



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
316 W Boone Ave Ste 170, Spokane, WA 99201

February 6, 2020

Chynena L Ayers
CHYNENA AFH
12005 N NORMANDIE
SPOKANE, WA 99218

RE: CHYNENA AFH License #740400

Dear Provider:

The Department completed a follow-up inspection of your Adult Family Home on February 5, 2020 for the deficiency or deficiencies cited in the report/s dated December 2, 2019 and December 26, 2019 and found no deficiencies.

The Department staff who did the inspection:
Paula Wyatt, NCI/Community Complaint Investigator

If you have any questions please, contact me at (509) 323-7321.

Sincerely,

Carmen Church, Field Manager
Region 1, Unit E
Residential Care Services



STATE OF WASHINGTON
 DEPARTMENT OF SOCIAL AND HEALTH SERVICES
 AGING AND LONG-TERM SUPPORT ADMINISTRATION
 316 W Boone Ave., Suite 170, Spokane, WA 99201

Statement of Deficiencies	License #: 740400	Completion Date
Plan of Correction	CHYNENA AFH	December 26, 2019
Page 1 of 2	Licensee: CHYNENA AYERS	

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 follow-up inspection of: 12/26/2019

CHYNENA AFH
 12005 N NORMANDIE
 SPOKANE, WA 99218

This document references the following SOD dated: December 2, 2019

The department staff that inspected the adult family home:
 Paula Wyatt, RN, NCI/Community Complaint Investigator

RECEIVED
 JAN 09 2020
 DSHS ADSA RCS
 SPOKANE WA

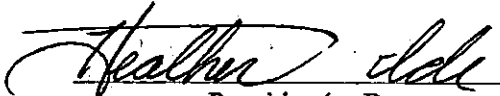
From:
 DSHS, Aging and Long-Term Support Administration
 Residential Care Services, Region 1, Unit B
 316 W Boone Ave., Suite 170
 Spokane, WA 99201
 (509)323-7324

As a result of the on-site follow-up inspection 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.


 Residential Care Services

1/2/20
 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.


 Provider (or Representative)

1-6-20
 Date

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

WAC 388-76-10720 Electronic monitoring equipment Audio monitoring and video monitoring.

(2) The home may video monitor and video record activities in the home, without an audio component, only in the following areas:

- (a) Entrances and exits if the cameras are:
 - (i) Focused only on the entrance or exit doorways; and
 - (ii) Not focused on areas where residents gather.

This requirement was not met as evidenced by:

Based on observation, and interview, the adult family home failed to ensure video cameras did not focus on areas where six developmentally delayed residents gathered (#1,2,3,4,5,6). This resulted in the residents privacy in the home not being protected. Findings include...

During intermittent observations on 11/26/19 from 8:40 AM and 3:00 PM, Residents #4 and 5 used the dining room to eat, take medications and complete homework. Residents #1,2,3,4, and 6 were observed in the living room throughout the day as they moved throughout the the home.

On 11/26/19 at 1:30 PM, Staff A, Provider, stated cameras were placed in the common areas of the home intentionally for safety.

On 12/26/19 at 12:15 PM, two video cameras were observed in the home that were focused on areas that residents gathered. One camera was in the dining room and the second camera was in the living room.

On 12/26/19 at 12:15 PM, Staff B, Caregiver, stated they tried to reposition the cameras to only focus on exits or entrances but couldn't get the camera to narrow the viewing area. She monitored the video by phone and when the licenser observed the video, one camera viewed the dining area and the living room camera viewed the left side of the living room and the top of the stairwell.

On 12/26/19 at 12:20 PM, Staff B said they would disconnect the cameras until they could adjust the cameras to only view exits and entrances.

This is an uncorrected citation from the full inspection dated 12/02/19.

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, CHYNENA AFH is or will be in compliance with this law and / or regulation on (Date) 1-6-20. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.


Provider (or Representative)

1-6-20
Date

Chynenas Adult Family Home

12005 N Normandie

Spokane, Washington

99218

DSHS, Aging and Long term care supports Admin.

Residential care Services, Region 1, Unit B

Attention: Susan Bergeron

316 W Boone Ave, Ste ~~170~~ ^B

Spokane, Washington

99201

RECEIVED

JAN 09 2020

DSHS ADSA RCS
SPOKANE WA

RE: Plan of correction for Electronic monitoring

1/6/2020

WAC-388-76-10720

We have disconnected the cameras that show any common area so that they no longer work and have removed the apps from our phones.

Sincerely;

Heather Ide

Resident Manager- 509-714-9732

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



STATE OF WASHINGTON
 DEPARTMENT OF SOCIAL AND HEALTH SERVICES
 AGING AND LONG-TERM SUPPORT ADMINISTRATION
 316 W Boone Ave., Suite 170, Spokane, WA 99201

Statement of Deficiencies	License #: 740400	Completion Date
Plan of Correction	CHYNENA AFH	December 2, 2019
Page 1 of 2	Licensee: CHYNENA AYERS	

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 full inspection of:
 11/26/2019


CHYNENA AFH
 12005 N NORMANDIE
 SPOKANE, WA 99218

The department staff that inspected the adult family home:
 Paula Wyatt, RN, NCI/Community Complaint Investigator

RECEIVED
 DEC 16 2019
 DSHS ADSA RCS
 SPOKANE WA

From:
 DSHS, Aging and Long-Term Support Administration
 Residential Care Services, Region 1, Unit B
 316 W Boone Ave., Suite 170
 Spokane, WA 99201
 (509)323-7324

As a result of the on-site full inspection 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.

 Residential Care Services	<u>12/6/19</u> Date
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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.

 Provider (or Representative)	<u>12-11-19</u> Date
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This document was prepared by Residential Care Services for the Locator website.

WAC 388-76-10720 Electronic monitoring equipment Audio monitoring and video monitoring.

(2) The home may video monitor and video record activities in the home, without an audio component, only in the following areas:

(a) Entrances and exits if the cameras are:

- (i) Focused only on the entrance or exit doorways; and
- (ii) Not focused on areas where residents gather.

This requirement was not met as evidenced by:

Based on observation, and interview, the adult family home failed to ensure video cameras did not focus on areas where six residents gathered (#1,2,3,4,5,6). This resulted in the residents privacy in the home not being protected. Findings include...

During intermittent observations on 11/26/19 from 8:40 AM and 3:00 PM, showed Residents #4 and 5, used the dining room to eat, take medications and complete homework. Residents #1,2,3,4, and 6 were observed in the living room throughout the day as they moved throughout the the home.

On 11/26/19 at 1:30 PM, two video cameras were observed in the home that were focused on areas that residents gathered. Staff A, Provider, monitored the videos by phone. One camera was in the dining room and the second camera was in the living room.

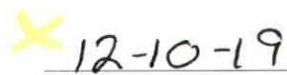
On 11/26/19 at 1:30 PM, Staff A stated the cameras were placed intentionally for resident safety.

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, CHYNENA AFH is or will be in compliance with this law and / or regulation on (Date) 12-12-19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.



Provider (or Representative)



Date



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
316 W Boone Ave., Suite 170, Spokane, WA 99201

December 6, 2019

CERTIFIED MAIL

7019 2280 0001 8894 5266

Chynena L Ayers
CHYNENA AFH
12005 N NORMANDIE
SPOKANE, WA 99218

RE: CHYNENA AFH License #740400

Dear Provider:

The Department completed a full inspection of your Adult Family Home on December 2, 2019 and found that your home does not meet the adult family home licensing requirements.

The Department:

- Found a deficiency or deficiencies which resulted or may result in harm to residents; and
- Wrote the enclosed report; and
- May take enforcement action based on any deficiency listed on the enclosed report.

You Must:

- Within 10 calendar days after you receive this letter, provide a written plan on the enclosed report, according to the attached "Plan":
 - Begin the process of correcting the deficiency or deficiencies immediately; and
 - Complete correction within 45 days, or sooner if directed by the Department; and
 - Sign and date the first page of the enclosed report; and
 - Return the first page with your plan; and
 - Have your plan approved by the Department.

Consultation:

In addition, the Department provided consultation on the following deficiency or deficiencies not listed on the enclosed report.

WAC 388-76-10530 Resident rights Notice of services. The adult family home must provide each resident notice in writing and in a language the resident understands before admission, and at least once every twenty-four months after admission of the:

- (1) Services, items, and activities customarily available in the home or arranged for by the home as permitted by the license;

Chynena L Ayers
CHYNENA AFH License #740400
December 6, 2019
Page 2

- (2) Charges for those services, items, and activities including charges for services, items, and activities not covered by the home's per diem rate or applicable public benefit programs; and
- (3) Rules of the home's operations.

The adult family home failed to ensure the notice of services was updated every 24 months for Resident #1 and 2 as required. There was no negative outcome and the Provider immediately took action to fix the issue.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies not listed on the enclosed report.

The Department:

- Expects all deficiencies to be corrected within the timeframe accepted by the department; and
- May inspect the home to determine if you have corrected all deficiencies.

You May:

- Receive a letter of enforcement action based on any deficiency listed on the enclosed report.
- Ask for an informal dispute resolution meeting, according to the attached "Informal Dispute Resolution" instructions; and
- Ask questions and provide written information to help clarify or dispute the deficiencies.

If You Have Any Questions:

- Please contact me at (509) 323-7324.

Sincerely,



Susan Bergeron, Field Manager
Region 1, Unit B
Residential Care Services

Enclosure

Chynenas Adult Family Home

12005 N Normandie

Spokane, Washington

99218

DSHS, Aging and Long term care supports Admin.

Residential care Services, Region 1, Unit B

Attention: Susan Bergeron

316 W Boone Ave, Ste 170

Spokane, Washington

99201

RE: Plan of correction for Electronic monitoring

WAC-388-76-10720

We were told that we need to have the following signed every 24 months;

(1) Notice of service, (2) Charges for services, and (3) House rules. To correct this I added a yearly sign off sheet to each client's file stating that they have received, understand and agree to them. I have notified all clients and guardians that I need them to come in and to receive and sign paperwork and have every one scheduled over the next two weeks so that we are in compliance.

Added → RE: Plan of correction for Electronic monitoring

WAC-388-76-10720

We have moved the camera positioning to focus specifically at the entrance and exits.

Please let me know if you need anything in addition.

Sincerely,



Heather Ide

Resident Manager- 509-714-9732