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

September 13, 2016

PERSONAL SERVICE AND CERTIFIED MAIL
#7007 1490 0003 4196 5462

Licensee, Norma and Florante Allarade
Norflor Manor AFH II
4023 Dover Court SE
Olympia WA 98501

Adult Family Home License #**750534**
Entity Representative: Norma and Florante Allarade

REVOCATION OF LICENSE, STOP PLACEMENT OF ADMISSIONS, AND IMPOSITION OF CONDITIONS ON A LICENSE

Dear Licensee:

On June 23, 2016, the Department of Social and Health Services (DSHS), Residential Care Services completed an inspection/investigation at your facility. This letter constitutes formal notice of the revocation of the adult family home license and stop placement of admissions for your adult family home, also known as **Norflor Manor AFH**, located at **4042 Dover Court SE, Olympia** by the State of Washington, Department of Social and Health Services. These actions are taken under the authority granted in Revised Code of Washington (RCW) 70.128.160, chapter 43.20A RCW, and Washington Administrative Code (WAC) 388-76-10940.

The department has determined that the licensee has demonstrated an inability to comply with regulations and has shown limited ability to safely operate the home, placing residents at risk. The stop placement of admissions is effective immediately on **September 13, 2016.**

The revocation of the adult family home license and stop placement of admissions for your adult family home is based on the following violation(s) of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **August 10, 2016.**

WAC 388-76-10020 License – Ability to provide care and services.
WAC 388-76-10985 Remedies – May extend to multiple homes.

The licensee lacked the understanding to meet the needs of the residents.

WAC 388-76-10225 Reporting requirement.

The licensee failed to ensure an incident involving a resident that was inappropriately touched was reported.

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

- ***The licensee (owner and co-owner) may not provide care or have unsupervised access to the residents.***
- ***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 **September 13, 2016** and remain in effect until lifted by formal Department of Social and Health Services notice.

NOTE: These are the violations which resulted in the revocation of license/stop placement of admissions and imposition of conditions on a license.

The revocation and stop placement of admissions and the imposition of conditions on the license to your adult family home is effective immediately upon notice to you via **personal service delivery** on **September 13, 2016** and certified mail receipt of this letter report. The stop placement of admissions will not be postponed pending an administrative hearing or informal dispute resolution process, as is required by RCW 70.128.160(4). The stop placement applies to all new admissions, re-admissions, and transfer of residents.

During the stop placement, you may not admit any new resident to your adult family home. In addition, you may not allow any resident who was absent from the home due to a temporary non-out-patient stay (not including out-patient treatment) at a hospital, nursing home or other treatment center to return during the stop placement unless you obtain advance approval from the department. You may request such approval by contacting Chris Cornell, Field Manager, at (360) 664-8421.

Because it may not be possible to reach the Field Manager on a weekend or holiday, any pre-approval requests should be made as soon as possible during the business week. Such exceptions are made at the sole discretion of the department on a case-by-case basis. The department may impose sanctions or take other legal action if you fail to comply with the stop placement order prohibiting admissions.

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 10th 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 and/or enforcement actions.

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 revocation of license and stop placement order prohibiting admissions by requesting a formal administrative hearing to challenge the deficiencies which resulted in the enforcement actions. **All hearing requests must be in writing and include:**

- A copy of this letter; and
- A copy of the Statement of Deficiencies.
- If you are requesting an **expedited** hearing for a summary suspension, stop placement or conditions on your home within **60 days**, you must provide a statement stating that you wish to have an **expedited** review. **Note:** No other actions qualify for an expedited review hearing.

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

Send your **written** request to:

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

If an appeal request is not received by day 28 at the Office of Administrative Hearings, your license to operate is no longer in effect. All residents must be moved out of your home by day 29.

Prior to, or instead of, requesting a hearing, you have the right under RCW 70.128.060 to voluntarily surrender your license in lieu of revocation. For additional information, please contact your Field Manager.

A provider who receives notification of the department's initiation of revocation may, in lieu of appealing the Department's action, surrender or relinquish the license as authorized by RCW 70.128.060. The Department shall not issue a new license to or contract with the provider, for the purposes of providing care to vulnerable adults or children, for a period of twenty years following the surrendering or relinquishment of the former license.

If you have any questions, please contact Chris Cornell, Field Manager at (360) 664-8421.

Sincerely,

Robert Ogolsky
Compliance Specialist
Residential Care Services

Enclosure

cc: Field Manager, Region 3, Unit D
RCS Regional Administrator, Region 3
HCS Regional Administrator, Region 3
DDA Regional Administrator, Region 3
WA LTC Ombuds
Office of Financial Recovery, Vendor Program Unit
HQ Central Files
bam

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

AGING AND LONG-TERM SUPPORT ADMINISTRATION

PO Box 45819, Olympia, WA 98504-5819

Statement of Deficiencies	License #: 750534	Completion Date
Plan of Correction	NORFLOR MANOR AFH II	August 10, 2016
Page 1 of 5	Licensee: NORMA AND	

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: 7/15/2016 and 8/10/2016

NORFLOR MANOR AFH II
4042 DOVER CT SE
OLYMPIA, WA 98501

This document references the following complaint number: 3249621

The department staff that inspected and investigated the adult family home:

Candace Corey, RN,BSN , Complaint Investigator

From:

DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3, Unit D
PO Box 45819
Olympia, WA 98504-5819
(360)664-8421

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.

Chris Cornell — Residential Care Services

Sept 13, 16 — 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) — Date

NOTICE OF CONDITIONS ON LICENSE

September 13, 2016

Based on the Statement of Deficiencies dated **August 10, 2013**, the Department of Social and Health Services imposes the following conditions on the license of ***Norflor Manor AFH II, License #750534, located at 4042 Dover court SE, Olympia, Lacey, Washington.***

- ***The licensee (owner and co-owner) may not provide care or have unsupervised access to the residents.***
- ***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 **September 13, 2016** and remain in effect until lifted by formal Department of Social and Health Services notice.

Robert Ogolsky
Compliance Specialist
Residential Care Services