STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Lynnwood ALC LLC
Cottages of Lynnwood
18625 60th Ave W
Lynnwood, WA 98037

RE: Cottages of Lynnwood License # 2764

Dear Administrator:

This letter addresses Compliance Determination(s) 83707 (Completion Date 09/15/2026) and 80902 (Completion Date 07/28/2026).

The Department completed a follow-up inspection of your Assisted Living Facility on 09/15/2026 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-3100, WAC 388-78A-3100-1, WAC 388-78A-3100-2, WAC 388-78A-3100-3, WAC 388-78A-3100-4

The Department staff who did the on-site verification:
Hayley Pinkham, ALF Licensor

If you have any questions, please contact me at (253)312-1446.

Sincerely,

Jamie Singer

Jamie Singer, Field Manager
Region 2, Unit J
Residential Care Services

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

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

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 follow-up on 07/22/2026 of:
Cottages of Lynnwood
18625 60th Ave W
Lynnwood, WA 98037

This document references the following SOD dated: 07/28/2026

The following sample was selected for review during the unannounced on-site visit: 3 of 42 current residents and 0 former residents.

The department staff that inspected the Assisted Living Facility:

Hayley Pinkham, ALF Licensor

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 2 , Unit J
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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

Statement of Deficiencies	License # 2764	Compliance Determination # 80902
Plan of Correction	Cottages of Lynnwood	Completion Date
Page 2 of 3	Licensee: Lynnwood ALC LLC	07/28/2026

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.

Jamie Singer
Residential Care Services

08/04/2026
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)

8/7/2026
Date

WAC 388-78A-3100 Safe storage of supplies and equipment. The assisted living facility must secure potentially hazardous supplies and equipment commensurate with the assessed needs of residents and their functional and cognitive abilities. In determining what supplies and equipment may be accessible to residents, the assisted living facility must consider at a minimum:

(1) The residents' characteristics and needs;

(2) The degree of hazardousness or toxicity posed by the supplies or equipment;

(3) Whether or not the supplies and equipment are commonly found in a private home, such as hand soap or laundry detergent; and

(4) How residents with special needs are individually protected without unnecessary restrictions on the general population.

This requirement was not met as evidenced by:

Based on observation and interview, the Assisted Living Facility (ALF) failed to maintain safe storage of hazardous chemicals in 1 of 4 cottages (Elm Cottage). This placed three residents, in a cottage designated for memory care, at risk of harm from exposure to hazardous materials.

Findings included...

Review of the facility's undated Resident Characteristics Roster showed three residents resided in Elm Cottage. The roster showed all three of the residents had cognitive impairment and behavioral or psychosocial issues.

Observation and interview, on 07/22/2026 at 12:48 PM, of the entrance to the Elm

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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.

Jamie Singer
Residential Care Services

08/04/2026
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)

Date

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(1) The residents' characteristics and needs;

(2) The degree of hazardousness or toxicity posed by the supplies or equipment;

(3) Whether or not the supplies and equipment are commonly found in a private home, such as hand soap or laundry detergent; and

(4) How residents with special needs are individually protected without unnecessary restrictions on the general population.

This requirement was not met as evidenced by:

Based on observation and interview, the Assisted Living Facility (ALF) failed to maintain safe storage of hazardous chemicals in 1 of 4 cottages (Elm Cottage). This placed three residents, in a cottage designated for memory care, at risk of harm from exposure to hazardous materials.

Findings included...

Review of the facility's undated Resident Characteristics Roster showed three residents resided in Elm Cottage. The roster showed all three of the residents had cognitive impairment and behavioral or psychosocial issues.

Observation and interview, on 07/22/2026 at 12:48 PM, of the entrance to the Elm

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Statement of Deficiencies	License # 2764	Compliance Determination # 80902
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Cottage and common room area showed three residents present in the common area that were independent with ambulation per Staff A (caregiver). Inside of the Elm Cottage, the laundry room was accessible off the MCU's main hallway, the laundry room door was unlocked. There was a sign posted, "door must be locked at all times". Observed bottles of laundry detergent, fabric treatment, and foaming alcohol hand sanitizer. The warning label showed, keep out of reach of children and if swallowed contact poison control.

In an interview, on 07/22/2026 2:39 PM, Staff A demonstrated how they secured the laundry room door by locking and unlocking the door with the end of a spoon handle. Staff A stated they, "forgot to lock" the laundry room door and "It's not safe to leave it unlocked."

This is an uncorrected deficiency under (1)(2) previously cited on 05/28/2026 and in accordance with the global settlement, dated 09/22/2025, this is recurring citation previously cited on 03/14/2025.

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, Cottages of Lynnwood is or will be in compliance with this law and / or regulation on (Date) 9/1/2026.

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

Administrator (or Representative) — Date: 8/7/2026

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

Cottage and common room area showed three residents present in the common area that were independent with ambulation per Staff A (caregiver). Inside of the Elm Cottage, the laundry room was accessible off the MCU's main hallway, the laundry room door was unlocked. There was a sign posted, "door must be locked at all times". Observed bottles of laundry detergent, fabric treatment, and foaming alcohol hand sanitizer. The warning label showed, keep out of reach of children and if swallowed contact poison control.

In an interview, on 07/22/2026 2:39 PM, Staff A demonstrated how they secured the laundry room door by locking and unlocking the door with the end of a spoon handle. Staff A stated they, "forgot to lock" the laundry room door and "it's not safe to leave it unlocked."

This is an uncorrected deficiency under (1)(2) previously cited on 05/28/2026 and in accordance with the global settlement, dated 09/22/2025, this is recurring citation previously cited on 03/14/2025.

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, Cottages of Lynnwood is or will be in compliance with this law and / or regulation on (Date)_____ .

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

_____ _____

Administrator (or Representative) Date

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

Residential Care Services
Investigation Summary Report

Provider/Facility: Cottages of Lynnwood
Provider Type: Assisted Living Facility
License/Cert.#: 2764
Compliance Determination #: 77369
Intake ID: 223793
Investigator: Hayley Pinkham
Region/Unit #: RCS Region 2 / Unit J
Investigation Date(s): 05/13/2026 through 05/28/2026
Complainant Contact Date(s): 05/27/2026

Allegation(s):

1) There was no staff in the Assisted Living Facility's (ALF) secured Memory Care Unit (MCU) and the Named Resident (NR) was found alone on the floor.

Investigation Methods:

Sample:
Total residents: 34
Resident sample size: 2
Closed records sample size:

Observations:
Identified resident
Residents
Resident rooms
Staff to resident interactions
Resident to resident interactions

Interviews:
Identified resident
Nursing staff
Residents
Family members

Record Reviews:
Medical records
Incident investigation
Facility policies
Staff patterns

Investigation Summary:

1) The Named Resident was unable to be interviewed. Observation of sampled residents showed no concerns with care. Interview with family member showed there was a care staff available in the MCU. Interview and record review showed the NR is known for placing self on the ground and there was a caregiver in the cottage. Record review showed no concerns with staffing patterns for the MCU. Record review showed the ALF had addressed the NR's behaviors on their negotiated service agreement. Observation of the MCU found the laundry door open with unsecured chemicals and observed a housekeeping cart unlocked with unsecured chemicals. Findings of deficient practice. See Statement of Deficiency dated 05/27/2026.

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

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
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20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Statement of Deficiencies	License #: 2764	Compliance Determination # 77369
Plan of Correction	Cottages of Lynnwood	Completion Date
Page 1 of 3	Licensee: Lynnwood ALC LLC	05/28/2026

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 05/13/2026 of:

Cottages of Lynnwood
18625 60th Ave W
Lynnwood, WA 98037

This document references the following complaint number(s): 223793

The following sample was selected for review during the unannounced on-site visit: 2 of 34 current residents and 0 former residents.

The department staff that investigated the Assisted Living Facility:

Hayley Pinkham, ALF Licensor

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 2 , Unit J
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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

Statement of Deficiencies	License #: 2764	Compliance Determination # 77369
Plan of Correction	Cottages of Lynnwood	Completion Date
Page 2 of 3	Licensee: Lynnwood ALC LLC	05/28/2026

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.

Jamie Singer
Residential Care Services

6/1/2026
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.

Alisha Cartwright
Administrator (or Representative)

6/5/26
Date

WAC 388-78A-3100 Safe storage of supplies and equipment. The assisted living facility must secure potentially hazardous supplies and equipment commensurate with the assessed needs of residents and their functional and cognitive abilities. In determining what supplies and equipment may be accessible to residents, the assisted living facility must consider at a minimum:

(1) The residents' characteristics and needs;

(2) The degree of hazardousness or toxicity posed by the supplies or equipment;

(3) Whether or not the supplies and equipment are commonly found in a private home, such as hand soap or laundry detergent; and

(4) How residents with special needs are individually protected without unnecessary restrictions on the general population.

This requirement was not met as evidenced by:

Based on observation and interview, the Assisted Living Facility (ALF) failed to maintain safe storage of hazardous chemicals in 1 of 4 cottages (Fir Cottage). This placed 11 residents, in a cottage designated for memory care, at risk of harm from exposure to hazardous materials.

Findings included...

Review of the facility's undated Resident Characteristics Roster showed 11 residents resided in Fir Cottage. The roster showed all 11 of the residents had cognitive impairment and behavioral or psychosocial issues.

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

Statement of Deficiencies	License #: 2764	Compliance Determination # 77369
Plan of Correction	Cottages of Lynnwood	Completion Date
Page 2 of 3	Licensee: Lynnwood ALC LLC	05/28/2026

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.

Jessica Singer
Residential Care Services

6/1/2026
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)

6/12/2026
Date

WAC 388-78A-3100 Safe storage of supplies and equipment. The assisted living facility must secure potentially hazardous supplies and equipment commensurate with the assessed needs of residents and their functional and cognitive abilities. In determining what supplies and equipment may be accessible to residents, the assisted living facility must consider at a minimum:

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Findings included...

Review of the facility's undated Resident Characteristics Roster showed 11 residents resided in Fir Cottage. The roster showed all 11 of the residents had cognitive impairment and behavioral or psychosocial issues.

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

Observation, on 05/13/2026 at 2:39 PM, of the entrance to the Fir Cottage and common room area showed residents freely moving about the ALF via wheelchairs or ambulation. Further observation showed the ALF had an outdoor courtyard attached to the Fir Cottage. The housekeeping cart was observed in front of a door and had an unlocked storage cabinet that contained a bucket with a dispenser bottle of anti-bacterial cleaner and tile cleaner. Inside of the Fir Cottage, the laundry room was accessible off the MCU's main hallway, the laundry room door was ajar and unlocked. There was a sign posted, "door must be locked at all times". Observed bottles of fabric treatment, acidic pretreatment, solvent pretreatment and multiuse pretreatment. Observed various bottles of shampoo and conditioner exposed in the cabinets and a laundry detergent bottle.

In an interview, on 05/13/2026 2:39 PM, Staff C (housekeeper) stated that the chemicals should be in the cart and locked.

Observation, on 05/13/2026 at 2:53 PM, showed the laundry room door was still ajar and unlocked.

In interview, on 05/13/2026 at 3:24 PM, Staff C (caregiver) stated the laundry room door should be closed and always locked so the residents cannot get in.

In interview, on 05/27/2026 at 2:21 PM, Staff A (Administrator) stated the housekeepers' cart should be locked whenever the housekeeper steps away and the laundry doors should not be left unlocked.

In accord with the global settlement, dated 09/22/2025, this was previously cited on 03/14/2025.

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, Cottages of Lynnwood is or will be in compliance with this law and / or regulation on (Date) 6/19/26.

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

Administrator (or Representative) Alisha Cartwright Date 6/5/26

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

Statement of Deficiencies	License #: 2764	Compliance Determination # 77369
Plan of Correction	Cottages of Lynnwood	Completion Date
Page 3 of 3	Licensee: Lynnwood ALC LLC	05/28/2026

Observation, on 05/13/2026 at 2:39 PM, of the entrance to the Fir Cottage and common room area showed residents freely moving about the ALF via wheelchairs or ambulation. Further observation showed the ALF had an outdoor courtyard attached to the Fir Cottage. The housekeeping cart was observed in front of a door and had an unlocked storage cabinet that contained a bucket with a dispenser bottle of anti-bacterial cleaner and tile cleaner. Inside of the Fir Cottage, the laundry room was accessible off the MCU's main hallway, the laundry room door was ajar and unlocked. There was a sign posted, "door must be locked at all times". Observed bottles of fabric treatment, acidic pretreatment, solvent pretreatment and multiuse pretreatment. Observed various bottles of shampoo and conditioner exposed in the cabinets and a laundry detergent bottle.

In an interview, on 05/13/2026 2:39 PM, Staff C (housekeeper) stated that the chemicals should be in the cart and locked.

Observation, on 05/13/2026 at 2.53 PM, showed the laundry room door was still ajar and unlocked.

In interview, on 05/13/2026 at 3:24 PM, Staff C (caregiver) stated the laundry room door should be closed and always locked so the residents cannot get in.

In interview, on 05/27/2026 at 2:21 PM, Staff A (Administrator) stated the housekeepers' cart should be locked whenever the housekeeper steps away and the laundry doors should not be left unlocked.

In accord with the global settlement, dated 09/22/2025, this was previously cited on 03/14/2025.

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, Cottages of Lynnwood is or will be in compliance with this law and / or regulation on (Date) 7/12/2026.

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

Administrator (or Representative) Mari Hamell Date 6/12/2026

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

425.771.7700 PHONE
425.775.2650 FAX

LYNNWOOD GROVE
A VINEYARD PARK COMMUNITY

18625 60th AVE W
LYNNWOOD, WA 98037

Plan of Correction for

WAC 388.78A.3100 Safe storage of supplies and equipment

On 05/28/2026 the Department of Social and Health Services found Lynnwood Grove is not in compliance with the above WAC.

Corrective Action

Immediately upon identification of the deficient practice, all toxic chemicals were removed from unsecured locations and placed in locked storage areas inaccessible to residents. Any chemicals found in unapproved or unlabeled containers were discarded and replaced with properly labeled manufacturer containers. Staff members responsible for the violation were counseled and re-educated on facility policies regarding the safe storage, handling, and labeling of toxic chemicals. The area was inspected to ensure compliance prior to the conclusion of the investigation

Monitoring System:

The Executive Director, Environmental Services Director, or designee will conduct audits of chemical storage areas. Audit results will be reviewed during Quality Assurance meetings, and corrective action will be taken immediately if non-compliance is identified.

Responsible Parties

The Executive Director, or assigned designee, will be responsible for overseeing the overall cleanliness, and safety of the facility in accordance with the WAC above.

Alysha Cartwright — Alysha Cartwright — 6/5/26
Executive Director Signature — Print Name — Date

Patton Gutierrez — 6/5/26
Maintenance Director Signature — Print Name — Date

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