



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

From The Heart AFH Inc
From The Heart AFH Inc
4408 Artesia Dr
Pasco, WA 99301

RE: From The Heart AFH Inc License # 752493

Dear Provider:

This letter addresses Compliance Determination(s) 51166 (Completion Date 12/04/2024) and 48864 (Completion Date 11/07/2024).

The Department completed a follow-up inspection of your Adult Family Home on 12/04/2024 and found that you have corrected the violations listed in the Complaint report dated 11/07/2024. Your home is back in compliance as of 11/09/2024 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 388-76-10510-2, WAC 388-76-10510-4

The Department staff who did the on-site verification:
Sarah Clark, Community Complaint Investigator

If you have any questions, please contact me at (509)598-0182.

Sincerely,

Selena Clemons

Selena Clemons, Field Manager
Region 1, Unit C
Residential Care Services

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



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DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

Statement of Deficiencies	License #: 752493	Compliance Determination # 48864
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 1 of 3	Licensee: From The Heart AFH Inc	11/07/2024

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 10/17/2024 and 10/31/2024 of:

From The Heart AFH Inc
4412 Artesia Dr
Pasco, WA 99301

This document references the following complaint number(s): 148561

The following sample was selected for review during the unannounced on-site visit: 3 of 6 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Sarah Clark, Community Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 1 , Unit C
1200 Alder Street
Union Gap, WA 98903

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.

Selena Clemons

Residential Care Services

11/08/2024

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 # 752493	Compliance Determination # 48854
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 2 of 3	Licenses: From The Heart AFH Inc	11/07/2024

Jenny Wong
Provider (or Representative)

11/9/24
Date

WAC 388-76-10510 Resident rights Basic rights. The adult family home must ensure that each resident:

(2) Is treated with courtesy, dignity, and respect;

(4) Has the opportunity to exercise control over life decisions, such as making the resident's own choices about daily life, participation in services or activities, care, and privacy;

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Adult Family Home (AFH) failed to ensure basic rights were not violated for 1 of 8 residents (Residents 1). This failure placed all residents at risk of being unable to exercise control over their daily life decisions and placed them at risk of not being treated with dignity and respect.

Findings included...

Observation on 10/17/2024 at 10:05 AM showed a white board, located on the AFH dining room wall that was visible to all staff, residents, and visitors to the AFH. The white board had smoking rules written on it. The rules were as follows: "Ask or talk about cigarettes – wait 5 minutes; second time – wait 10 minutes; third time – no smoke."

Review on 11/07/2024 of Resident 1's Admission Agreement resident rights information page stated that each resident shall have the following rights with number five indicating that residents have the right to be treated in a manner respecting the resident's individual identity, dignity and self-esteem.

Review of Resident 1's chart, on 10/17/2024, showed a typed smoking schedule consent form that was signed by Resident 1 on 09/07/2024. The consent stated Resident 1 would follow the smoking schedule as planned. The form further stated Resident 1 must follow the listed rules including: smoking away from windows/doors, no sharing cigarettes, no hounding staff, no asking others for cigarettes, and properly disposing of cigarettes. The consent form stated if Resident 1 did not comply with the rules as written, then consequences would take place (typed in bold print).

During an interview on, 10/17/2024 at 08:59 AM, Resident 1, if they did not follow the rules set for them, their cigarettes would be taken away, by Staff B, Caregiver. Resident 1 also stated this made them feel angry, described feeling "like s***", and they did not

Provider (or Representative)

Date

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Statement of Deficiencies	License # 752493	Compliance Determination # 48864
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Page 3 of 3	Licenses: From The Heart AFH Inc	11/07/2024

think it was fair for them to be treated in this manner.

During an interview on 10/17/2024 at 10:53 AM, with Staff A, Executive Director, stated they did not make up the smoking schedule consent form nor were they aware of the written smoking rules on the white board.

In an interview on 10/29/2024 at 02:30 PM, Staff B stated they had produced the smoking consent form. They stated they only required the residents who smoked and caused problems sign the form. Staff B also stated they thought the residents followed the rules because the smoking consent stated there would be consequences.

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, From The Heart AFH Inc is or will be in compliance with this law and / or regulation on (Date): 11/9/24.

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

Jenay Usher
Provider (or Representative)

11/9/24
Date

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Provider (or Representative)

Date