If you have any questions, please contact me at (253)254-3190.

Sincerely,

Cory Cisneros

Cory Cisneros, Nursing Home Allied Health Field Manager
Region 3, Unit E
Residential Care Services

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

Residential Care Services
Investigation Summary Report

Provider/Facility: Windsor Gardens Memory Care
Provider Type: Assisted Living Facility
License/Cert.#: 2653
Intake ID: 232421
Compliance Determination #: 81102
Region/Unit #: RCS Region 3 / Unit E
Investigator: Richard Westom
Investigation Date(s): 07/27/2026 through 08/13/2026
Complainant Contact Date(s):

Allegation(s):
1. Other services. Facility failed to obtain a memory care certification.

Investigation Methods:

Sample:	Total residents: 9 Resident sample size: 9 Closed records sample size: 0
Observations:	Residents Staff to resident interactions Signage
Interviews:	Executive director
Record Reviews:	Medical records

Investigation Summary:
1. Other services. After interviews, observation and record review, the facility did fail to obtain a memory care certificate. Failed practice.

Conclusion / Action:

- [x] 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 #: 2653	Compliance Determination #81102
Plan of Correction	Windsor Gardens Memory Care	Completion Date
Page 1 of 3	Licensee: Belamour, INC.	08/13/2026

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 07/27/2026 and 08/06/2026 of:

Windsor Gardens Memory Care
1602 NE 162nd Ave
Vancouver, WA 98684

This document references the following complaint number(s): 232421

The following sample was selected for review during the unannounced on-site visit: 9 of 9 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Richard Westom, NCI, ALF Complaint Investigator

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 3 , Unit E
800 NE 136th Ave Ste 200
Vancouver, WA 98684

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Statement of Deficiencies	License #: 2653	Compliance Determination #81102
Plan of Correction	Windsor Gardens Memory Care	Completion Date
Page 2 of 3	Licensee: Belamour, INC.	08/13/2026

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.

Cory Cisneros
Residential Care Services

08/17/2026
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)

8/25/26
Date

WAC 388-78A-2040 Other requirements.

(1) The assisted living facility must comply with all other applicable federal, state, county and municipal statutes, rules, codes and ordinances, including without limitations those that prohibit discrimination.

This requirement was not met as evidenced by:

Based on interview, record review, and observation, the Assisted Living Facility (ALF) failed to apply memory care certification requirements by July 1 2026 for 1 of 1 facility reviewed. This failure resulted in residents residing in an uncertified memory care facility and placed residents at risk of unmet care needs and decreased quality of life.

Findings included. .

Revised Code of Washington (RCW) 18.20.540
Memory care facilities—Certification.
"(1) After July 1, 2026, a person may not operate or maintain a memory care facility or memory care unit within this state without becoming certified under this section. . (1) The legislature finds that...(b) A growing number of assisted living facilities use memory care in their names or their service descriptions and advertise themselves as providing memory care, Alzheimer's care, or dementia care."

Record review of Dear Provider Letter #2026-009, dated 02/26/2026, showed, "This legislation requires ALFs with restricted egress for residents with cognitive impairment and facilities marketing or representing themselves as providing memory care services or specialized dementia care within a dedicated facility or unit to be certified by July 1,

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Residential Care Services

08/17/2026
Date

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2026."

Record review of Dear Provider Letter #2026-016, dated 04/14/2026, showed, "The legislation requires ALFs with restricted egress for residents with cognitive impairment, facilities marketing or representing themselves as providing memory care services, or specialized dementia care services within a dedicated memory care facility or memory care unit, be certified by July 1, 2026."

Review of Department Records on 08/13/2026, showed the facility name as being "Windsor Gardens Memory Care," and no Memory Care Certification application and payment, or request for facility name change had been submitted or received by the department.

In an observation on 07/27/2026 at 09:55 AM, the outside public facing facility sign read "Windsor Gardens Memory Care."

In an interview on 07/27/2026 at 10:02 AM, Staff A, executive director, stated he did not think the memory care certification process applied to their building since they did not have restricted egress or wander guard use, and did not include secure memory care as a service in their disclosure of services. Staff A stated they reviewed the frequently asked questions page that had talked about restricted egress and wander guards but did not see the Dear Provider Letters or attend the training related to the memory care certification and stated he was under the impression that it did not apply to the building. Staff A was informed that the building name had memory care in it, and that the building name was advertising as a memory care.

In an interview on 08/13/2026 at 1:06 PM, Staff A, executive director, stated "I have reviewed the provider letters, and the memory care certification does apply to us".

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, Windsor Gardens Memory Care is or will be in compliance with this law and / or regulation on (Date) 9/27/2026

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

Administrator (or Representative) — Date: 8/25/26

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2026."

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

_____ _____

Administrator (or Representative) Date

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