STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
PO Box 99250, Lakewood, WA 98496

Joyful Living Adult Family Home LLC

Joyful Living Adult Family Home LLC
1019 Johns Rd E
Tacoma, WA 98445

RE: Joyful Living Adult Family Home LLC License # 755435

Dear Provider:

This letter addresses Compliance Determination(s) 36872 (Completion Date 02/14/2024) and 33713 (Completion Date 12/21/2023).

The Department completed a follow-up inspection of your Adult Family Home on 02/14/2024 and found that you have corrected the violations listed in the Complaint report dated 12/21/2023. Your home is back in compliance as of 02/09/2024 with the cited requirements of the Washington Administrative Code or the Revised Code of Washington or both.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-76-10865-1, WAC 388-76-10895-3-a, WAC 388-76-10895-3-b, WAC 388-76-10895-3-c

The Department staff who did the on-site verification:
Gary Fuentebella, Licensor

If you have any questions, please contact me at (360)664-8421.

Sincerely,

Jennifer LeMaster

Jennifer LeMaster, Field Manager
Region 3, Unit A
Residential Care Services

Residential Care Services
Investigation Summary Report

Provider/Facility: Joyful Living Adult Family Home LLC
Provider Type: Adult Family Home
License/Cert.#: 755435
Intake ID: 109835
Compliance Determination #: 33713
Region/Unit #: RCS Region 3 / Unit A
Investigator: Gary Fuentebella
Investigation Date(s): 12/08/2023 through 12/21/2023
Complainant Contact Date(s):

Allegation(s):

1. The Adult Family Home (AFH) was unable to evacuate all five (5) residents in five (5) minutes or less.

Investigation Methods:

Sample:	Total residents: 5 Resident sample size: 5 Closed records sample size: 0
Observations:	Residents, AFH interior, Staff to Residents interactions, emergency evacuation drill
Interviews:	Resident, Caregiver, Co-Provider
Record Reviews:	Assessments, Negotiated Care Plan (NCP) , fire drill log

Investigation Summary:

Based on observation, interviews and record reviews the allegation was substantiated. On 12/08/2023 at 11:35 AM, an emergency evacuation drill was conducted. The Co-Provider and Caregiver A were unable to evacuate all five residents in the AFH in five minutes or less. The AFH was cited for WAC 388-76-10865(1) Resident Evacuation from Adult Family Home, WAC 388-76-10895 Emergency Evacuation Drills.

Conclusion / Action:

- [x] Failed Provider Practice Identified / Citation(s) Written
- [ ] Failed Provider Practice Not Identified / No Citation Written
- [ ] N/A

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You are required to be in compliance at all times with all licensing laws and regulations to maintain your Adult Family Home license.

The department completed data collection for an unannounced on-site complaint investigation on 12/08/2023 and 12/21/2023 of:

Joyful Living Adult Family Home LLC
1019 Johns Rd E
Tacoma, WA 98445

This document references the following complaint number(s): 109835

The following sample was selected for review during the unannounced on-site visit: 5 of 5 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Gary Fuentebella, Licensor

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3 , Unit A
PO Box 99250
Lakewood, WA 98496

As a result of the on-site visit(s), 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

12/22/2023
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.

Jack Kinyua
Provider (or Representative)

01/04/2024
Date

WAC 388-76-10865 Resident evacuation from adult family home.

(1) The adult family home must be able to evacuate all residents from the home to a safe location outside the home in five minutes or less.

This requirement was not met as evidenced by:

Based on observations, interviews and record reviews, the Adult family Home (AFH) failed to ensure 5 of 5 residents (Resident 1, Resident 2, Resident 3, Resident 4, and Resident 5) were evacuated from the home in five minutes or less during an evacuation drill. This failure placed all residents at risk for delay in evacuation in case of a fire.

Findings included...

Review of Resident 1's Assessment dated 11/06/2023, revealed Resident 1 had diagnoses to [redacted] and was independent in evacuation level.

Review of Resident 2's Assessment dated 10/06/2023, revealed Resident 2 had diagnoses to include [redacted] and was independent in evacuation level.

Review of Resident 3's Assessment dated 09/07/2023, revealed Resident 3 had diagnoses to include [redacted] and needed assistance in evacuation.

Review of Resident 4's Assessment dated 09/21/2023, revealed Resident 4 had diagnoses to include [redacted] and needed assistance in evacuation.

Review of Resident 5's Assessment dated 08/16/2023, revealed Resident 5 had diagnoses to include [redacted] and needed assistance in evacuation.

Review of the fire drill log showed a drill was conducted on 11/10/2023 at 10:00 AM, and

ended at 10:07 AM, (a total of seven (7) minutes). The same log showed that the Provider and Caregiver A conducted the drill with Resident 1, Resident 2, Resident 3, and Resident 5. A note was written on the same document stating Resident 4 refused to leave their bedroom.

On 12/08/2023 at 11:30 AM, during interview, the Co-Provider had no explanation why the above-mentioned fire drill took 7 minutes to evacuate Resident 1, Resident 2, Resident 3, and Resident 4. The Co-Provider was not aware all the residents had to be evacuated in 5 minutes or less. The Co-Provider was asked to conduct an emergency evacuation drill to demonstrate compliance.

On 12/08/2023 at 11:35 AM, an evacuation drill was conducted. The Co-Provider went directly to Resident 4 to try putting the [redacted] sling under Resident 4. Resident 1 and Resident 5 (sitting in a wheelchair), who were already sitting in the dining area (close to the main door exit), proceeded by themselves to the main door exit. Resident 2 walked independently from the bedroom to the front main door exit. Caregiver A transported Resident 3 (who was already sitting in a wheelchair) from their bedroom to the front main door exit. Caregiver A then proceeded to help the Co-Provider in trying to put Resident 4 on to the [redacted]

On 12/08/2023 at 11:40 AM, Resident 4 was still in bed while the Co-Provider and Caregiver A were trying to hook the transfer sling to the [redacted] The Co-Provider and Caregiver A were instructed to stop the evacuation drill because the Co-Provider and Caregiver A were unable to evacuate all the residents in 5 minutes or less.

On 12/08/2023 at 11:53 AM, during interview, Caregiver A stated that on 11/10/2023, Resident 4 refused to participate in the fire drill.

On 12/08/2023 at 12:05 PM, during interview, Resident 4 stated they (Resident 4) can't remember if they were offered to join a fire drill on 11/10/2023. Resident 4 added this was the first fire drill they could remember doing. Resident 4 stated they preferred to stay in bed and not join in a fire drill.

On 12/08/2023, staff said the Provider was out of the country during the onsite inspection.

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, Joyful Living Adult Family Home LLC is or will be in compliance with this law and / or regulation on (Date) 02/9/2024.

In addition, I will implement a system to monitor and ensure continued compliance with this requirement.

Jack Kinyua
Provider (or Representative)

01/04/2024
Date

WAC 388-76-10895 Emergency evacuation drills Frequency and participation.

(3) The home must respect the resident's right to refuse to participate in emergency evacuation drills. However, the home must still demonstrate the ability to safely evacuate all residents doing the following:

(a) Documenting the resident's wish to refuse to participate in the negotiated care plan;

(b) Providing an estimate of the amount of time it would take to evacuate the resident and how they calculated this estimate in the negotiated care plan;

(c) Adding the estimated time to the time recorded on the emergency evacuation drill log after each drill to ensure the length of time to evacuate does not exceed five minutes; and

This requirement was not met as evidenced by:

Based on observation, interview, and record review the adult family home (AFH) failed to ensure 1 of 5 residents (Resident 4) Negotiated Care Plan (NCP) addressed the resident's refusal to participate in evacuation drills, provided an estimated time to evacuate, and how the estimated time was calculated. The AFH failed to document the estimated time to evacuate Resident 4 on the fire drill log. These failures placed Resident 4 at risk for delay in evacuation in case of a fire.

Findings included...

Review of Resident 4's Assessment dated 09/21/2023, revealed Resident 4 had diagnoses to include [redacted] and needed assistance in evacuation level.

On 12/08/2023 at 11:53 AM, during interview, Caregiver A stated that on 11/10/2023, Resident 4 refused to participate in the fire drill.

Review of Resident 4's NCP dated 10/25/2023, showed no documentation regarding Resident 4's wish to participate in evacuation drills or not, an estimated time to evacuate Resident 4, and how staff calculated the estimated time to evacuate Resident 4 in an emergency.

Review of the fire drill log dated 11/10/2023, showed Resident 4 refused to join the fire drill conducted by the Provider and Caregiver A. Record review showed the Provider did not document the estimated time to evacuate Resident 4 on the fire drill log.

On 12/08/2023, staff said the Provider was out of the country at the time of the onsite inspection.

On 12/21/2023 at 9:55 AM, during interview, the Co-Provider stated that the Provider was in-charge of ensuring Resident 4 's NCP and fire drill log was completed as required.

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, Joyful Living Adult Family Home LLC is or will be in compliance with this law and / or regulation on (Date) 02/9/2024 .

In addition, I will implement a system to monitor and ensure continued compliance with this requirement.

Jack Kinyua
Provider (or Representative)

01/04/2024
Date