



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Aging and Disability Services
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5600

February 5, 2015

CERTIFIED MAIL 7008 1300 0000 7160 5994

Administrator
Grande Manor
2455 West Bench Road
Othello, WA 99344

Assisted Living Facility License #1472
Licensee: Grande Manor Care Inc.

IMPOSITION OF CIVIL FINES

Dear Administrator:

On **January 12, 2015**, the Department of Social and Health Services (DSHS), Residential Care Services completed an inspection/investigation at your facility. This letter constitutes formal notice of civil fines on the license for your assisted living facility, also known as **Grande Manor**, located at **1718 West 9th Avenue, Spokane**, by the State of Washington, Department of Social and Health Services. These actions are taken under the authority granted pursuant to Laws of 1998, Chapter 272 and RCW 18.20.190.

The civil fines are based on the following violations of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **January 12, 2015**.

WAC 388-78A-2120(2)(a)(3)(a)(b)(4) – Monitoring residents’ well-being. **\$100.00**

The licensee failed to take action when there were changes of condition related to accidents and injuries for one resident.

This is a repeat deficiency from July 19, 2013.

WAC 388-78A-2660(1) – Resident rights. **\$100.00**

RCW 70.129-140(1)(5)(a) – Quality of life—Rights.

The licensee failed to ensure residents were treated in a manner that enhanced dignity, respect and to provide accommodations of individual’s needs and preferences.

This is a repeat deficiency from July 17, 2012.

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WAC 388-78A-2700(2)(c)(i)(ii)(iii) – Safety measures and disaster preparedness. **\$100.00**

The licensee failed to investigate and document investigative findings after an accident resulting in injuries for one resident.

This is a repeat deficiency from July 19, 2013.

WAC 388-78A-3090(1)(b)(c) – Maintenance and housekeeping. **\$100.00**

The licensee failed to maintain the interior and exterior of the facility in a safe and good condition/repair for ten residents.

This is a repeat deficiency from March 21, 2012, April 13, 2012 and July 19, 2013.

WAC 388-78A-24642(1) – Background checks—National fingerprint background check. **\$100.00**

The licensee failed to obtain national fingerprint background checks for two staff.

This is a repeat deficiency from February 7, 2013.

NOTE: These are the violations which resulted in the fines; 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:

- 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:

Lori Heiner, Field Manager
Region 1, Unit B
316 West Boone Avenue, Suite 170
Spokane, WA 99201-2351
Phone: (509) 323-7324 / Fax: (509) 329-3993

Appeal Rights:

You have two appeal rights: Informal Dispute Resolution (IDR) and an Administrative Hearing. Each has a different request timeline.

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Informal Dispute Resolution [RCW 18.20.195]

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.

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

- 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 **\$500.00** payable to the 'Department of Social and Health Services' at:

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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 Lori Heiner, Field Manager at (509) 323-7324.

Sincerely,



Dina Longen-Grimes, RN, MSN
Compliance Specialist
Residential Care Services

Enclosure

cc: Dina Longen-Grimes, Compliance Specialist
Field Manager, Region 1, Unit B
RCS Regional Administrator, Region 1
HCS Regional Administrator, Region 1
DDA Regional Administrator, Region 1
WA LTC Ombuds
Office of Financial Recovery, Vendor Program Unit
Valentina Karnafel, HCS
NDL