



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

May 22, 2020

Deborah Nordberg-Provider  
Shepherds Gate  
203 S 77<sup>th</sup> Avenue  
Yakima, WA 98908

**IDR SCHEDULING LETTER  
PANEL REVIEW PROCESS**

AFH License #729500

Dear Provider:

This letter confirms your request for an Informal Dispute Resolution (IDR) regarding Statement of Deficiencies (SOD), dated February 6, 2020.

Your IDR panel review is scheduled for:

**Date** June 18, 2020 at 2:30 p.m.

**Type of Panel Review** Phone

**The phone number to call for your IDR is (360) 407-3826.**

**Conference ID code: 93334928**

Thank you for submitting the request form(s) and relevant supporting documentation. Please keep the following issues in mind:

- **Supporting documentation must be received *within 10 working days of the date you receive your SOD. Documentation that has not been previously submitted will not be accepted at the IDR review.***
- **Only one person is permitted to present your dispute during the IDR.**
- **No more than three people may attend the IDR in person or by phone.**
- **The panel will not consider minor editorial changes. Requests for such changes must be made to RCS field office staff responsible for writing the SOD.**
- **Presentations to the panel will be timed.**

- **The provider will have no more than 15 minutes per citation, with a total of 30 minutes for their presentation. If only one citation is disputed the provider may use all 30 minutes.**
- **RCS staff will have no more than 20 minutes to respond to the provider's dispute.**
- **Panel members will be allotted a brief period to ask questions of both the provider and RCS staff after presentations have concluded.**

You indicated you are disputing the following citation(s):

WAC 388-76-10146 and WAC 388-112A-0110, WAC 388-112A-0550, WAC 388-76-10280, WAC 388-76-10750

You indicated the following individuals will join the IDR panel review:

Deborah Nordberg, Provider-Presenting

If you are unable to participate in the scheduled IDR, please submit written notification as soon as possible, but not less than ten (10) **calendar** days prior to the IDR date. Please email notification to [RCSIDR@dshs.wa.gov](mailto:RCSIDR@dshs.wa.gov) or fax to (360) 725-3225. For any additional scheduling questions, please contact me by phone at (360) 725-3233 or email to [kim.friesz@dshs.wa.gov](mailto:kim.friesz@dshs.wa.gov).

Sincerely,

Kim Friesz  
Administrative Assistant  
Residential Care Services

cc: Field Manager, Region 1 Unit C  
State Long Term Care Ombuds  
Regional Long Term Care Ombuds  
IDR Volunteer Coordinator  
IDR File  
Central Files