



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5600

September 28, 2016

CERTIFIED MAIL 7008 1300 0000 7187 4697

Licensee, Norma and Florante Allarde
Norflor Manor AFH
4023 Dover Court SE
Olympia WA 98501

Adult Family Home License #**634701**
Entity Representative: Norma and Florante Allarde

AMENDED WITH ADDITIONAL CONDITIONS ON A LICENSE
PENDING COMPLETION OF INVESTIGATION

Dear Licensee:

This is formal notice of the amended conditions on the license for your adult family home, located **4023 Dover Court SE**, by the State of Washington, Department of Social and Health Services, pursuant to the Revised Code of Washington (RCW) 70.128.160 and Washington Administrative Code (WAC) 388-76-10940.

The imposition of the additional conditions on a license are based on an ongoing complaint investigation initiated on **September 22, 2016**, alleging possible violations of:

WAC 388-76-10430 Medication system.

These actions are taken under the authority granted pursuant to Laws of 1998, Chapter 272 and RCW 18.20.190.

The department has determined that the following amended conditions shall be placed on your adult family home license:

- *The licensee (owner and co-owner) may not provide care or have unsupervised access to the residents.*
- *The provider must hire a nurse to administer all prescribed medications.*
- *The provider must ensure all caregivers are qualified by September 30, 2016.*

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- ***The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area.***

The conditions on your license were effective immediately upon **verbal** notice to you on **September 23, 2016**.

The stop placement order prohibiting admissions, revocation of a license, and conditions imposed on your license on September 13, 2016 remain in effect. As provided in RCW 70.128.160(b), WAC 388-76-10990(6), the effective date of the conditions on your license will not be postponed pending an administrative hearing or informal dispute resolution review.

Appeal Rights:

You have two appeal rights: Informal Dispute Resolution (IDR) and an Administrative Hearing. Each has a different request timeline.

Informal Dispute Resolution [RCW 70.128]

You have an opportunity to challenge the deficiencies and/or enforcement actions through the state's IDR process. **All IDR requests must be in writing and include:**

- The deficiencies you are disputing; and
- The method of review you prefer (face-to-face, telephone conference or documentation review).

The written request must be received by the 10th working day from receipt of this letter.

During the IDR process you will have the opportunity to present written and/or oral evidence to dispute the deficiencies.

Send your written request to:

Informal Dispute Resolution Program Manager
Residential Care Services
PO Box 45600
Olympia, Washington 98504-5600
Fax (360) 725-3225

Formal Administrative Hearing

You may contest the conditions by requesting a formal administrative hearing to challenge the deficiencies which resulted in the conditions. **All hearing requests must be in writing and include:**

- A copy of this letter.

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- If you are requesting an **expedited** hearing for a summary suspension, stop placement or conditions on your home within **60 days**, you must provide a statement stating that you wish to have an **expedited** review. **Note:** No other actions qualify for an expedited review hearing.

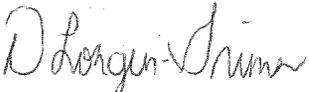
The written request must be received within twenty-eight (28) calendar days of receipt of this letter.

Send your **written** request to:

Office of Administrative Hearings
PO Box 42489
Olympia, Washington 98504-2489

If you have any questions, please contact Chris Cornell, Field Manager at (360) 664-8421.

Sincerely,

for/ 
Robert Ogolsky
Compliance Specialist
Residential Care Services

Enclosure

cc: Field Manager, Region 3, Unit D
RCS Regional Administrator, Region 3
HCS Regional Administrator, Region 3
DDA Regional Administrator, Region 3
WA LTC Ombuds
HQ Central Files
bam