



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

November 8, 2016

CERTIFIED MAIL #7008 1300 0000 7187 5007

Administrator
Grande Manor
12402 Osprey Road
Nine Mile Falls WA 99026

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

**IMPOSITION OF CIVIL FINES AND
IMPOSITION OF NEW CONDITIONS ON A LICENSE**

Dear Administrator:

On October 24, 2016, 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 and the imposition of new conditions on the license for your assisted living facility, also known as **Grande Manor**, located at **1718 W. 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 and new conditions on the license is based on the following violations of the RCW and/or WAC as described in the attached Statement of Deficiencies (SOD) report dated **October 24, 2016**.

Civil Fines

WAC 388-78A-2305 Food sanitation. **\$100.00**

The licensee failed to ensure that food was stored in compliance with current food service regulations.

This is an uncorrected deficiency cited on April 28, 2016 and August 5, 2016.

Administrator
Grande Manor
License #1472
November 8, 2016
Page 2

WAC 388-78A-3090 Maintenance and housekeeping.

\$100.00

The licensee failed to ensure the exterior and interior structure were well-maintained and in good repair.

This is an uncorrected deficiency cited on April 28, 2016, and August 5, 2016.

Conditions on License

WAC 388-78A-2600 Policies and procedures.

The licensee failed to ensure implementations of the policy and procedure which guided staff regarding abuse, neglect, and financial exploitation of residents.

WAC 388-78A-2630 Reporting abuse and neglect.

The licensee failed to ensure required reports were made to the state complaint hotline when there was reasonable cause to believe 6 residents experienced abuse and/or financial exploitation.

WAC 388-78A-2660 Resident rights.

The licensee failed to ensure 6 residents were free from abuse and/or financial exploitation.

The department has determined that the following new conditions shall be placed on your assisted living facility license:

- *The licensee will hire at their own expense a consultant, not previously or currently associated with the facility, knowledgeable of mandatory reporting and investigating incidents of potential abuse and/or neglect to assist the licensee as follows:*
 - *To provide training to all facility staff including Administration in mandatory reporting requirements per RCW 74.34.*
 - *To review facility policy and procedures specifically focused on identifying abuse and/or neglect, reporting potential allegations of abuse and/or neglect to appropriate authorities as directed in WAC 388-78A-2630 and RCW 74.34.*
 - *Train the Administrator and other designees identified by the facility in the investigation process per the March 2016 Assisted Living Facility Guidebook to ensure a clear understanding of how to thoroughly investigate allegations of possible abuse and/or neglect per WAC 388-78A-2700.*

Administrator
Grande Manor
License #1472
November 8, 2016
Page 3

- *The consultant must be available to the Department for questions.*
- *The consultant must be hired no later than December 7, 2016.*
- *The licensee will provide the consultant with a copy of the October 24, 2016 Statement of Deficiencies report.*
- *The licensee must maintain documentation of completion of training in staff files.*
- *The licensee must post this Notice of Conditions of Operation, with the license, in a visible location in a common use area.*

These conditions are effective on **November 8, 2016**, and remain in effect until lifted by formal Department of Social and Health Services notice.

NOTE: *These are the violations which resulted in the fines and new 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:

- 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:

Susan Bergeron, 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.

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:**

Administrator
Grande Manor
License #1472
November 8, 2016
Page 4

- 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 fines is due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.

Administrator
Grande Manor
License #1472
November 8, 2016
Page 5

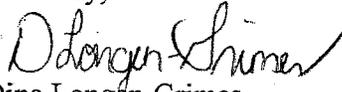
Mail a check for **\$200.00** payable to the 'Department of Social and Health Services' at:

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 Susan Bergeron, Field Manager at (509) 323-7324.

Sincerely,


Dina Longen-Grimes
Compliance Specialist
Residential Care Services

Enclosure

cc: 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
HQ Central Files
bam