STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

Spokane Valley AL, LLC
Trustwell Living at Ridgeview Place
12903 E Mission Ave
Spokane Valley, WA 99216

RE: Trustwell Living at Ridgeview Place # 2730

Dear Administrator:

This document references Compliance Determination 80795 (07/22/2026), which included complaint number(s) 232422.

The Department completed a complaint investigation of your Assisted Living Facility on 07/22/2026 and found that your facility does not meet the Assisted Living Facility requirements.

The department staff who did the inspection and provided consultation:

Abigail Vanderkolk, Community Complaint Investigator

Consultation:

WAC 388-78A-2730 Licensee's responsibilities.

(1) The assisted living facility licensee is responsible for:

(b) Complying at all times with the requirements of this chapter, chapter 18.20 RCW, and other applicable laws and rules; and

Based on interview and record review, the facility failed to submit application for Memory Care Certification by the deadline. The administrative facility staff that were interviewed stated that an application for Memory Care Certification was submitted on 07/10/2026. A review of facility records showed that the facility applied for Memory Care Certification on 07/10/2026. prior to the complaint investigation exit.

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

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:
  - What specific deficiency or deficiencies you disagree with;
  - Why you disagree with each deficiency; and
  - Whether you want an IDR to occur in-person, by telephone or as a paper review.
  - You can make an IDR request and find directions on the IDR web page at: https://www.dshs.wa.gov/altsa/idr

If You Have Any Questions:

- Please contact me at (509)993-7821.

Sincerely,

Stephanie Jenks, Community Field Manager
Region 1, Unit B
Residential Care Services

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Residential Care Services
Investigation Summary Report

Provider/Facility: Trustwell Living at Ridgeview Place
License/Cert.#: 2730
Compliance Determination #: 80795
Investigator: Abigail Vanderkolk
Investigation Date(s): 07/22/2026 through 07/22/2026
Complainant Contact Date(s):

Provider Type: Assisted Living Facility

Intake ID: 232422
Region/Unit #: RCS Region 1 / Unit B

Allegation(s):
Lack of Memory Care Certification application by deadline

Investigation Methods:

Sample:	Total residents: 56 Resident sample size: 0 Closed records sample size: 0
Observations:	N/A
Interviews:	Administrator Memory Care Director
Record Reviews:	Memory Care Certification Application Characteristic Roster

Investigation Summary:
Based on interview and record review, the facility failed to submit application for Memory Care Certification by the deadline. The facility was found to have submitted an application for Memory Care Certification on 07/10/2026. Consultation was provided under WAC 388-78A-2730(1)(b), RCW 18.20.190(1)(e)(f), and RCW 18.20.540(1).

Conclusion / Action:

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

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