



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

October 15, 2019

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 October 7, 2019 for the deficiency or deficiencies cited in the report/s dated August 19, 2019 and found no deficiencies.

The Department staff who did the inspection:
Alixandria Cortez, LTC- MH Community Licensor

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**

Provider/Facility: EVERGREEN SPRINGS (687537) **Intake ID(s):** 3663030
License/Cert. #: AF691601
Investigator: Cortez, Alixandria **Region/Unit:** RCS HQ/HQ **Investigation Date(s):** 08/14/2019 through 08/19/2019
Complainant Contact Date(s): 08/13/2019

Allegations:

1. Quality of Care and Treatment-The home is not providing fresh fruits, vegetables, toilet paper, breads, eggs and milk.
2. Physical Environment- The home is not in good repair, electrical outlets are not in working order and railing on basement are missing screws.

Investigation Methods:

- | | | | |
|--|--|--|---|
| <input checked="" type="checkbox"/> Sample: | Named resident and 2 current residents. | <input checked="" type="checkbox"/> Observations: | Named resident, other resident and resident rooms. |
| <input checked="" type="checkbox"/> Interviews: | Named resident, other residents, caregivers and collateral contacts. | <input checked="" type="checkbox"/> Record Reviews: | Resident assessments, care plans, progress notes, and admission agreements. |

Allegation Summary:

1. Quality of care and treatment- No fresh fruit or facility purchased lettuce was observed. Toilet paper purchased by a resident was observed. Three of three sampled residents had concerns regarding the home frequently running out of toilet paper. -Failed practice was identified.
2. Physical Environment- Two open windows had screens with substantial holes. One electrical plug had no cover and exposed wiring. Three of three sampled residents had concerns regarding electrical plugs not working in common spaces and resident rooms. -Failed practice was identified.

Unalleged Violation(s): Yes No

Conclusion / Action: **Failed Provider Practice Identified / Citation(s) Written** **Failed Provider Practice Not Identified / No Citation Written**



Residential Care Services Investigation Summary Report

1. Quality of Care and Treatment- The facility failed to provide nutritious foods which aligned with resident preferences. The facility failed to promote quality of life in the home. -See SOD 08/14/19.
2. Physical Environment- The facility failed to maintain the interior environment. -See SOD 08/14/19.



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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: 8/14/2019
EVERGREEN SPRINGS
7100 SE Evergreen Hwy
Vancouver, WA 98664

This document references the following complaint number: 3663030

The department staff that inspected and investigated the adult family home:
Alixandria Cortez, LTC- MH Community Licensor

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

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.

C. Burinski for Hugh Ramsey
Residential Care Services

08/22/2019
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.

[Signature]
Provider (or Representative)

9-12-19
Date

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

WAC 388-76-10415 Food services. The adult family home must:

- (1) Ensure that the safe food handling training requirements of chapter 388-112A WAC are met; and
- (2) Serve meals:
 - (a) In the home where each resident lives; and
 - (b) That accommodate each resident's:
 - (i) Preferences;
 - (ii) Food allergies and sensitivities;
 - (iii) Caloric needs;
 - (iv) Cultural and ethnic background; and
 - (v) Physical condition that may make food intake difficult such as being hard for the resident to chew or swallow.

WAC 388-76-10420 Meals and snacks. The adult family home must:

- (1) Serve at least three meals:
 - (a) In each twenty-four hour period;
 - (b) At regular times comparable to normal meal times in the community; and
 - (c) That meet the nutritional needs of each resident.
- (2) Make nutritious snacks available to residents:
 - (a) Between meals; and
 - (b) In the evening.
- (3) Get input from residents in meal planning and scheduling;
- (4) Serve nutrient concentrates, supplements, and modified diets only with written approval of the resident's physician;
- (5) Only serve pasteurized milk;
- (6) Process any home-canned foods served in the home, according to the latest guidelines of the county cooperative extension service; and
- (7) Ensure food is:
 - (a) In sufficient supply; and
 - (b) Safe, sanitary, and uncontaminated.

This requirement was not met as evidenced by:

Based on observation, interview and record review the home failed to provide snacks, meet food preferences and collaborate with residents on meal planning. This failure caused three of three sampled residents (Residents #1, #2 and #3) diminished quality of life and two of three sampled residents (Resident #1 and #3) financial hardship.

Findings included...

On 08/14/19 at 10:45 AM, during a tour of the home, no fresh fruit was observed in the food supply. Three pre-made salads were observed in the refrigerator. No other lettuce was observed in either of the two refrigerators in the home. One package of carrots, one package of celery and one tomato was observed in the home, no other fresh vegetables were observed.

On 08/14/19 at 11:02 AM Resident #1 stated that the home is only getting groceries every three weeks. Resident #1 stated that the home runs out of meats, toilet paper, ice cream, and

vegetables every week. Resident #1 stated that they are trying to eat healthy by eating more fruits, vegetables and proteins. Resident #1 stated that the caregivers are aware of their diet preferences. Resident #1 stated that they have asked various caregivers in the home for strawberries, watermelon, fresh vegetables, salads and additional meats so the home does not run out before more groceries are delivered. Resident #1 stated that caregivers stated that they will text the Provider. Resident #1 stated that they have never been asked for their opinion on what should be served in the home. Resident #1 stated that they purchase salads with personal funds and it is the only way to get a salad in the home. Resident #1 stated that they have purchased cooked chicken for the other residents in the home because the Provider has stopped serving it in the home. Resident #1 stated that purchasing food and supplies has become a financial strain. Resident #1 stated that it makes her feel bad that they run out of basic foods every month.

On 08/14/19 at 11:07 AM Resident #2 stated that the home is constantly running out of food and supplies such as bread, toilet paper, and milk. Resident #2 stated that the food delivered to the home is not enough to feed all six residents. Resident #2 stated that they would like more vegetables and fresh fruit in the home. Resident #2 stated that the only way a resident will get salads in the home is if they are purchased with personal funds. Resident #2 stated that they have never been asked for input on meal planning living in the adult family home. Resident #2 stated that the home stopped offering snacks in the home months ago. Resident #2 stated that they have talked to a caregiver in the home about the concerns with the food. Resident #2 stated that they were told by the caregiver they were lucky to live in the home, the food is good and the residents should not complain. Resident #2 stated that they talked to the Provider about their concerns about two weeks ago and nothing has changed, Resident #2 feels that the Provider did not care about their concern. Resident #2 stated that they feel very frustrated and not having basic foods and supplies makes them feel un-cared for.

On 08/14/19 at 11:28 AM Resident #3 stated that there is no fresh fruit, eggs or lettuce in the home on a regular basis. Resident #3 stated that they are trying to eat more fruits and vegetables and cut down on carbohydrates. Resident #3 stated that they have told the caregivers in the home about their diet preferences. Resident #3 stated that they have requested fresh fruit and even frozen fruits in the home but it has not been delivered. Resident #3 stated that the home is only being given one head of lettuce on grocery delivery days. Resident #3 stated that most of the foods made in the home are from canned and boxed products. Resident #3 stated that last night's meal consisted of one corn dog and when they asked the caregiver for salad as an alternative they were told no because the home was out of lettuce. Resident #3 stated that last month when a food concern was brought to the attention of a caregiver in the home, the caregiver responded by telling the resident if they don't like the home, to move. Resident #3 stated that when they spoke to the Provider about their concerns regarding food they were told that residents will be provided three meals and could not ask for anything else. Resident #3 stated that they feel deprived and do not understand why they don't have foods in the house. Resident #3 stated that they only receive \$70 a month and it is frustrating to have to spend that money on groceries.

On 08/14/19 at 10:47 Caregiver A stated that the salads in the refrigerator belonged to Resident #1. Caregiver A stated that Resident #1 has to go buy their own salads at Costco to maintain a healthy diet. At 11:57 AM Caregiver A stated that there was no fruit in the home. Caregiver A stated that to make a grocery list the pantry and refrigerators are checked and they send the list to the Provider. Caregiver A stated that they do not ask the residents in the home because Caregiver A "just knows" what the residents are allergic to and what the Residents will eat.

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On 08/14/19 at 12:06 PM the Resident Manager stated that the Provider buys food weekly and brings supplies from the Provider's personal residence. The Resident Manager stated that the last delivery of groceries was two days ago.

On 08/14/19 review of admission agreements for sampled residents (Residents #1, #2, and #3) showed "Three nutritious meals with clients needs and wants in mind are served each day with snacks available between meals and in the evenings." Resident's #1's admission agreement showed a signature from Resident #1 and the Provider on 03/06/19. Resident #2's admission agreement showed a signature from Resident #2 and the Provider on 03/05/19. Resident #3's admission agreement showed a signature from Resident #3's representative and the Provider on 06/26/18.

On 08/14/19 at 12:29 PM review of Resident #1's record showed admission to the home on [REDACTED] 17. Review of Resident #1's Negotiated Care Plan (NCP) dated 02/01/19 stated that caregivers will provide healthy nutritious meals for the residents.

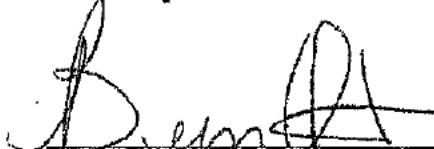
On 08/14/19 at 12:40 PM review of Resident #2's record showed admission to the home on [REDACTED] 16. Review of Resident #2's assessment dated 09/13/18 showed a diagnosis of [REDACTED].
 [REDACTED] Review of Resident #2's NCP dated 08/12/18 stated that caregivers will provide healthy, nutritious meals for residents. The NCP stated "all fruits and goodies are sometimes kept in the pantry, if not client can eat a number of fruits in just a short time, and then refusing the regular meal."

On 08/14/19 at 12:14 PM review of Resident #3's record showed admission to the home on [REDACTED] 18. Review of Resident #3's assessment dated 03/8/19 showed a diagnosis of [REDACTED].
 [REDACTED] Review of Resident #3's NCP dated 03/01/19 stated that caregivers will provide healthy, nutritious meals for residents.

On 08/14/19 at 12:58 PM the Provider stated that the residents in the home are not malnourished. The Provider stated that the residents in the home choose to shop on their own and this is their choice. The Provider stated that is is not true that residents are having to purchase salads with personal funds.

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) 8-20-19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.



 Provider (or Representative)

9-12-19

 Date

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

WAC 388-76-10400 Care and services. The adult family home must ensure each resident receives:

- (1) The care and services identified in the negotiated care plan.
- (2) The necessary care and services to help the resident reach the highest level of physical, mental, and psychosocial well-being consistent with resident choice, current functional status and potential for improvement or decline.
- (3) The care and services in a manner and in an environment that:
 - (a) Actively supports, maintains or improves each resident's quality of life;
 - (b) Actively supports the safety of each resident; and
 - (c) Reasonably accommodates each resident's individual needs and preferences except when the accommodation endangers the health or safety of the individual or another resident.
- (4) Services by the appropriate professionals based upon the resident's assessment and negotiated care plan, including nurse delegation if needed.

This requirement was not met as evidenced by:

Based on interview, observation and record review the home failed to provide the necessary care and services to promote psychosocial well-being and quality of life of three of three sampled residents (Residents #1, #2, and #3) when residents in the home did not have an adequate toilet paper supply maintained in the home. This failed practice caused a diminished quality of life for three of three sampled residents (Residents #1, #2, and #3).

Findings included...

On 08/14/19 at 10:45 AM seven rolls of toilet paper were observed in a room marked employees only. At 10:51 AM one roll of toilet paper was in the residents' restroom with approximately 1/4 of the roll left. No other rolls of toilet paper were observed accessible to residents or in cabinets throughout the restroom. At 11:25 AM Resident #1 showed their supply of toilet paper they had purchased. At 11:45 AM Resident #3's shared restroom had one roll of toilet paper with approximately 1/4 of the roll left. No other rolls of toilet paper were observed out or in restroom cabinets.

On 08/14/19 at 10:52 AM Resident #1 stated that the home is only getting deliveries of groceries and supplies every three weeks. Resident #1 stated that they will only get eight rolls of toilet paper when supplies are delivered and this expected to last the entire week for all six residents in the home. Resident #1 stated that at least once a month they have had to use Kleenex and table napkins due to running out of toilet paper. Resident #1 stated that every two to three weeks they are buying two packages of 15 count toilet paper for themselves and other residents in the home to use. Resident #1 stated that having to buy their own toilet paper is causing personal funds to run low. Resident #1 stated that having to buy basic supplies makes them feel awful.

On 08/14/19 at 11:07 AM Resident #2 stated that the home is frequently running out of toilet paper. Resident #2 stated that Resident #1 is having to buy toilet paper for residents in the home to share because there is not enough provided by the Provider. Resident #2 stated that they use Kleenex and table napkins when the home runs out of toilet paper. Resident #2 stated that running out of toilet paper is very frustrating and makes them feel angry and not cared for.

On 08/14/19 at 11:28 AM Resident #3 stated that the home never has enough toilet paper available. Resident #3 stated that Resident #1 is purchasing toilet paper and sharing with the

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other residents in the home. Resident #3 stated that the caregivers in the home hide toilet paper. Resident #3 stated that they use napkins when the home runs out of toilet paper. Resident #3 stated that the Provider is aware and nothing has changed. Resident #3 stated that they do not understand why all of their money goes to the home and things like toilet paper and basic foods are not available.

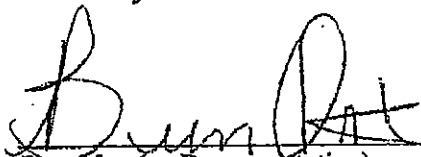
On 08/14/19 at 12:06 PM the Resident Manager stated that the Provider brings toilet paper from their personal residence to the home. The Resident Manager stated that when the home runs out of supplies the caregivers call the Provider and they bring more supplies over to the home.

On 08/14/19, record review of admission agreements for sampled residents (Residents #1, #2 and #3) showed "Basic personal care supplies such as soap, shampoo, toothpaste, toilet paper and tissues will be provided." Resident's #1's admission agreement showed a signature from Resident #1 and the Provider on 03/06/19. Resident #2's admission agreement showed a signature from Resident #2 and the Provider on 03/05/19. Resident #3's admission agreement showed a signature from Resident #3's representative and the Provider on 06/26/18.

On 08/14/19 at 12:58 PM the Provider stated that caregivers are only allowed to give the residents one roll of toilet paper at a time. The Provider stated that this rule is used because residents will take rolls of toilet paper and keep the rolls in their rooms. The Provider stated that the residents in the home choose to shop [for toilet paper] and that is their choice. The Provider stated that it is not true that residents are having to purchase toilet paper with their personal funds.

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) 8-20-19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.



 Provider (or Representative)

9-12-19

 Date

WAC 388-76-10750 Safety and maintenance. The adult family home must:

- (1) Keep the home both internally and externally in good repair and condition with a safe, comfortable, sanitary, homelike environment that is free of hazards;
- (2) Ensure that there is existing outdoor space that is safe and usable for residents;
- (3) Provide clean, functioning, safe, adequate household items and furnishings to meet the needs of each resident;
- (4) Provide safe and functioning systems for:
 - (a) Heating;
 - (b) Cooling, which may include air circulating fans;
 - (c) Hot and cold water;
 - (d) Electricity;

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- (e) Plumbing;
- (f) Garbage disposal;
- (g) Sewage;
- (h) Cooking;
- (i) Laundry;
- (j) Artificial and natural light;
- (k) Ventilation; and
- (l) Any other feature of the home.
- (5) Ensure water temperature does not exceed one hundred twenty degrees Fahrenheit at all fixtures used by or accessible to residents, such as:
 - (a) Tubs;
 - (b) Showers; and
 - (c) Sinks.
- (6) Provide storage for toxic substances, poisons, and other hazardous materials that is only accessible to residents under direct supervision, unless the resident is assessed for and the negotiated care plan indicates it is safe for the resident to use the materials unsupervised;
- (7) Provide rapid access for all staff to any bedroom, toilet room, shower room, closet, other room occupied by each resident;
- (8) Keep all firearms locked and accessible only to authorized persons; and
- (9) Keep the home free from:
 - (a) Rodents;
 - (b) Flies;
 - (c) Cockroaches, and
 - (d) Other vermin.

This requirement was not met as evidenced by:

Based on observation and interview the Provider failed to keep the adult family home internally in good repair and safe. This failure placed all six of six residents (Residents #1, #2, #3, #4, #5 and #6) at risk for harm and diminished quality of life as a result of not being maintained.

Findings included...

On 08/14/19 at 10:50 AM a window in the living room was open and the screen had multiple holes. In the same series of windows, another open window had a screen that was completely ripped and detached at the base. At 11:58 AM the oven did not heat on bake, and did heat on the broil setting. A small counter top toaster oven was observed in the kitchen. At 12:00 PM a plug in the kitchen next to the oven did not have a plug cover, exposing the plug wiring.

On 08/14/19 at 10:52 AM Resident #1 stated that there are outlets in their room and the living room that do not work. Resident #1 stated that the Provider was told about the plugs not working three months ago but nothing has been done about it.

On 08/14/19 at 11:07 AM Resident #2 stated that there are several plugs in their room that do not work. Resident #2 stated that the oven in the home does not work. Resident #2 stated that the stove top is the only part of the stove that works. Resident #2 stated that several caregivers have been told about the maintenance issues but nothing has been fixed.

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On 08/14/19 at 11:28 AM Resident #3 stated that there is a plug in their room that does not work. Resident #3 stated that the broken plug caused their personally purchased miniature refrigerator to short out. Resident #3 stated that they have told Caregiver A about the plug and Caregiver A told Resident #3 they would inform the Provider. Resident #3 stated that the Provider is aware of maintenance issues in the home but nothing changes.

On 08/14/19 at 11:57 AM Caregiver A stated that the oven in the home was only working on broil. Caregiver A stated that the oven in the home has been broken for over a month. Caregiver A stated that a toaster oven was brought in to use because of the oven not working. Caregiver A stated they have made things like a meat loaf in the counter top oven.

On 08/14/19 at 12:06 PM the Resident Manager stated that the process for getting things fixed in the home is to have the caregivers contact the Provider, and the Provider will get the appropriate person out to the home. The Resident Manager stated that they were unaware of the status of the oven. The Resident Manager stated that everything in the home is currently fixed.

On 08/14/19 at 12:58 PM the Provider stated only the broil setting on the oven works. The Provider stated that counter top oven is not a toaster oven but a conventional oven. The Provider stated that they are not aware of the screens in the home having holes in them. The Provider stated they will have the screens replaced. The Provider stated that they are not aware of plugs in the home being broken or missing the plug covers.

In an email dated 08/15/19 at 07:36 AM the Provider stated that the electrical plate (outlet cover) in the kitchen was replaced. The Provider also stated that the counter top oven is a regular oven not a microwave oven and the oven was only working on the broil setting.

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) 8-20-19. In addition, I will implement a system to monitor and ensure continued compliance with this cited

8/22/2019

In regard the complaints and accusations' of no food or not enough of, I like to say that, all the residents suffer of mental issues and paranoia, they all suffer from high levels of anxiety clearly stated on their assessments, The day of the complaint the house was well stocked with plenty of groceries, including a variety of can fruits, unfortunately due to their mental status, the residents will eat anywhere from 1 to 5 bananas in one trip to the kitchen if we let them, they can peel 5 oranges and don't think anything about that, in most cases they much prefer to eat junk food than a real nutritional meal. These residents have nothing in their lives but to use the phone and call government agencies, we frequent have the ombudsman and [REDACTED] there. All I can say is, how fortunate this country is, that has the recourses to continually investigate groundless complaints.

As a final statement I like to re-assured you, that my residents have never been hungry or in any way deprived from been properly and feed, nor have they ever had the need to use news paper to wipe themselves due to lack of toilet paper.

Belen Ortiz 9-12-19