



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

July 1, 2019

**CERTIFIED MAIL # 7018 0360 0000 1578 9201**

Irina Cheptea, Provider  
Helping Hands AFH LLC  
1126 SE Ellsworth Rd  
Vancouver, WA 98664

**IDR RESULTS**

License #753255

Dear Irina:

Thank you for participating in the Informal Dispute Resolution (IDR) process on June 11, 2019. This letter is a follow-up the voice message I left with Rueben today regarding the results of the IDR. During the IDR, citations from the Statement of Deficiencies (SOD) report dated March 1, 2019 were reviewed. The following information was considered:

- All oral statements and explanations offered by the adult family home;
- All written materials presented by the adult family home;
- Records gathered by the RCS regional staff.

In addition, I followed up with RCS regional staff in order to clarify facts and issues that were raised.

After careful review and consideration, I have decided to make the following changes to the SOD report, dated March 1, 2019.

**WAC 388-76-10255 – No Change**

**WAC 388-76-10400** – Edited for accuracy,

- The term “multi-use” was removed to describe the washcloth.
- The statement, “fraying in a few areas” was removed to describe the sling.
- The statement, “to monitor the urinary catheter” replaced, “to change the urinary catheter”.

**WAC 388-76-10380** – No Change

**Next Steps:**

- Review the attached amended cover letter and SOD reflecting the changes noted.
- Follow the instructions according to the cover letter to the SOD.

If you have any questions, please contact me at (360) 725-2307.

Sincerely,

Staci Dilg  
IDR Program Manager  
Residential Care Services

Enclosure

cc: Office Chief, Field Operations  
Regional Administrator, Region 3  
Field Manager, Region 3, Unit E  
Statewide Long Term Care Ombuds  
Regional Long Term Care Ombuds  
Central File  
IDR File