



- *By November 22, 2013, the entity representative will meet with all caregivers, volunteers, and other staff in the home current and future to go over the following topics:*
  - *Be in compliance and implement state AFH laws and rules specifically AFH regulations WAC 388-76-1-220, WAC 388-76-10670, WAC 388-76-10673, WAC 388-76-10675, and WAC 388-76-10680.*
  - *Consistently prevent, recognize, report, and protect each resident from all types of abuse, neglect, mistreatment, restraints, involuntary seclusion, abandonment, financial exploitation, and misappropriation of resident property.*
  - *Recognize key risk factors that may place residents at greater risk for abuse, neglect, mistreatment, restraints, involuntary seclusion, abandonment, financial exploitation, and misappropriation of resident property.*
  - *Take all prompt and necessary actions to protect residents following allegations of abuse, neglect, mistreatment, restraints, involuntary seclusion, abandonment, financial exploitation, and misappropriation of resident property*
  - *Carry out adult family home and individual staff responsibilities as mandated reporters.*
  - *Report to the Department's hotline and local law enforcement as required by law.*
- *The licensee must maintain documentation of completion of online training in each individual's file, including attendance at the topic overview meeting.*
- *The licensee must post this Notice of Conditions, with the license, in a visible location in a common use area.*

These conditions are effective on **November 7, 2013**, and remain in effect until lifted by formal Department of Social and Health Services notice.

**NOTE:** *These are the violations which resulted in a/the fines and conditions; see the attached Statement of Deficiencies for any additional violations.*

### **Attestation (Plan of Correction):**

Return the enclosed SOD within 10 calendar days with the following:

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- The date you have or will have each deficiency corrected;
- A signature and date attesting that you are taking actions to correct and maintain correction for each cited deficiency.

Return the signed and dated SOD to:

Jo Whitney, Field Manager  
District 1, Unit C  
3611 River Road, Suite 200  
Yakima, WA 98902  
Phone: (509) 225-2823 / Fax: (509) 574-5597

### **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 10<sup>th</sup> 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.

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 civil fine and conditions by requesting a formal administrative hearing to challenge the deficiencies which resulted in the civil fines and conditions. **All hearing requests must be in writing and include:**

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- A copy of this letter; and
- A copy of the Statement of Deficiencies.

**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

**Payment:**

If you do not request a formal administrative hearing, the civil fine is due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.

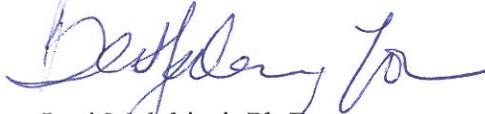
Mail a check for **\$9,000.00** payable to the 'Department of Social and Health Services' at:

DSHS Office of Financial Recovery  
PO Box 9501  
Olympia, Washington 98507-9501

If the Office of Financial Recovery has not received your payment within twenty-eight (28) days after receipt of this letter, interest will begin to accrue immediately on the balance, at the rate of one percent per month. If you do not submit a hearing request or make payment within twenty-eight (28) days, the balance due will be recovered.

If you have any questions, please contact Jo Whitney, Field Manager, at (509) 225-2823.

Sincerely,



Lori Melchiori, Ph.D.  
Assistant Director  
Residential Care Services

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Enclosure

cc: Bett Schlemmer, Compliance Specialist  
Field Manager, District 1, Unit C  
RCS District Administrator, District 1  
HCS District Administrator, District 1  
DDD District Administrator, District 1  
WA LTC Ombuds  
Office of Financial Recovery, Vendor Program Unit  
Judy Plesha, HCS  
BAM

# NOTICE OF CONDITIONS ON LICENSE

November 7, 2013

Based on the Statement of Deficiencies dated October 23, 2013, the Department of Social and Health Services imposes the following conditions on the license of *From the Heart AFH, Inc., License #752493 located at 4412 Artesia Drive, Pasco, Washington.*

- *By November 15, 2013, the entity representative, all caregivers, volunteers, and other staff in the home current and future must complete the online Mandatory Reporter Training located at <http://www.adsa.dshs.wa.gov/APS/training>.*
- *By November 22, 2013, the entity representative will meet with all caregivers, volunteers, and other staff in the home current and future to go over the following topics:*
  - *Be in compliance and implement state AFH laws and rules specifically AFH regulations WAC 388-76-1-220, WAC 388-76-10670, WAC 388-76-10673, WAC 388-76-10675, and WAC 388-76-10680.*
  - *Consistently prevent, recognize, report, and protect each resident from all types of abuse, neglect, mistreatment, restraints, involuntary seclusion, abandonment, financial exploitation, and misappropriation of resident property.*
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  - *Carry out adult family home and individual staff responsibilities as mandated reporters.*
  - *Report to the Department's hotline and local law enforcement as required by law.*

- *The licensee must maintain documentation of completion of online training in each individual's file, including attendance at the topic overview meeting.*
- *The licensee must post this Notice of Conditions, with the license, in a visible location in a common use area.*

These conditions are effective on November 7, 2013, and remain in effect until lifted by formal Department of Social and Health Services notice.

A handwritten signature in blue ink, appearing to read "Lori Melchiori".

Lori Melchiori, Ph.D.  
Assistant Director  
Residential Care Services