



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
6639 Capitol Blvd SW, Floor 1, Tumwater, WA 98501

Nelia Vinluan
VINLUAN AFH
2473 RUDELL RD SE
LACEY, WA 98503

RE: VINLUAN AFH License # 343300

Dear Provider:

This letter addresses Compliance Determination(s) 38199 (Completion Date 04/02/2024) and 35035 (Completion Date 02/14/2024).

The Department completed a follow-up inspection of your Adult Family Home on 04/02/2024 and found that you have corrected the violations listed in the Complaint report dated 02/14/2024. Your home is back in compliance as of 03/30/2024 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 388-76-10795-1-d, WAC 388-76-10705-2-b, WAC 388-76-10705-2, WAC 388-76-10705-2-a, WAC 388-76-10720-2-a-ii, WAC 388-76-10720-2-a-i, WAC 388-76-10720-2-a, WAC 388-76-10720-2, WAC 388-76-10720-1, WAC 388-76-10720-1-a, WAC 388-76-10720-1-b, WAC 388-76-10750-1

The Department staff who did the on-site verification:

Laura Newberry

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

Sincerely,

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

This document was prepared by Residential Care Services for the Locator website.



Residential Care Services Investigation Summary Report

Provider/Facility: VINLUAN AFH

Provider Type: Adult Family Home

License/Cert.#: 343300

Compliance Determination #: 35035

Intake ID: 112623

Investigator: Laura Newberry

Region/Unit #: RCS Region 3 / Unit G

Investigation Date(s): 01/11/2024 through 02/14/2024

Complainant Contact Date(s): 02/14/2024

Allegation(s):

1. Physical Environment – The adult family home (AFH) windows were boarded up and the home was not accessible for the named resident's (NR) wheelchair.
2. Quality of care/treatment – The NR was not permitted to leave the AFH when it was raining outside.

Investigation Methods:

Sample:	Total residents: 2 Resident sample size: 2 Closed records sample size: 0
Observations:	AFH environment, AFH residents, AFH staff
Interviews:	NR and other AFH resident, AFH staff, others not associated with AFH
Record Reviews:	NR and other AFH resident negotiated care plan (NCP) and assessment, AFH fire drills

Investigation Summary:

1. Physical environment – Interview with NR stated they were unable to access all areas of the AFH in their wheelchair. Interview with AFH staff stated they were working on clearing out obstacles in the AFH. Observations showed AFH windows were not boarded up and operable. Interview with NR stated they were unable to access all areas of the AFH in their wheelchair. Interview with AFH staff stated they were working on clearing out obstacles in the AFH. Observation showed the AFH was cluttered and not accessible for NR wheelchair. Observation showed the AFH windows were blocked by items. Observation showed the AFH was using video recording cameras with audio. Failed practice was found.
2. Quality of care/treatment - The unannounced on-site investigation was conducted in relation to allegations and/or incidents reported. Based on observations, interviews, and records reviewed, no failed facility practice was substantiated in relation to original reported allegations and/or incidents. Additional residents reviewed for safety, care and services, with no concerns. No failed practice identified.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



Residential Care Services Investigation Summary Report

Provider/Facility: VINLUAN AFH

Provider Type: Adult Family Home

License/Cert.#: 343300

Compliance Determination #: 35035

Intake ID: 112617

Investigator: Laura Newberry

Region/Unit #: RCS Region 3 / Unit G

Investigation Date(s): 01/11/2024 through 02/14/2024

Complainant Contact Date(s): 02/14/2024

Allegation(s):

1. Physical Environment – The adult family home (AFH) windows were boarded up and rooms in the home were not accessible due to clutter.
2. Quality of care/treatment - The NR was not permitted to leave the AFH when it was raining outside.

Investigation Methods:

Sample:	Total residents: 2 Resident sample size: 2 Closed records sample size: 0
Observations:	AFH environment, AFH residents, AFH staff
Interviews:	NR and other AFH resident, AFH staff, others not associated with AFH
Record Reviews:	NR and other AFH resident negotiated care plan (NCP) and assessment, AFH fire drills

Investigation Summary:

Physical environment – Interview with NR stated they were unable to access all areas of the AFH in their wheelchair. Interview with AFH staff stated they were working on clearing out obstacles in the AFH. Observations showed AFH windows were not boarded up and operable. Interview with NR stated they were unable to access all areas of the AFH in their wheelchair. Interview with AFH staff stated they were working on clearing out obstacles in the AFH. Observation showed the AFH was cluttered and not accessible for NR wheelchair. Observation showed the AFH windows were blocked by items. Observation showed the AFH was using video recording cameras with audio. Failed practice was found.

Quality of care/treatment - The unannounced on-site investigation was conducted in relation to allegations and/or incidents reported. Based on observations, interviews, and records reviewed, no failed facility practice was substantiated in relation to original reported allegations and/or incidents. Additional residents reviewed for safety, care and services, with no concerns. No failed practice identified.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



Residential Care Services Investigation Summary Report

Provider/Facility: VINLUAN AFH

Provider Type: Adult Family Home

License/Cert.#: 343300

Compliance Determination #: 35035

Intake ID: 116774

Investigator: Laura Newberry

Region/Unit #: RCS Region 3 / Unit G

Investigation Date(s): 01/11/2024 through 02/14/2024

Complainant Contact Date(s): 02/14/2024

Allegation(s):

Physical Environment – The named resident's (NR and NR2) windows were boarded up.

Investigation Methods:

Sample:	Total residents: 2 Resident sample size: 2 Closed records sample size: 0
Observations:	AFH environment, AFH residents, AFH staff
Interviews:	NR and other AFH resident, AFH staff, others not associated with AFH
Record Reviews:	NR and other AFH resident negotiated care plan (NCP) and assessment, AFH fire drills

Investigation Summary:

Physical environment – Observations showed AFH windows were not boarded up and operable. Observation showed the AFH windows were blocked by items. Interview with AFH staff stated windows were blocked by items the AFH was storing. Observation showed the AFH did not have operable interior doors for privacy. Failed practice was found.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



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DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
6639 Capitol Blvd SW, Floor 1, Tumwater, WA 98501

Statement of Deficiencies	License #: 343300	Compliance Determination # 35035
Plan of Correction	VINLUAN AFH	Completion Date
Page 1 of 6	Licensee: Nelia Vinluan	02/14/2024

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 01/11/2024 and 01/11/2024 of:

VINLUAN AFH
2473 RUDELL RD SE
LACEY, WA 98503

This document references the following complaint number(s): 112623, 112617, 116940, 116774

The following sample was selected for review during the unannounced on-site visit: 2 of 2 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Laura Newberry

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3, Unit G
6639 Capitol Blvd SW, Floor 1
Tumwater, WA 98501

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.

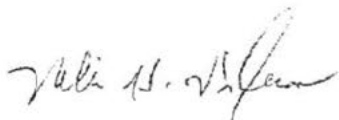
Jennifer LeMaster
Residential Care Services

02/23/2024
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.

This document was prepared by Residential Care Services for the Locator website.

Statement of Deficiencies	License #: 343300	Compliance Determination # 35035
Plan of Correction	VINLUAN AFH	Completion Date
Page 2 of 6	Licensee: Nelia Vinluan	02/14/2024



Provider (or Representative)

Date 3/5/2024

WAC 388-75-10795 Windows.

(1) The adult family home must ensure at least one window in each resident bedroom meets the following requirements:

(d) The window must be free from obstructions that might block or interfere with access for emergency escape or rescue.

This requirement was not met as evidenced by:

Based on observation and interview, the adult family home (AFH) failed to keep windows free of obstruction for 2 of 2 Residents (Resident 1 [R1] and Resident 2 [R2]). This failure placed all residents at risk for harm in the event of an emergency requiring evacuation.

Findings included...

On 01/11/2024 at 11:14 AM, observed the AFH bedroom windows for R1 and R2 from the outside backyard. Observed both windows were blocked with piles of wood leaning up against the home and four bicycles leaning up against the wood piles. Observed wood piles and bicycles prevented the windows from being accessed by foot without climbing over the wood piles and bicycles.

On 02/02/2024 at 1:30 PM, observed the AFH window for the living room was blocked by items (boxes) located outside in a partially enclosed porch. Observed window would not be accessible from the inside to exit from in an emergency due to these items. Observed R1's bedroom window was blocked by their bed and not accessible for an emergency exit. Observed R2's window was blocked by a bedside table and not accessible for an emergency exit.

On 02/14/2023 at 1:03 PM, interviewed Provider, who stated that the area outside the living room windows was used for storage at the AFH in a partially enclosed porch.

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, VINLUAN AFH is or will be in compliance with this law and / or regulation on (Date) 3/29/2024.

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

Statement of Deficiencies	License #: 343300	Compliance Determination # 35035
Plan of Correction	VINLUAN AFH	Completion Date
Page 3 of 6	Licensee: Nella Vinluan	02/14/2024

Provider (or Representative)

Nella H. Vinluan

Date *3/5/2024*

WAC 388-76-10705 Common use areas.

(2) The adult family home must ensure common use areas are:

- (a) Homelike, with furnishings that each resident may use;
- (b) Large enough for all residents to use at the same time; and

This requirement was not met as evidenced by:

Based on observation and interview, the adult family home (AFH) failed to ensure the common use areas had accessible furnishing for each resident to use at the same time for 2 of 2 Residents (Resident 1 [R1] and Resident 2 [R2]). This failure placed all residents at risk for a decrease quality of life when there were no common use areas for them to enjoy.

Findings included...

On 01/11/2024 at 11:14 AM, observed the AFH common living room was cluttered and inaccessible by foot or wheelchair. Observed several boxes on the floor and a large coffee table blocking access to the two couches in the living room. Observed the couches were covered with household items and boxes and not accessible to sit on. Observed the AFH kitchen was blocked with two stools preventing a wheelchair from gaining access to the AFH kitchen. Observed the AFH kitchen counters tops were cluttered with kitchen items and groceries, leaving minimal workspace. Observed the AFH dining room was cluttered and the dining table was only accessible on two sides (pushed into the corner). Observed the AFH dining room table was cluttered with space for three dining room chairs and place settings.

On 01/11/2024 at 11:46 AM, interviewed Provider, who stated AFH residents are permitted to use the living room and they were working on clearing out items.

On 02/02/2024 at 1:46 PM, interviewed R1, who stated that they were not able to access the AFH kitchen and that they do not sit on the AFH couches in the living room. R1 stated they do not go past the AFH dining room into other areas of the home (kitchen or living room).

Attestation Statement

This document was prepared by Residential Care Services for the Locator website.

*3/5/2024
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Statement of Deficiencies	License #: 343300	Compliance Determination # 35035
Plan of Correction	VINLUAN AFH	Completion Date
Page 4 of 6	Licensee: Nelia Vinluan	02/14/2024

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, VINLUAN AFH is or will be in compliance with this law and / or regulation on (Date) 3/15/2024.

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

Provider (or Representative)

Nelia H. Vinluan

Date

3/5/2024

WAC 388-76-10720 Electronic monitoring equipment Audio monitoring and video monitoring.

(1) Except as provided in this section or in WAC 388-76-10725, the adult family home must not use the following in the home or on the premises:

(a) Audio monitoring equipment; or

(b) Video monitoring equipment if it includes an audio component.

(2) The home may video monitor and video record activities in the home, without an audio component, only in the following areas:

(a) Entrances and exits if the cameras are:

(i) Focused only on the entrance or exit doorways; and

(ii) Not focused on areas where residents gather;

This requirement was not met as evidenced by:

Based on observation and interview, the adult family home (AFH) failed to ensure their video monitoring equipment did not record areas where 2 of 2 residents (Resident 1 [R1] and Resident 2 [R2]) gathered, and failed to ensure their video monitoring equipment did not include audio recording. This failure placed all residents at risk for a violation of their privacy.

Findings included...

On 01/11/2024 at 11:14 AM, observed a television on the AFH dining room table that showed three security cameras recording the AFH's two exterior parking areas. Observed a video camera in the AFH dining room pointed at the dining table and kitchen. Observed R2 sitting at the dining table eating a meal.

On 01/11/2024 at 11:14 AM, interviewed Provider, who stated the camera in the AFH dining room did not record audio and was on for their own safety.

This document was prepared by Residential Care Services for the Locator website.

*corrected
1/11/2024
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Statement of Deficiencies	License #: 343300	Compliance Determination # 35035
Plan of Correction	VINLUAN AFH	Completion Date
Page 5 of 6	Licensee: Nella Vinluan	02/14/2024

On 01/11/2024 at 12:29 PM, interviewed Caregiver 1 (CG1) who stated that the AFH cameras did record audio. CG1 was unable to disable the audio feature during the onsite investigation.

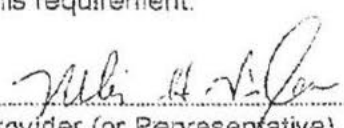
On 02/02/2024 at 1:52 PM, observed the AFH television was still recording one of the AFH parking areas with one camera. Observed other cameras were no longer operating.

On 02/02/2024 at 1:52 PM, interviewed Provider, who stated the one camera was still recording audio and they were unable to turn off the audio on the camera.

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, VINLUAN AFH is or will be in compliance with this law and / or regulation on (Date) 2/2/2024.

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


Provider (or Representative)

2/2/2024
Date

WAC 388-76-10750 Safety and maintenance. The adult family home must:

(1) Keep the home both internally and externally in good repair and condition with a safe, comfortable, sanitary, and homelike environment that is free of hazards;

This requirement was not met as evidenced by:

Based on observation and interview, the adult family home (AFH) failed to ensure the home was in good repair for 2 of 2 residents (Resident 1 [R1] and Resident 2 [R2]) when two of the AFH's doors did not close or were missing. This failure placed all residents at risk for a decreased quality of life and lack of privacy.

Findings included...

On 01/11/2024 at 11:14 AM, observed the AFH bathroom used by residents did not have a door on it.

On 02/02/2024 at 01:46 PM, observed R1's bedroom door did not close due to a metal guard placed on the door jam to prevent wheelchair damage.

Statement of Deficiencies	License #: 343300	Compliance Determination # 35035
Plan of Correction	VINLUAN AFH	Completion Date
Page 6 of 6	Licensee: Nella Vinluan	02/14/2024

On 02/14/2024 at 1:03 PM, interviewed Provider, who stated the bathroom door was removed to allow R1's wheelchair to pass through. Provider stated R1's bedroom door did not close after they installed door jamb protectors to prevent their wheelchair from hitting it. Provider stated the AFH was a small space.

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, VINLUAN AFH is or will be in compliance with this law and / or regulation on (Date) 3/30/2024.

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


Provider (or Representative)

3/5/2024
Date