



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

April 8, 2015

**CERTIFIED MAIL 7008 1300 0000 7160 6434**

Licensee, Nellya Shepel  
Love and Care  
13231 28<sup>th</sup> Avenue SE  
Bothell, WA 98012

Adult Family Home License #676100

**IMPOSITION OF CIVIL FINE AND  
CONDITIONS ON A LICENSE**

Dear Licensee:

On March 9, 2015, the Department of Social and Health Services (DSHS), Residential Care Services completed an inspection/investigation at your facility. This letter is formal notice of the imposition of a civil fine and conditions on the license for your adult family home, located at **13231 28<sup>th</sup> Avenue SE, Mill Creek**, 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 civil fine and conditions are based on the following violations of the RCW and/or WAC determined by the department in your adult family home and described in the attached Statement of Deficiencies (SOD) report dated **March 9, 2015**.

**Civil Fine**

**WAC 388-76-10430(1)(2)(d) – Medication system.** **\$1,000.00**

**The licensee failed to ensure one resident received medications as required.**

**Conditions on License**

**WAC 388-76-10400(1)(2)(3)(b)(4) – Care and services.**

**The licensee failed to ensure one resident received necessary care and services.**

**WAC 388-76-10430(1)(2)(d) – Medication system.**

**The licensee failed to ensure one resident received medications as required.**

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

*The Provider, at her own expense, must hire a Registered Nurse Consultant, not associated with the home to assist the provider in reviewing, modifying if necessary, and implementing a medication management system to ensure the following:*

- 1. Medications are administered as prescribed;*
- 2. Medication logs are accurate;*
- 3. Medications are ordered and obtained as prescribed;*
- 4. All staff is trained.*

*The Registered Nurse Consultant will ensure all staff is trained regarding swallowing difficulties and appropriate foods.*

*The Registered Nurse Consultant will be available to the Department to answer questions.*

*The Registered Nurse Consultant shall begin no later than April 17, 2015.*

*The Provider will provide the Registered Nurse Consultant with a copy of the March 9, 2015 Statement of Deficiencies.*

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

These conditions are effective on **April 8, 2015** and remain in effect until lifted by formal Department of Social and Health Services notice.

**NOTE:** *These are the violations which resulted in the fine and conditions; see the attached Statement of Deficiencies for any additional violations.*

**Attestation (Plan of Correction):**

Return the enclosed SOD within 10 calendar days with the following:

- The date you have or will have each deficiency corrected;
- A signature and date attesting that you are taking actions to correct and maintain correction for each cited deficiency.

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Return the signed and dated SOD to:

Kay Randall, Field Manager  
Region 2, Unit A  
3906 – 172<sup>nd</sup> Street NE, Suite 100  
Arlington, WA 98223  
Phone: (360) 651-6872 / Fax: (360) 651-6940

### **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 10<sup>th</sup> 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 civil fine and conditions by requesting a formal administrative hearing to challenge the deficiencies which resulted in the civil fine and conditions. **All hearing requests must be in writing and include:**

- A copy of this letter; and
- A copy of the Statement of Deficiencies.

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

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Send your **written** request to:

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

**Payment:**

If you do not request a formal administrative hearing, the civil fine is due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.

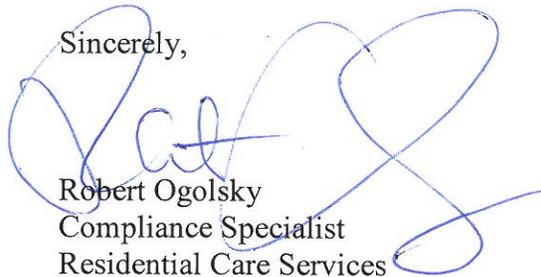
Mail a check for **\$1,000.00** payable to the 'Department of Social and Health Services' at:

DSHS Office of Financial Recovery  
PO Box 9501  
Olympia, Washington 98507-9501

If the Office of Financial Recovery has not received your payment within twenty-eight (28) days after receipt of this letter, interest will begin to accrue immediately on the balance, at the rate of one percent per month. If you do not submit a hearing request or make payment within twenty-eight (28) days, the balance due will be recovered.

If you have any questions, please contact Kay Randall, Field Manager at (360) 651-6872.

Sincerely,



Robert Ogolsky  
Compliance Specialist  
Residential Care Services

Enclosure

cc: Robert Ogolsky, Compliance Specialist  
Field Manager, Region 2, Unit A  
RCS Regional Administrator, Region 2  
HCS Regional Administrator, Region 2  
DDA Regional Administrator, Region 2  
WA LTC Ombuds  
Office of Financial Recovery, Vendor Program Unit  
Valentina Karnafel, HCS  
HQ Central Files  
NDL