



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Ave Ste 200, Vancouver, WA 98684

Cypress Gardens ALC LLC
Arbor Assisted Living
3500 9TH ST
BREMERTON, WA 98312

RE: Arbor Assisted Living # 2663

Dear Administrator:

This document references Compliance Determination 45101 (08/06/2024), which included complaint number(s) 139999.
The Department completed a complaint investigation of your Assisted Living Facility on 08/06/2024 and found that your facility does not meet the Assisted Living Facility requirements.

The department staff who did the inspection and provided consultation:

Nishant Mehra, Community Licensor
Nikolas Jennings, Community Nurse Complaint Investigator

Consultation:

WAC 388-78A-3040 Laundry.

(1) The assisted living facility must provide laundry and linen services on the premises, or by commercial laundry.

The facility failed to ensure that all residents received laundry service according to the negotiated service agreement. The facility administrator is implementing a plan to prevent future occurrences.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

The Department May:

- Inspect the facility to determine if you have corrected all deficiencies.

You May:

- Contact me for clarification of the deficiency or deficiencies found.

In Addition, You May:

- Request an **Informal Dispute Resolution (IDR)** review within 10 working days after you receive this letter. Your IDR request **must** include:
 - o What specific deficiency or deficiencies you disagree with;
 - o Why you disagree with each deficiency; and
 - o Whether you want an IDR to occur in-person, by telephone or as a paper review.
 - o Send your request to:

IDR Program Manager
Department of Social and Health Services
Aging and Long-Term Support Administration
Residential Care Services
PO Box 45600
Olympia, WA 98504-5600

If You Have Any Questions:

- Please contact me at (360)397-9556.

Sincerely,



Jody Just, Field Manager
Region 3, Unit Z
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Arbor Assisted Living
License/Cert.#: 2663

Provider Type: Assisted Living Facility

Compliance Determination #: 45101

Intake ID: 139999

Investigator: Nikolas Jennings

Region/Unit #: RCS Region 3 / Unit D

Investigation Date(s): 08/05/2024 through 08/06/2024

Complainant Contact Date(s):

Allegation(s):

- 1- Physical Environment- Laundry services are not being completed weekly
- 2- Quality of Care/Treatment- Residents are wearing clothes for many days at a time

Investigation Methods:

Sample:	Total residents: 54 Resident sample size: 3 Closed records sample size: 0
Observations:	Identified resident Residents Dining Resident rooms Staff to resident interactions Resident to resident interactions
Interviews:	Identified resident Nursing staff Residents
Record Reviews:	Medical records Negotiated Service Agreements Disclosure of Services Facility Policy

Investigation Summary:

- 1- Physical Environment- Laundry services are not being completed weekly. Sufficient evidence to conclude failed practice related to laundry being completed in a timely manner, however a system is in place to prevent further concerns. Consultation written.
- 2- Quality of Care/Treatment- Residents are wearing clothes for many days at a time. All residents visualized with clean clothes during inspection. Additional loaner clothes available in activity room. No failed practice.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A