



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

Southridge Operations, LLC
Windsong at Southridge
4000 W 24th Avenue
Kennewick, WA 99338

RE: Windsong at Southridge License # 2743

Dear Administrator:

This letter addresses Compliance Determination(s) 76358 (Completion Date 04/23/2026) and 73020 (Completion Date 02/25/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 04/23/2026 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, WAC 388-78A-2040-1, WAC 388-78A-2040-2

The Department staff who did the off-site verification:
Elaine Lopez, Licenser

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



Residential Care Services Investigation Summary Report

Provider/Facility: Windsong at Southridge

Provider Type: Assisted Living Facility

License/Cert. #: 2743

Intake ID: 213302

Compliance Determination #: 73020

Region/Unit #: RCS Region 1 / Unit G

Investigator: Elaine Lopez

Investigation Date(s): 02/25/2026 through 02/25/2026

Complainant Contact Date(s):

Allegation(s):

1. The facility failed their Fire Marshal re-inspection.

Investigation Methods:

Sample:	Total residents: 49 Resident sample size: 2 Closed records sample size: 1
Observations:	Common areas, a resident apartment, enclosed courtyards, resident to resident and resident to staff interactions were respectful.
Interviews:	Facility staff, sampled residents, others not associated with the facility.
Record Reviews:	Fire Marshal inspection reports, resident characteristic roster, resident records (demographic page care plan), and incident investigation.

Investigation Summary:

1. The facility failed their initial Fire Marshal inspection and their first follow-up Fire Marshal reinspection. Failed practice identified. WAC 388-78A-2040(1)(2).

Conclusion / Action:

- ☒ 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 #: 2743	Compliance Determination # 73020
Plan of Correction	Windsong at Southridge	Completion Date
Page 1 of 3	Licensee: Southridge Operations, LLC	02/25/2026

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 02/25/2026 of:

Windsong at Southridge
4000 W 24th Avenue
Kennewick, WA 99338

This document references the following complaint number(s): 212656, 213302

The following sample was selected for review during the unannounced on-site visit: 2 of 49 current residents and 1 former residents.

The department staff that investigated the Assisted Living Facility:

Elaine Lopez, Licensur

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 1 , Unit G
1200 Alder Street
Union Gap, WA 98903

02.27.2026 16:15:49

State of Washington

Statement of Deficiencies	License #: 2743	Compliance Determination #73020
Plan of Correction	Windsong at Southridge	Completion Date
Page 2 of 3	Licenses: Southridge Operations, LLC	02/25/2026

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

02/27/2026
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.

[Signature]
Administrator (or Representative)

03/07/26
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.

(2) The assisted living facility must have its building approved by the Washington state fire marshal in order to be licensed.

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to maintain compliance with the Washington State Patrol Fire Protection Bureau when the Deputy State Fire Marshal found the facility was non-compliant during their re-inspection of the facility. This failure placed residents living in the facility, staff, and visitors at risk of harm.

Findings included...

Record review of the Deputy State Fire Marshal (DSFM)'s report, dated 02/17/2026, showed that the facility failed their initial inspection on 04/07/2025. The follow-up reinspection on 02/17/2026 showed that the facility continued to violate the following requirements:

Gates:

- The facility shall ensure that all exit gates from courtyards, unlock upon actuation of the automatic sprinkler system or automatic fire detection system
- Unlock upon loss of electrical power controlling the lock or lock mechanism
- Capable of being deactivated by a signal from a switch located in an approved location
- Have a system, such as a keypad and code, in place that allows visitors, staff persons, and appropriate residents to exit, and instructions for exiting shall be posted within six

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Residential Care Services

Date

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Administrator (or Representative)

Date

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Statement of Deficiencies	License # 2743	Compliance Determination #73020
Plan of Correction	Windsong at Southridge	Completion Date
Page 3 of 3	Licenses: Southridge Operations, LLC	02/25/2026

feet of the door

Maintenance:

- The facilities annual inspection, testing and maintenance on the emergency generator report was deficient. Fuel test failed.

In an interview on 2/25/2026 at 10:47 AM Staff A, Receptionist, acknowledged that the facility had the Fire Marshal at the facility recently and that there were uncorrected violations during their reinspection that occurred on 2/17/2026.

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, Windsong at Southridge is or will be in compliance with this law and / or regulation on (Date) 4/10/26.

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



Administrator (or Representative)

3/10/26

Date

feet of the door

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