STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

LORI MAY KENNEY
A BETTER VIEW AFH
12420 W SUNRIDGE DR
NINE MILE FALLS, WA 99026

RE: A BETTER VIEW AFH License # 679200

Dear Provider:

This letter addresses Compliance Determination(s) 27661 (Completion Date 08/11/2023) and 24782 (Completion Date 06/13/2023).

The Department completed a follow-up inspection of your Adult Family Home on 08/11/2023 and found that you have corrected the violations listed in the Full report dated 06/13/2023. Your home is back in compliance as of 07/28/2023 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 388-76-10145-2, WAC 388-76-10165-1-a, WAC 388-76-10135-7, WAC 388-76-10135-8, WAC 388-76-10015-1

The Department staff who did the on-site verification:
Jacqueline Block, AFH Licensor

If you have any questions, please contact me at (509)323-7321.

Sincerely,

Tamara Tredo

Tamara Tredo, Field Manager
Region 1, Unit E
Residential Care Services

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

Statement of Deficiencies	License #: 679206	Compliance Determination # 24782
Plan of Correction	A BETTER VIEW AFH	Completion Date
Page 1 of 6	Licensee: LORI MAY KENNEY	06/13/2023

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 the unannounced on-site full inspection on 06/01/2023 and 06/01/2023 of:
A BETTER VIEW AFH
12420 W SUNRIDGE DR
NINE MILE FALLS, WA 99026

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 inspected the Adult Family Home:

Jacqueline Block, AFH Licensor

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 1 , Unit E
8517 E Trent Ave, Ste 102
Spokane Valley, WA 99212

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.

Tamara Tredo
Residential Care Services

06/22/2023
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.

Statement of Deficiencies	License #: 679200	Compliance Determination #:24782
Plan of Correction	A BETTER VIEW AFH	Completion Date
Page 2 of 6	Licensee: LORI MAY KENNEY	06/13/2023

Lori F. May Kenney PW — Provider (or Representative)

06-30-2023 — Date

WAC 388-76-10145 Qualifications Licensed nurse as provider, entity representative, or resident manager. The adult family home must ensure that a licensed nurse who is a provider, entity representative, or resident manager:

(2) Has a current valid cardiopulmonary resuscitation (CPR) card or certificate as required in chapter 388-112A WAC.

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure a valid cardiopulmonary resuscitation (CPR) certificate was maintained by 1 of 1 staff (Staff A). This failure put residents at risk for a delayed response in the event of a medical emergency.

Findings included...

Review of Staff A, Provider, employee records showed a CPR card that expired on 06/22/2020.

During an interview on 06/01/2023 at 2:38 PM, Staff A stated they were aware their CPR card was expired. Staff A said they thought the CPR requirement was still waived due to the Pandemic.

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, A BETTER VIEW AFH is or will be in compliance with this law and / or regulation on (Date) 06-28-2023

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

Lori F May Kenney PW — Provider (or Representative)

06-30-2023 — Date

WAC 388-76-10165 Background checks Washington state name and date of birth background check Valid for two years National fingerprint background check

Valid indefinitely.

(1) A Washington state name and date of birth background check is valid for two years from the initial date it is conducted. The adult family home must ensure:

(a) A new DSHS background authorization form is submitted to the department's background check central unit every two years for each individual listed in WAC 388-76-10161 ;

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure a Washington state name and date of birth background check was completed every two years for 1 of 4 staff (Staff B). This placed the residents at risk for being cared for by a person with a disqualifying crime.

Findings included...

Review of employee files showed Staff B, Caregiver, had a name and date of birth background check that expired on 05/17/2023.

During an interview on 06/01/2023 at 2:50 PM, Staff A, Provider, stated her process was to write on a folder when a document expires. Staff A said that she thought background checks were waived because of the Pandemic.

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, A BETTER VIEW AFH is or will be in compliance with this law and / or regulation on (Date) 06-03-2023

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

Lori L May Kenney RN — Provider (or Representative)

06-30-2023 — Date

WAC 388-76-10135 Qualifications Caregiver. The adult family home must ensure each caregiver has the following minimum qualifications:

(7) Has a current valid first-aid card or certificate as required in chapter 388-112A WAC, except nurses, who are exempt from this requirement;

(8) Has a valid cardiopulmonary resuscitation (CPR) card or certificate as required in chapter 388-112A WAC; and

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure a valid cardiopulmonary resuscitation (CPR) and first-aid certificate was maintained by 1 of 1 staff (Staff D). This failure put residents at risk for a delayed response in the event of a medical emergency.

Findings included...

Review of Staff D, Caregiver, employee records showed a CPR and first-aid certificate that expired in October 2021.

During an interview on 06/01/2023 at 2:38 PM, Staff A stated they were aware Staff D's CPR and first-aid training were expired. Staff A said she thought the CPR and first aid requirements were still waived from the Pandemic.

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, A BETTER VIEW AFH is or will be in compliance with this law and / or regulation on (Date) 06-28-2023

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

Lori L May Kenney

Provider (or Representative)

06-30-2023

Date

WAC 388-76-10015 License Adult family home Compliance required.

(1) The licensed adult family home must comply with all the requirements established in chapters 70.128 , 70.129, 74.34 RCW, this chapter and other applicable laws and regulations including chapter 74.39A RCW; and

This requirement was not met as evidenced by:

WAC 296-842-12005
Develop and maintain a written program.

Develop a complete worksite-specific written respiratory protection program that includes the applicable elements listed in Table 3. The program must cover each employee required by this section to use a respirator.

Based on interview and record review, the Adult Family Home (AFH) failed to have a written respiratory program (RPP) including training on use of a respirator and fit testing for N95 respirators for 4 of 4 staff (Staff A, B, C & D). This failure placed residents at risk for exposure to communicable diseases by not having staff trained and fit tested for use of N95 respirators.

Findings included...

Review of Dear Provider Letter dated 04/30/2021 "Employer Responsibilities for Respiratory Protection Program and Provision of Personal Protective Equipment" showed the AFH is required to develop and maintain a Respiratory Protection Program. The letter also required the AFH to fit test health care workers with a N95 respirator for protection against communicable diseases.

Review of Dear Provider Letter dated 11/05/2021 "Respirator Fit Testing and Respiratory Protection Program Resource" provided resources for the AFH to develop a Respiratory Protection Program and access resources for fit testing N95 respirators.

Review for RPP documentation showed the AFH did not have a written respiratory protection program.

Review of employee files showed there was no documentation that training for use of personal protective equipment or fit testing had occurred for Staff A, Provider, Staff B, Caregiver, Staff C, Caregiver and Staff D, Caregiver.

In an interview on 06/01/2023 at 1:52 PM, Staff A stated that they did not have a respiratory protection program in place and none of the staff were fit tested for N95 respirators. Staff A stated that they were aware of the requirement.

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, A BETTER VIEW AFH is or will be in compliance with this law and / or regulation on (Date) 08-15-2023

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

Statement of Deficiencies	License #: 579200	Compliance Determination #:24782
Plan of Correction	A BETTER VIEW AFH	Completion Date
Page 6 of 6	Licensee: LORI MAY KENNEY	06/13/2023

Lori L May-Kenney RN
Provider (or Representative)

06-30-2023
Date

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
8517 E Trent Ave, Ste 102, Spokane Valley, WA 99212

LORI MAY KENNEY
A BETTER VIEW AFH
12420 W SUNRIDGE DR
NINE MILE FALLS, WA 99026

RE: A BETTER VIEW AFH # 679200

Dear Provider:

The Department completed a full inspection of your Adult Family Home on 06/13/2023 and found that your home does not meet the Adult Family Home Licensing requirements.

The Department:

- Wrote the enclosed report; and
- May take licensing enforcement action based on many deficiency listed on the enclosed report; and
- May inspect the home to determine if you have corrected all deficiencies; and
- Expects all deficiencies to be corrected within the timeframe accepted by the department.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately;
- Contact the Field Manager for clarifications related to the Statement of Deficiencies (SOD);
- Within 10 calendar days after you receive this letter, complete and return the enclosed 'Plan/Attestation Statement';
  - o Sign and date the enclosed report;
  - o For each deficiency, indicate the date you have or will correct each deficiency;
  - o Mail the Plan/Attestation Statement and report with original signatures to:

Tamara Tredo, Field Manager
Residential Care Services
Region 1, Unit E
8517 E Trent Ave, Ste 102

Spokane Valley, WA 99212

• Complete correction(s) within 45 days, or sooner if directed by the Department, after review of your proposed correction dates.
• Have your plan approved by the Department.

Consultation(s):
In addition, the Department provided consultation on the following deficiency or deficiencies not listed on the enclosed report.

WAC 388-76-10415 Food services. The adult family home must:

(1) Ensure that the safe food handling training requirements of chapter 388-112A WAC are met; and

The adult family home did not have up to date food safety training documented for three staff who worked in the home.

WAC 388-76-10146 Qualifications Training and home care aide certification.

(6) The adult family home must ensure that all staff receive the orientation and training necessary to perform their job duties.

The Adult Family Home did not have documented orientation to the home for three staff who worked in the home.

You Are Not:
• Required to submit a plan of correction for the consultation deficiency or deficiencies stated in this letter and not listed on the enclosed report.

You May:
• Ask for a informal dispute resolution meeting, according to the attached 'Informal Dispute Resolution' instructions; and
• Ask questions and provide written information to help clarify or dispute the deficiencies.

• Contact me for clarification of the deficiency or deficiencies found.

If You Have Any Questions:
• Please contact me at (509)323-7321.

Sincerely,

Tamara Tredo

Tamara Tredo, Field Manager
Region 1, Unit E

Residential Care Services

Enclosure

Plan
(Plan of Correction)

You Must:
Return the plan, on the enclosed report, within 10 calendar days after you receive this letter.

Include the following in your plan for each deficiency:
- The date you have or will correct each deficiency; and
- Provide a signature and date certifying that you have or will take corrective measures to correct each cited deficiency.

Send your plan to:
Tamara Tredo, Field Manager
Residential Care Services
Region 1, Unit E
8517 E Trent Ave, Ste 102
Spokane Valley, WA 99212

INFORMAL DISPUTE RESOLUTION [RCW 70.128]

You May:
Request an Informal Dispute Resolution (IDR) meeting within 10 working days after the date you receive this letter. You **must** use an **'IDR Request Form'** for **each** citation or enforcement you plan to dispute. You can find this form and directions on the IDR Adult Family Home web page at: https://www.dshs.wa.gov/altsa/idr

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Provider Process for Choosing a Panel or Traditional IDR:

You may only choose a **Panel IDR** if you are disputing **three or fewer** citations or enforcement actions. You may choose a **Traditional IDR** regardless of the number of citations or enforcement actions you intend to dispute. If you choose a **Panel IDR**, all documents supporting your dispute must be submitted within **20 working days** after the date you receive this letter. For **Panel IDRs** the program will not consider any documents submitted after the **20 working day deadline**. For **Traditional IDRs** you should submit documents supporting your dispute at least **seven** days prior to the date of the IDR meeting.

Send your request and supporting documents to the address below or email to rcsidr@dshs.wa.gov:

Adult Family Home IDR Program
Residential Care Services
PO Box 45600
Olympia, WA 98504-5600

A BETTER VIEW ADULT FAMILY HOME

PLAN OF CORRECTION FOR INSPECTION COMPLETED 6/13/2023

WAC 388-76-10145 Licensed Nurse Provider whose CPR/First aid had expired during the pandemic, completed CPR/ First aid course and certification on 6/28/2023 to resolve this issue.

WAC 388-7610165 Backgroud check expired on 5/17/2023. Her background check was done and completed with no issues on 6/03/2023. Provider will ensure each staff member has a new background check done as required before expiration date.

WAC 388-76-10135 staff member whose CPR/First aid had expired during the pandemic, completed CPR/First aid course certification on 6/28/2023.

WAC 388-76-10015 and WAC 296-842-12005 requiring a work-site specific written respiratory protection program. Provider developed a plan for respiratory protection program with guidelines provided by DOH WA. The provider purchased a 3M fit test kit on 6/30/2023. The provider is enrolled for a Fit Testing certification to provide FIT testing to all staff on 7/26/2023. The provider plans on having all staff FIT tested by 8/15/2023 and annually as required by WAC

7/28/23 7-6-23

Lori L. May-Kenney RN 06-30-2023

To State of Washington, Department of Social and Health Services

Aging and Long Term Care support administration. 509-921-2426 fax

ATTENTION TAMARA TREDO Field manager

From A Better View Adult Family Home

Lori L. May-Kenney RN 7/6/2023