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

09/10/2026

Grandview Assited Living LLC
Magnolia Assisted Living
912 Hillcrest St
Grandview, WA 98930

RE: Magnolia Assisted Living # 2750

Dear Administrator:

This letter addresses deficiencies occurring in the report(s) for: Compliance Determination(s) 83469 (Completion Date 09/10/2026) and 79971 (Completion Date 07/15/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 09/10/2026 and found no deficiencies.

The Department found that deficiencies for the following licensing laws and regulations were corrected:

WAC 388-78A-2680 Electronic monitoring equipment Audio monitoring and video monitoring.

(3) The assisted living facility may only video record community activities in the facility or on the premises with the audio component when the following are met:

(a) A resident requests an activity be recorded;

(b) A sign is posted at the entry to the activity area in which the event occurs and at the time of the event, to notify residents of the video, audio recording, or both; and

(c) The facility notifies all residents in writing for each use of video and audio monitoring equipment, providing that the residents' likeness will not be used in promotional materials without their written consent.

WAC 388-78A-2466 Background checks Washington state name and date of birth background check Valid for two years National fingerprint background check Valid indefinitely.

(1) A Washington state name and date of birth background check is valid for two years from the initial date it is conducted. The assisted living facility must ensure:

(a) A new DSHS background authorization form is submitted to the department's background check central unit every two years for all administrators, caregivers, staff persons, volunteers and students; and

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(b) There is a valid Washington state name and date of birth background check for all administrators, caregivers, staff persons, volunteers and students.

WAC 388-78A-2468 Background checks Employment Conditional hire Pending results of Washington state name and date of birth background check. The assisted living facility may conditionally hire an administrator, caregiver, or staff person directly or by contract, pending the result of the Washington state name and date of birth background check, provided that the assisted living facility:

(1) Submits the background authorization form for the person to the department no later than one business day after he or she starts working;

WAC 388-78A-24681 Background checks Employment Provisional hire Pending results of national fingerprint background check. The assisted living facility may provisionally employ a caregiver and an administrator hired after January 7, 2012 for one hundred and twenty-days and allow the caregiver or administrator to have unsupervised access to residents when:

(2) The results of the national fingerprint background check are pending.

The Department staff who did the On Site verification:
Robin Barnes, Assisted Living Facility Licensor

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

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

Residential Care Services
Investigation Summary Report

Provider/Facility: Magnolia Assisted Living
Provider Type: Assisted Living Facility

License/Cert.#: 2750
Intake ID: 229733
Compliance Determination #: 79971
Region/Unit #: RCS Region 1 / Unit G
Investigator: Robin Barnes
Investigation Date(s): 07/06/2026 through 07/15/2026
Complainant Contact Date(s): 07/06/2026, 07/24/2026

Allegation(s):

1. There was a very strong odor of urine and feces in the facility.
2. Residents appeared to have poor personal hygiene.
3. Staff did not have proper documentation and qualifications to work in the facility.
4. Underage people were moving about in the facility unsupervised.
5. Residents appeared in videos posted on TikTok by the facility without their consent.
6. A registered sex offender resided in the facility.

Investigation Methods:

Sample:	Total residents: 48 Resident sample size: 13 Closed records sample size: 0
Observations:	Identified resident Residents Activities Resident care equipment Resident rooms Staff to resident interactions General facility environment Social media videos
Interviews:	Identified resident Nursing staff Residents Nurse/assistant administrator
Record Reviews:	Medical records (face sheets, care plans, progress notes, assessments) Admission agreements Facility policies Personnel files Staff List Resident characteristic roster

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Investigation Summary:

1. Observation showed that the facility was clean and free from odors. Housekeepers were cleaning in multiple areas of the facility. Interviews with residents and staff showed that they had no complaints about the cleanliness of the facility. No failed provider practice identified.
2. Observations showed residents in the facility were clean, dressed appropriately and groomed to their preferences. Interviews showed residents had no complaints about the care they received. Record review showed that some of the sampled residents refused care at times. No failed provider practice identified.
3. Record review showed that all sampled staff were legally authorized to work in the facility. Interview and record review showed that some of the sampled staff did not have to proper background checks to work with vulnerable adults. Failed practice identified under Washington Administrative Codes (WACs) 388-78a-2466 subsets (1)(b), 388-78a-2468 subset (1), and 388-78a-24681subset (2).
4. Observation showed that there were no unauthorized persons in the facility. Family members visited residents. Interview and record review showed that staff working in the facility were of age. No failed provider practice identified.
5. Observation showed residents were featured in a promotional facility social media video. Interview and record review showed that the facility did not obtain resident consent to appear in the video. The facility failed to post a sign that the activity was being recorded to notify attendees that they were being recorded. Failed provider practice identified under WAC 388-78a-2680 subsets (3)(a)(b)(c).
6. Interview and record review showed the facility followed the residents' care plans. Residents denied feeling unsafe in the facility. Staff were trained on reporting abuse and neglect. The facility was aware of the stipulations the resident was to abide by. The facility implemented measures to prevent unwanted behavior and protect other residents. No failed provider practice identified.

Conclusion / Action:

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

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

Statement of Deficiencies	License #: 2750	Compliance Determination # 79971
Plan of Correction	Magnolia Assisted Living	Completion Date
Page 1 of 8	Licensee: Grandview Assited Living LLC	07/15/2026

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 07/06/2026 and 07/14/2026 of:

Magnolia Assisted Living
912 Hillcrest St
Grandview, WA 98930

This document references the following complaint number(s): 229733, 227494, 230676

The following sample was selected for review during the unannounced on-site visit: 13 of 48 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Robin Barnes, 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 #: 2750	Compliance Determination # 79971
Plan of Correction	Magnolia Assisted Living	Completion Date
Page 2 of 8	Licensee: Grandview Assited Living LLC	07/15/2026

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 — 07/27/2026

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.

8/26/2026

Administrator (or Representative) — Date 8/29/26

WAC 388-78A-2680 Electronic monitoring equipment Audio monitoring and video monitoring.

(3) The assisted living facility may only video record community activities in the facility or on the premises with the audio component when the following are met:

(a) A resident requests an activity be recorded;

(b) A sign is posted at the entry to the activity area in which the event occurs and at the time of the event, to notify residents of the video, audio recording, or both; and

(c) The facility notifies all residents in writing for each use of video and audio monitoring equipment, providing that the residents' likeness will not be used in promotional materials without their written consent.

This requirement was not met as evidenced by:

Based on observation, interview and record review, the facility failed to obtain residents' consent for video monitoring and post signage indicating residents were being video and audio recorded, when the facility recorded residents during an activity and posted it on social media, for 9 of 9 residents (Resident 1, 2, 3, 4, 5, 6, 7, 8 and 9). This failure disallowed the residents to give consent to being videoed in promotional materials.

Findings included...

In an interview on 07/06/2026 at 9:00 AM, Collateral Contact 1 (CC1), Anonymous, stated that the facility had posted a Tik Tok (a social media video page) video. CC1 stated that their family member, who no longer lived at the facility, was visible in the video. CC1 stated that to their knowledge, their family member had not given consent to be videotaped and posted on social media.

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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

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Administrator (or Representative) | Date

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Observation of a public facility Tik Tok video on 07/06/2026 at 9:30 AM, showed that the facility recorded an outdoor activity on 05/05/2026, which featured several residents involved. The video included audio components and Resident 1's name was called out by a staff member. Resident 2 was observed clearly in the video in two scenes.

In an interview on 07/06/2026 at 12:40 PM, Staff A, Licensed Practical Nurse/Assistant Administrator, stated that the facility had posted the Tik Tok video in an attempt at marketing the facility's recent name change and capacity expansion. Staff A stated that residents were visible in the video. Staff A stated that the facility Administrator told Staff A that signed consents allowing residents to be pictured and videotaped were in each residents' facility admission agreements.

In an interview on 07/06/2026 at 2:53 PM, Resident 2 stated that they did not know that they were recorded on video at the facility.

In an interview on 07/06/2026 at 4:10 PM, Staff A confirmed that the facility did not have signed consents for the residents to be audio and videotaped for use in promotional videos.

In an interview on 07/14/2026 at 1:20 PM, Staff A identified that Residents 1, 2, 3, 4, 5, 6, 7, 8 and 9 were visible in the Tik Tok video.

In an interview on 07/14/2026 at 1:36 PM, Resident 3 stated that they knew the facility was recording the activity. Resident 3 stated that they had not signed a consent allowing the facility to use the video for marketing purposes.

In an interview on 07/14/2026 at 1:38 PM, Resident 4 stated that they did not know they were featured in a video.

In an interview on 07/14/2026 at 1:39 PM, Resident 5 stated that they thought the facility was just taking pictures during the activity on 05/05/2026. Resident 5 stated that they did not know they were featured in a video. Resident 5 also stated that they had not signed a consent allowing the facility to use the video for marketing purposes.

In an interview on 07/14/2026 at 1:40 PM, Resident 6 stated that they did not know they were featured in a video.

Record review of Resident 1's facility admission agreement, signed 09/25/2025, showed

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that photographs and videos would be used for medical treatment and identification purposes. The photos and videos would otherwise be kept confidential.

Record review of Resident 2's facility admission agreement, signed 04/04/2025, showed that photographs and videos would be used for medical treatment and identification purposes. The photos and videos would otherwise be kept confidential.

Record review of Resident 3's facility admission agreement, signed 01/10/2026, showed that photographs and videos would be used for medical treatment and identification purposes. The photos and videos would otherwise be kept confidential.

Record review of Resident 4's facility admission agreement, signed 04/04/2025, showed that photographs and videos would be used for medical treatment and identification purposes. The photos and videos would otherwise be kept confidential.

Record review of Resident 5's facility admission agreement, signed 01/10/2026, showed that photographs and videos would be used for medical treatment and identification purposes. The photos and videos would otherwise be kept confidential.

Record review of Resident 6's facility admission agreement, signed 10/27/2025, showed that photographs and videos would be used for medical treatment and identification purposes. The photos and videos would otherwise be kept confidential.

Record review of Resident 7's facility admission agreement, signed 04/04/2026, showed that photographs and videos would be used for medical treatment and identification purposes. The photos and videos would otherwise be kept confidential.

Record review of Resident 8's facility admission agreement, signed 10/01/2025, showed that photographs and videos would be used for medical treatment and identification purposes. The photos and videos would otherwise be kept confidential.

Record review of Resident 9's facility admission agreement, signed 02/11/2026, showed that photographs and videos would be used for medical treatment and identification purposes. The photos and videos would otherwise be kept confidential.

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Statement of Deficiencies	License #: 2750	Compliance Determination # 79971
Plan of Correction	Magnolia Assisted Living	Completion Date
Page 5 of 8	Licensee: Grandview Assited Living LLC	07/15/2026

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, Magnolia Assisted Living is or will be in compliance with this law and / or regulation on (Date) 8/29/2026

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

Administrator (or Representative) Date 8/6/2026

WAC 388-78A-2466 Background checks Washington state name and date of birth background check Valid for two years National fingerprint background check Valid indefinitely.

(1) A Washington state name and date of birth background check is valid for two years from the initial date it is conducted. The assisted living facility must ensure:

(a) A new DSHS background authorization form is submitted to the department's background check central unit every two years for all administrators, caregivers, staff persons, volunteers and students; and

(b) There is a valid Washington state name and date of birth background check for all administrators, caregivers, staff persons, volunteers and students.

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to ensure that staff had a valid Washington state name and date of birth background check completed every two years for 1 of 1 staff (Staff E). This failure placed residents at risk of being cared for by staff with an unknown background history.

Findings included...

Review of the personnel file for Staff D, Cook, showed that they were hired 11/15/2023. Staff D's file showed that they had a Washington state name and date of birth background check completed on 11/16/2023 that had expired on 11/16/2025. As of 07/06/2026, Staff D's file showed that they did not have a valid Washington state name and date of birth background check.

In an interview on 07/06/2026 at 3:50 PM, Staff A, Licensed Practical Nurse/Assistant Administrator, stated that they did not know why the facility did not submit a new background check for Staff D when the previous background check had expired. Staff A stated that they had just taken over the responsibility of tracking staff records.

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Plan/Attestation Statement

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Findings included…

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In an interview on 07/06/2026 at 3:50 PM, Staff A, Licensed Practical Nurse/Assistant Administrator, stated that they did not know why the facility did not submit a new background check for Staff D when the previous background check had expired. Staff A stated that they had just taken over the responsibility of tracking staff records.

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Statement of Deficiencies	License #: 2750	Compliance Determination # 79971
Plan of Correction	Magnolia Assisted Living	Completion Date
Page 6 of 8	Licensee: Grandview Assited Living LLC	07/15/2026

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Administrator (or Representative) Date 8/6/2026

WAC 388-78A-2468 Background checks Employment Conditional hire Pending results of Washington state name and date of birth background check. The assisted living facility may conditionally hire an administrator, caregiver, or staff person directly or by contract, pending the result of the Washington state name and date of birth background check, provided that the assisted living facility:

(1) Submits the background authorization form for the person to the department no later than one business day after he or she starts working;

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to submit a Washington state name and date of birth background check to the department within one business day after hire for 2 of 2 staff (Staff B and C). This failure placed the residents at risk of being cared for by staff with unknown background history.

Findings included...

Review of the personnel file for Staff B, Caregiver, showed that they were hired on 07/14/2025. Staff B's file showed that they did not have a Washington state name and date of birth background check submitted.

In an interview on 07/06/2026 at 3:45 PM, Staff A, Licensed Practical Nurse/Assistant

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Findings included…

Review of the personnel file for Staff B, Caregiver, showed that they were hired on 07/14/2025. Staff B's file showed that they did not have a Washington state name and date of birth background check submitted.

In an interview on 07/06/2026 at 3:45 PM, Staff A, Licensed Practical Nurse/Assistant

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Administrator, stated that Staff B was under the age of 18 when they were hired. Staff A stated that they thought background checks were not required for people under age 18.

Review of the file for Staff C, Housekeeper, showed that they were hired 06/10/2026. Staff C's file showed that they did not have a Washington state name and date of birth background check submitted.

In an interview on 07/06/2026 at 4:00 PM, Staff A stated that they could not find a background check for Staff C.

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Administrator (or Representative) [signature] Date 8/6/2026

WAC 388-78A-24681 Background checks Employment Provisional hire Pending results of national fingerprint background check. The assisted living facility may provisionally employ a caregiver and an administrator hired after January 7, 2012 for one hundred and twenty-days and allow the caregiver or administrator to have unsupervised access to residents when:

(2) The results of the national fingerprint background check are pending.

This requirement was not met as evidenced by:

Based on interview and record review, the facility failed to ensure that a fingerprint background check was submitted and pending within 120 days as required for 1 of 1

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Administrator, stated that Staff B was under the age of 18 when they were hired. Staff A stated that they thought background checks were not required for people under age 18.

Review of the file for Staff C, Housekeeper, showed that they were hired 06/10/2026. Staff C's file showed that they did not have a Washington state name and date of birth background check submitted.

In an interview on 07/06/2026 at 4:00 PM, Staff A stated that they could not find a background check for Staff C.

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Based on interview and record review, the facility failed to ensure that a fingerprint background check was submitted and pending within 120 days as required for 1 of 1

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staff (Staff B). This failure placed residents at risk of being cared for by staff members with unknown fingerprint background history.

Findings included...

Staff records were reviewed with Staff A, Licensed Practical Nurse/Assistant Administrator on 07/06/2026 at 3:40 PM.

Review of the personnel file for Staff B, Caregiver, showed that they were hired on 07/14/2025. Staff B's file did not show that a fingerprint background check had been submitted. Staff B's file showed that there was not a national fingerprint background request submitted for 357 days after they were hired.

In an interview on 07/06/2026 at 3:45 PM, Staff A stated that Staff B was under the age of 18 when they were hired. Staff A stated that they thought background checks were not required for people under age 18. Staff A stated that Staff B worked alone with residents.

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staff (Staff B). This failure placed residents at risk of being cared for by staff members with unknown fingerprint background history.

Findings included…

Staff records were reviewed with Staff A, Licensed Practical Nurse/Assistant Administrator on 07/06/2026 at 3:40 PM.

Review of the personnel file for Staff B, Caregiver, showed that they were hired on 07/14/2025. Staff B's file did not show that a fingerprint background check had been submitted. Staff B's file showed that there was not a national fingerprint background request submitted for 357 days after they were hired.

In an interview on 07/06/2026 at 3:45 PM, Staff A stated that Staff B was under the age of 18 when they were hired. Staff A stated that they thought background checks were not required for people under age 18. Staff A stated that Staff B worked alone with residents.

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