



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND LONG-TERM SUPPORT ADMINISTRATION  
*PO Box 98907, Lakewood, WA 98496*

April 16, 2019

**CERTIFIED MAIL**

7017 3380 0000 2290 8424

USA Geriatric Corporation  
Grand Care Home  
1146 N James St  
Tacoma, WA 98406

RE: Grand Care Home License #753181

Dear Provider:

The Department completed a full inspection of your Adult Family Home on April 11, 2019 and found that your home does not meet the adult family home licensing requirements listed below.

The Department staff who did the inspection and provided consultation:  
Ibe Hatch, Licensor

**Consultation:**

**WAC 388-112A-0240 What documentation is required for facility orientation training?**

(1) The adult family home, enhanced services facility, and assisted living facility must maintain documentation that facility orientation training has been completed as required by this chapter. The training and documentation must be issued by the home or service provider familiar with the facility and must include:

- (b) The title of the training;
- (c) The number of hours of the training;
- (e) The student's date of hire; and

Review of Staff B, C and D's facility orientation documentation showed the name of the training facility, number of hours and/or date of hire were not included. The Entity Representative said he would add the information.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

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The Department May:

- Inspect the home to determine if you have corrected all deficiencies.

You May:

- 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 (253) 983-3826.

Sincerely,

Lisa Cramer, Field Manager  
Region 3, Unit A  
Residential Care Services

Enclosure

### Informal Dispute Resolution

**You May:**

Request an Informal Dispute Resolution (IDR) meeting within 10 working days after you receive this letter.

Your request **must** include:

- What specific deficiency or deficiencies you disagree with; and
- Why you disagree with each deficiency; and
- What type of meeting you want (in person, telephone, paper review).

Send your request to:

IDR Program Manager  
Department of Social and Health Services  
Aging and Long-Term Support Administration  
Residential Care Services  
PO Box 45600  
Olympia, WA 98504-5600