



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND LONG-TERM SUPPORT ADMINISTRATION  
**800 NE 136th Avenue, Suite#220, Vancouver, WA 98684**

December 4, 2018

Belen Ortiz  
EVERGREEN SPRINGS  
14808 SE RIVERCREST DR  
VANCOUVER, WA 98683

RE: EVERGREEN SPRINGS License #691601

Dear Provider:

The Department completed a follow-up inspection of your Adult Family Home on November 26, 2018 for the deficiency or deficiencies cited in the report/s dated October 24, 2018 and found no deficiencies.

The Department staff who did the inspection:  
Jenifer Jones, Complaint Investigator

If you have any questions please, contact me at (360) 397-9549.

Sincerely,

Karyl Ramsey, Field Manager  
Region 3, Unit E  
Residential Care Services



**Residential Care Services  
Investigation Summary Report**

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**Provider/Facility:** EVERGREEN SPRINGS (687537)      **Intake ID(s):** 3576274  
**License/Cert. #:** AF691601  
**Investigator:** Jones, Jenifer      **Region/Unit:** RCS Region 3/Unit E      **Investigation Date(s):** 10/24/2018 through 10/24/2018  
**Complainant Contact Date(s):** 10/24/2018

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**Allegations:**

Abuse

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**Investigation Methods:**

**Sample:** 5 current residents

**Observations:** General environment, residents rooms, resident-resident interactions, staff-resident interactions, resident verbal/non-verbal behaviors, and resident appearance

**Interviews:** Residents, Staff, and Provider

**Record Reviews:** Resident records

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**Allegation Summary:**

An on-site investigation was conducted on the allegation identified in the intake related to abuse. Resident care and treatment were reviewed. There was insufficient evidence to support failed practice. Additional residents were reviewed and interviewed with no reported concerns.

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**Unalleged Violation(s):**       **Yes**       **No**

Deficiency not related to original allegation was identified.

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**Conclusion / Action:**       **Failed Provider Practice Identified / Citation(s) Written**

**Failed Provider Practice Not Identified / No Citation Written**

See SOD written 10/24/2018  
WAC 388-76-10585-Last survey and inspections not posted.



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800 NE 136th Avenue, Suite#220, Vancouver, WA 98684

Statement of Deficiencies	License #: 691601	Completion Date
Plan of Correction	EVERGREEN SPRINGS	October 24, 2018
Page 1 of 2	Licensee: Belen Ortiz and Steven Ortiz	

You are required to be in compliance with all of the licensing laws and regulations at all times to maintain your adult family home license.

The department has completed data collection for the unannounced on-site complaint investigation of: 10/24/2018  
EVERGREEN SPRINGS  
7100 SE Evergreen Hwy  
Vancouver, WA 98664

This document references the following complaint number: 3576274

The department staff that inspected and investigated the adult family home:  
Jenifer Jones, RN, Complaint Investigator  
Rochelle Bobbe, MSN, RN, NCI AFH/ALF CI

From:  
DSHS, Aging and Long-Term Support Administration  
Residential Care Services, Region 3, Unit E  
800 NE 136th Avenue, Suite#220  
Vancouver, WA 98684  
(360)397-9549

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NOV 15 2018  
DSHS RCS  
REGION 3

As a result of the on-site complaint investigation 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.

*CB*  
Residential Care Services

10/26/2018  
Date

I understand that to maintain an adult family home license I must be in compliance with all the licensing laws and regulations at all times.

*Belen Ortiz*  
Provider (or Representative)

11-14-18  
Date

*11/20/18  
SJ*

Statement of Deficiencies	License #: 691601	Completion Date
Plan of Correction	EVERGREEN SPRINGS	October 24, 2018
Page 2 of 2	Licensee: Belen Ortiz and Steven Ortiz	

**WAC 388-76-10585 Resident rights Examination of inspection results.**

(1) The adult family home must place the following documents in a visible location in a common use area where they can be examined by residents, resident representatives, the department and anyone interested without having to ask for them.

(a) A copy of the most recent inspection report and related cover letter; and

(b) A copy of all complaint investigation reports, and any related cover letters received since the most recent inspection or not less than the last twelve months.

**This requirement was not met as evidenced by:**

Based on observation and interview, it was determined the facility failed to post the most recent inspection in a conspicuous place on the home's premises, so all residents and resident representatives could independently access it without asking to see it. This placed all residents (6) at risk for violation of their right to read the results of the department's inspection of the facility.

**Findings include:**

All interviews and record reviews occurred on 10/24/2018 unless noted otherwise.

On 10/24/2018 at 1:25p.m., during an investigation of the home, it was noted the inspection/survey report was not visible. Interview with Staff A and Staff B indicated the survey binder with the last survey and inspections was in the back room above the washing machine. They retrieved it and placed it on the mantle in the dining room. At 2:30p.m. the Provider stated she was instructed by one of the licensors of another home that it did not have to be posted.

This is a repeat from a consult dated 5/11/2017.

**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, EVERGREEN SPRINGS is or will be in compliance with this law and / or regulation on (Date) 10-24-18. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

*All Postings were placed back on Board before Jenifer Jones Left.*

Provider (or Representative)

11-10-2018

Date

*We were miss informed by Alixandria when sh did the inspection in one of my other homes ( Rio Vista)*

*All was corrected !*