STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING 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) 72855 (Completion Date 02/17/2026) and 70248 (Completion Date 01/06/2026).

The Department completed a follow-up inspection of your Adult Family Home on 02/17/2026 and found that you have corrected the violations listed in the Follow up report dated 01/06/2026. Your home is back in compliance as of 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 388-76-10475-3-a

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

If you have any questions, please contact me at (509)572-7394.

Sincerely,

Michelle Ann Yarbrough

Michelle Yarbrough, Adult Family Home Field Manager
Region 1, Unit C
Residential Care Services

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

AGING AND LONG-TERM SUPPORT ADMINISTRATION

1200 Alder Street, Union Gap, WA 98903

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 follow-up on 12/17/2025 and 12/30/2025 of:

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

This document references the following SOD dated: 01/06/2026

The following sample was selected for review during the unannounced on-site visit: 2 of 6 current residents and 0 former residents.

The department staff that inspected 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

Statement of Deficiencies	License #: 752493	Compliance Determination # 70248
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 2 of 7	Licensee: From The Heart AFH Inc	01/06/2026

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.

Michelle Ann Garbrough
Residential Care Services

01/13/2026
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.

Provider (or Representative)

1/15/26.
Date

WAC 388-76-10475 Medication Log. The adult family home must:

(3) Ensure the medication log includes:

(a) Initials of the staff who assisted or gave each resident medication(s);

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure the medication log was accurately signed by staff giving residents' medication for 2 of 6 residents (Residents 1 & 2). This failure resulted in undocumented medication receipt and placed residents 1 and 2 at risk for potential medication errors.

Findings included...

Review of the AFH's undated Admissions Contract, showed under the section titled, Medication Assistance, specified a medication sheet was kept for each resident. The caregivers signed each medication out as he/she dispensed them to each resident.

During an interview on 12/17/2025 at 12:33 PM, Staff A, Administrator, stated to correct their deficient practice the AFH obtained paper medication administration records (MARs) for each resident. In the event staff were unable to electronically record medications that had been given they were to record it on the paper MARs.

Resident 1

Review of Resident 1's Department Assessment dated 09/12/2025, showed Resident 1 required medication assistance due to a complex regimen, cannot administer drops,

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.

Residential Care Services | 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.

Provider (or Representative) | Date

WAC 388-76-10475 Medication Log. The adult family home must:

(3) Ensure the medication log includes:

(a) Initials of the staff who assisted or gave each resident medication(s);

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure the medication log was accurately signed by staff giving residents' medication for 2 of 6 residents (Residents 1 & 2). This failure resulted in undocumented medication receipt and placed residents 1 and 2 at risk for potential medication errors.

Findings included…

Review of the AFH's undated Admissions Contract, showed under the section titled, Medication Assistance, specified a medication sheet was kept for each resident. The caregivers signed each medication out as he/she dispensed them to each resident.

During an interview on 12/17/2025 at 12:33 PM, Staff A, Administrator, stated to correct their deficient practice the AFH obtained paper medication administration records (MARs) for each resident. In the event staff were unable to electronically record medications that had been given they were to record it on the paper MARs.

Resident 1

Review of Resident 1's Department Assessment dated 09/12/2025, showed Resident 1 required medication assistance due to a complex regimen, cannot administer drops,

does not follow frequency or dosage, poor coordination, psychotropic drug (a medication that is indicated for a mental disorder) monitoring, forgets to take medications, unable to read/see labels, and unaware of medication dosages. Caregiver instructions included to document medications given.

Review of Resident 1's Negotiated Care Plan (NCP), dated 10/10/2025 indicated Resident 1 could take their own pills once staff popped the medications from the package and staff were to cue Resident 1 to take the medications.

Review of Resident 1's December electronic Medication Administration Record (eMAR) showed the following medications to be given as follows:
-Amlodipine 5 milligrams (mg) (for high blood pressure) – take one tablet by mouth at bedtime.
-Aspirin 81 mg (blood thinner) – take one tablet by mouth every day.
-Calcium 600-Vit D3 (supplement) – take one tablet by mouth twice daily.
-Divalproex extended release 500 mg (prevents seizures) – take one tablet by mouth every morning and two tablets by mouth every evening.
-DOK (for constipation) 100 mg – take 50 mg by mouth twice a day with Senna (for constipation).
-Lacosamide 100 mg tablet (for seizures) - take one tablet by mouth twice daily.
-Levetiracetam 750 mg (for seizures) – take two tablets by mouth twice daily at 8:00 AM and 8:00 PM.
-Levothyroxine 88 micrograms (for low thyroid) – take one tablet by mouth every morning one hour before breakfast.
-Polyethyelene Glycol 17 grams (for constipation) -mix and drink 17 gm in four to eight -ounces of liquid every day.
-Senna 8.6 mg– take one tablet by mouth twice daily with DOK.

Review of Resident 1's eMAR, from 12/1/2025 through 12/17/2025, showed missing documentation for three scheduled medication doses. The following scheduled medications were not documented as given or not given:
-Amlodipine Besylate 5 mg (for high blood pressure) was not documented as given on 12/18/2025, one dose.
-Atorvastatin calcium 40 mg (for high cholesterol) – was not documented as given on 12/8/2025, one dose.
-Senna 8.6 mg - was not documented as given on 12/8/2025, one dose.

Review of Resident 1's paper medication administration record (MAR), obtained on 12/17/2025, showed a staff initial "Z" documented as follows:
-Amlodipine 5mg – initialed 12/01/2025 through 12/05/2025, PM doses.
-Aspirin 81 mg – initialed 12/01/2025 through 12/17/2025, AM doses.
-Calcium 600-Vit D3 - initialed 12/01/2025 through 12/17/2025, AM doses.
-Divalproex extended release 500mg - initialed 12/01/2025 through 12/17/2025, AM doses.
-DOK 100 mg (for constipation) - initialed 12/01/2025 through 12/17/2025, AM doses.
-Lacosamide 100 mg tablet- initialed 12/01/2025 through 12/17/2025, AM doses.
-Levetiracetam 750 mg - initialed 12/01/2025 through 12/17/2025, AM doses.
-Levothyroxine 88 micrograms - initialed 12/01/2025 through 12/17/2025, AM doses.

-Polyethylene Glycol 17 grams - initialed 12/01/2025 through 12/17/2025, AM doses.
-Senna 8.6 mg - initialed 12/01/2025 through 12/17/2025, AM doses.

Review of Resident 1's paper MAR, sent in an email to the Department Regulator, on 12/18/2025 from Staff B, Resident Care Coordinator, stated the paper MARS were wrong, and attached with the email were the "right ones". It showed the initial "Z" to be marked out and replaced with the following:

-Amlodipine 5mg – no initials written.
-Aspirin 81 mg – 12/06/2025 and 12/07/2025 with initials KC. 12/13/2025 and 12/14/2025 with initials EG.
-Calcium 600-Vit D3 - 12/06/2025 and 12/07/2025 with initials KC. 12/13/2025 and 12/14/2025 with initials EG.
-Divalproex extended release 500 mg - 12/06/2025 and 12/07/2025 with initials KC. 12/13/2025 and 12/14/2025 with initials EG.
-DOK 100 mg - 12/06/2025 and 12/07/2025 with initials KC. 12/13/2025 and 12/14/2025 with initials EG.
-Lacosamide 100 mg tablet - 12/06/2025 and 12/07/2025 with initials KC. 12/13/2025 and 12/14/2025 with initials EG.
-Levetiracetam 750 mg - 12/06/2025 and 12/07/2025 with initials KC. 12/13/2025 and 12/14/2025 with initials EG.
-Levothyroxine 88 micrograms -12/06/2025 and 12/07/2025 with initials KC. 12/13/2025 and 12/14/2025 with initials EG.
-Polyethyelene Glycol 17 grams - 12/06/2025 and 12/07/2025 with initials KC. 12/13/2025 and 12/14/2025 with initials EG.
-Senna 8.6 mg - 12/06/2025 and 12/07/2025 with initials KC. 12/13/2025 and 12/14/2025 with initials EG.

Review of Resident 1's eMAR from 12/01/2025 through 12/17/2025 showed the following medications signed off as given during the AM shift from other staff other than staff "Z" as documented on paper MAR.

-Aspirin 81 mg – 12/03/2025, TM1; 12/14/2025, KF3; 12/15/2025 EnGa; and 12/16/2025, TM1.
-Calcium 600-Vit D3 - 12/03/2025, TM1; 12/14/2025, KF3; 12/15/2025 EnGa; and 12/16/2025, TM1.
-Divalproex 500 mg - 12/03/2025, TM1; 12/14/2025, KF3; 12/15/2025 EnGa; and 12/16/2025, TM1.
-DOK 100 mg - 12/03/2025, TM1; 12/14/2025, KF3; 12/15/2025 EnGa; and 12/16/2025, TM1.
-Lacosamide 100 mg - 12/03/2025, TM1; 12/14/2025, KF3; 12/15/2025 EnGa; and 12/16/2025, TM1.
-Levetiracetam 750 mg -12/03/2025, TM1; 12/14/2025, KF3; 12/15/2025 EnGa; and 12/16/2025, TM1.
-Levothyroxine 88 micrograms - 12/03/2025, TM1; 12/14/2025, KF3; 12/15/2025 EnGa; and 12/16/2025, TM1.
-Polyethylene Glycol 17 grams - 12/03/2025, TM1; 12/14/2025, KF3; 12/15/2025 EnGa; and 12/16/2025, TM1.

-Senna 8.6 mg - 12/03/2025, TM1; 12/14/2025, KF3; 12/15/2025 EnGa; and 12/16/2025, TM1.

Resident 2

Review of Resident 2's assessment dated 11/18/2025 showed Resident 2 had a diagnosis that included [redacted] and [redacted]. The assessment showed Resident 2 could not take medications out of package without qualified staff assistance.

Review of Resident 2's Negotiated Care Plan (NCP), dated 11/20/2025 indicated Resident 2 needed full assistance with medications. Staff are to pop medications out from the package and set up medications for resident. Staff to fully assist with insulin injections. NCP indicated Resident 2 had nurse delegation for insulin.

Review of Resident 2's December 2025 eMAR showed the following medications were to be given as follows:
-Azathioprine 50 mg (immunosuppressant) daily.
-Calcitriol 0.25 micrograms (vitamin D supplement) three times a week.
-Cyclosporine 100 mg capsule (immunosuppressant) twice daily.
-Hydrochlorothiazide 12.5 mg (fluid retention and high blood pressure) once daily.
-Insulin Aspart (for diabetes) -inject two units subcutaneously (under skin) three times a day and per sliding scale 120-149 – one unit; 150-199 two units; 200-249 four units; 250-299 six units, 300-349 eight units, and 350+ 10 units. Times listed were 5:00 AM, 12:00 PM and 5:00 PM.
-Insulin Glargine (diabetes) Inject 12 units under skin once daily.
-Lamotrigine 75 mg (for seizures) - take three tablets by mouth twice daily.
-Levetiracetam 500 mg (for seizures) – take one tablet by mouth twice daily.
-Losartan 50 mg (for high blood pressure) – take one tablet by mouth twice daily.
-Multivitamin (supplement) one tablet daily.
-Tamsulosin 0.4 mg (enlarged prostrate) once daily.

Review of Resident 2's eMAR, from 12/1/2025 through 12/17/2025, showed missing documentation for seven scheduled medication doses. The following scheduled medications were not documented as given or not given:
-Insulin Aspart (for Diabetes) was not documented as given for noon doses on 12/05/2025, 12/10/2025, 12/11/2025, and 12/12/2025, four doses.
-Lamotrigine 75 mg (for seizures) was not documented as given on 12/08/2025, one dose.
-Levetiracetam 500 mg (for seizures) was not documented as given on 12/08/2025, one dose.
-Losartan 50 mg (for high blood pressure) was not documented as given for PM dose on 12/08/2025.

Review of Resident 2's paper MARs, obtained on 12/17/2025, showed no handwritten staff initials.

Review of Resident 2's paper log, sent in an email to the Department Regulator, on 12/18/2025 from Staff B, Resident Care Coordinator, stated the paper MARS were wrong, and attached with the email were the "right ones". It showed hand-written initials "DT" on the MAR for the following medications on the following days:
-Azathioprine 50 mg (immunosuppressant) once daily - initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.
-Calcitriol 0.25 micrograms (vitamin D supplement) three times a week - initialed by "DT" for 06:00 AM dose on 12/03/2025, 12/05/2025, 12/10/2025, 12/12/2025, 12/17/2025, and 12/17/2025.
-Cyclosporine 100 mg capsule (immunosuppressant) twice daily - initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.
-Hydrochlorothiazide 12.5 mg (fluid retention and high blood pressure) once daily- initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.
-Insulin Aspart three times daily with meals- initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.
-Insulin Aspart three times daily with meals- initialed by "TM1" for the 11:30 AM dose for 12/01/2025 through 12/05/2025, 12/08/2025 through 12/12/2025 and 12/15/2025 through 12/17/2025. Initialed by "KC" on 12/06/2025 and 12/07/2025. Initialed by "EG" on 12/13/2025 and 12/14/2025.
-Glargine (diabetes) inject 12 units under skin once daily - initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.
-Lamotrigine - initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.
-Levetiracetam - initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.
-Losartan - initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.
-Multivitamin (supplement) one tablet daily - initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.
-Tamsulosin 0.04 mg (enlarged prostrate) once daily - initialed by "DT" for 05:00 AM dose on 12/2/2025 through 12/06/2025, 12/09/2025 through 12/14/2025 and 12/16/2025 through 12/19/2025.

During an interview on 12/30/2025 at 11:59 AM, Resident 2 stated they needed assistance with medications because they were blind. Staff helped them with insulin injections.

During an interview on 12/30/2025 at 11:38 AM, Staff A stated they did not know anything about staff signing the paper MARs every day and that was not what Staff A instructed staff to do. Staff A also stated they were not aware of the paper MAR being different from when they were first obtained by the Department Regulator on 12/17/2025, to when they were faxed to the Department on 12/18/2025. Staff A stated they did not know what to say about the paper MAR and eMAR not matching up with the

Statement of Deficiencies	License #: 752493	Compliance Determination # 70248
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 7 of 7	Licensee: From The Heart AFH Inc	01/06/2026

same staff initials.

This is an uncorrected deficiency previously cited on 11/14/2025 and 09/16/2025.

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) 11/29/26.

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

Provider (or Representative) Jena L Usher. Date 11/15/26.

same staff initials.

This is an uncorrected deficiency previously cited on 11/14/2025 and 09/16/2025.

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)_____ .

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

_____ _____

Provider (or Representative) Date

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

AGING AND LONG-TERM SUPPORT ADMINISTRATION

1200 Alder Street, Union Gap, WA 98903

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 follow-up on 10/30/2025 of:

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

This document references the following SOD dated: 11/14/2025

The following sample was selected for review during the unannounced on-site visit: 3 of 5 current residents and 0 former residents.

The department staff that inspected 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.

Michelle Ann Garbrough
Residential Care Services

11/17/2025
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.

Provider (or Representative)

11/25/2025
Date

WAC 388-76-10475 Medication Log. The adult family home must:

(3) Ensure the medication log includes:

(a) Initials of the staff who assisted or gave each resident medication(s);

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure the medication log was signed by staff giving residents' medication for 3 of 5 residents (Residents 1, 2, & 3). This failure resulted in undocumented medication receipt and placed all residents at risk for potential medication errors.

Findings included...

Review of the AFH's undated Admissions Contract, showed under the section titled, Medication Assistance, specified a medication sheet is kept for each resident. The caregivers sign each medication out as he/she is dispensing them.

Resident 1

Review of Resident 1's Department Assessment dated 07/28/2025, showed Resident 1 required medication assistance due to fluctuating ability, does not follow frequency or dosage, psychotropic drug (a medication that is indicated for a mental disorder) monitoring, forgets to take medications, and unaware of medication dosages.

Review of Resident 1's Negotiated Care Plan (NCP), dated 08/31/2025 indicated Resident 1 could take their own pills once staff popped the medications, placed the pills

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.

Residential Care Services | 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.

Provider (or Representative) | Date

WAC 388-76-10475 Medication Log. The adult family home must:

(3) Ensure the medication log includes:

(a) Initials of the staff who assisted or gave each resident medication(s);

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure the medication log was signed by staff giving residents' medication for 3 of 5 residents (Residents 1, 2, & 3). This failure resulted in undocumented medication receipt and placed all residents at risk for potential medication errors.

Findings included…

Review of the AFH's undated Admissions Contract, showed under the section titled, Medication Assistance, specified a medication sheet is kept for each resident. The caregivers sign each medication out as he/she is dispensing them.

Resident 1

Review of Resident 1's Department Assessment dated 07/28/2025, showed Resident 1 required medication assistance due to fluctuating ability, does not follow frequency or dosage, psychotropic drug (a medication that is indicated for a mental disorder) monitoring, forgets to take medications, and unaware of medication dosages.

Review of Resident 1's Negotiated Care Plan (NCP), dated 08/31/2025 indicated Resident 1 could take their own pills once staff popped the medications, placed the pills

in front of them, and cued Resident 1 to take them.

Review of Resident 1's Physician Orders with a printed date of 09/24/2025, showed Resident 2 was ordered to receive:

-Benztropine Mesylate (Parkinsons) 0.5 milligrams (mg) – Take one tablet by mouth at 8:00 PM.
-Fluoxetine (Anti-Depressant) 20mg – Give one capsule by mouth once a day at 8:00 AM.
-Paliperidone (anti-psychotic) Extended Release (ER) 6mg tablet – Give one tablet by mouth twice a day at 8:00 AM and 8:00PM. Discontinued on 08/15/2025 (unspecified time) and new order for once a day at 8:00 PM started on 08/15/2025.

Review of Resident 1's October 2025 medication log, from 10/15/2025 through 10/30/2025, showed missing documentation for six scheduled medication doses. The following scheduled medications were not documented as given or not given:
-Benztropine Mesylate was not documented as given on 10/18/2025, one dose.
-Doxycycline Hyclate (Antibiotic) 100mg twice a day (AM and PM) was not documented as given for AM dose on 10/30/2025, one dose.
-Fluoxetine was not documented as given on 10/18/2025, one dose.
-Paliperidone AM dose was not documented as given on 10/15/2025, one dose.
-Paliperidone PM dose was not documented as given on 10/18/2025, one dose.
-Levofloxacin (Antibiotic) 500mg once day - was not documented as given on 10/30/2025, one dose.

Resident 2

Review of Resident 2's Department Assessment dated 06/13/2025, showed Resident 2 required assistance with medications due to Resident 2 not following frequency or dosage and unaware of dosages. Caregivers are to document medication taken.

Review of Resident 2's NCP dated 09/01/2025 showed staff to pop Resident 2's medications, place them in front of Resident 2, and cue them to take medications.

Review of Resident 2's Physician Orders with a printed date of 08/15/2025, showed Resident 2 was ordered to receive:
-Lithium Carbonate (mood stabilizer) ER 300mg tablet - Take two tablets (600mg) by mouth one time a day at bedtime.
-Lithium Carbonate ER 300mg tablet – Take one tablet (300mg) by mouth one time a day every morning.
-Propranolol (high blood pressure) 60mg ER capsule – Take one capsule once a day every morning. Hold for blood pressure less than 100/60.
-Quetiapine Fumarate (anti-psychotic) 100mg tablet – Take one tablet by mouth at every bedtime.
-Risperidone (anti-psychotic) 4mg tablet – Take one tablet once a day.

-Trazodone (anti-depressant) 50mg – Take one tablet once a day at every bedtime.

Review of Resident 2's October 2025 medication log from 10/15/2025 through 10/30/2025 showed missing documentation for 23 scheduled medication doses. The following scheduled medications were not documented as given or not given:

-Hydroxyzine Pamoate (a medication used as an antihistamine or mild sedative) AM dose not documented as given on 10/18/2025, 10/19/2025, 10/25/2025, 10/26/2025, and 10/30/2025, five doses.
-Hydroxyzine Pamoate PM dose not documented as given on 10/19/2025, one dose.
-Lithium Carbonate AM dose not documented as given on 10/18/2025, 10/19/2025, 10/25/2025, 10/26/2025, and 10/30/2025, five doses.
-Lithium Carbonate PM dose not documented as given on 10/19/2025, one dose.
-Propanol not documented as given on 10/18/2025, 10/19/2025, 10/25/2025, 10/26/2025, and 10/30/2025, five doses.
-Quetiapine Fumarate not documented as given 10/19/2025, one dose.
-Risperidone 10/18/2025, 10/19/2025, 10/25/2025, 10/26/2025, and 10/30/2025, five doses.

Resident 3

Review of Resident 3's Department Assessment dated 08/28/2025, showed Resident 3 required assistance with medication due to being on psychotropic drugs needing monitoring, and forgets to take medications. Caregiver instructions to document medication taken.

Review of Resident 3's Negotiated Care Plan (NCP) dated 09/24/2025, showed Resident 3 could take medications after staff popped the medications and placed them in front of them. Staff to cue Resident 3 to take their medications.

Review of Resident 3's Physician Orders printed on 09/24/2025 showed that Resident 3 did not have any scheduled medications at time orders were printed.

Review of Resident 3's October 2025 medication log from 10/15/2025 through 10/30/2025 showed missing documentation for 11 scheduled medication doses. The following scheduled medications were not documented as given or not given:

-Multivitamin (supplement) – Take one tablet once a day. No documentation as given on 10/15/2025, 10/16/2025, 10/18/2025, 10/19/2025, 10/20/2025, 10/21/2025, 10/23/2025, 10/26/2025, 10/28/2025, 10/29/2025, 10/302025, 11 doses.

During an interview on 10/30/2025 at 12:01 PM, Staff A, Administrator, stated Staff B, would sign off on the medication bubble packs when they are giving the medication.

Statement of Deficiencies	License #: 752493	Compliance Determination #:68002
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 5 of 5	Licensee: From The Heart AFH Inc	11/14/2025

During an interview on 10/30/2025 at 1:18 PM, Staff B stated they have told all staff they need to check the medication log at shift change to ensure all medications are signed out before they leave for their shift. Staff B also stated they do the daily audits when they have the time.

This is an uncorrected deficiency previously cited 09/16/2025.

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) 11/30/25.

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

Provider (or Representative) 11/25/25
Date

During an interview on 10/30/2025 at 1:18 PM, Staff B stated they have told all staff they need to check the medication log at shift change to ensure all medications are signed out before they leave for their shift. Staff B also stated they do the daily audits when they have the time.

This is an uncorrected deficiency previously cited 09/16/2025.

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)_____ .

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

_____ _____

Provider (or Representative) Date

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

AGING AND LONG-TERM SUPPORT ADMINISTRATION

1200 Alder Street, Union Gap, WA 98903

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 08/22/2025 of:

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

This document references the following complaint number(s): 190552, 190273

The following sample was selected for review during the unannounced on-site visit: 3 of 5 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

Statement of Deficiencies	License #: 752493	Compliance Determination # 64524
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 2 of 11	Licensee: From The Heart AFH Inc	09/16/2025

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.

Michelle Ann Garbrough
Residential Care Services

09/17/2025
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.

Jenay Uthus
Provider (or Representative)

9/23/25
Date

WAC 388-76-10475 Medication Log. The adult family home must:

(3) Ensure the medication log includes:

(a) Initials of the staff who assisted or gave each resident medication(s);

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure the medication log was signed by staff giving residents medication for 3 of 5 residents (Residents 1, 2, & 3). This failure resulted in undocumented medication receipt and placed all residents at risk for potential medication errors.

Findings included...

Review of the AFH's undated Admissions Contract, showed under the section titled, Medication Assistance, specified a medication sheet is kept for each resident. The caregivers sign each medication out as he/she is dispensing them.

Resident 1

Review of Resident 1's Department Assessment dated 01/03/2025, showed Resident 1 required medication assistance due to psychotropic drug monitoring and they forget to take medications. Caregiver instructions included document medication taken.

Review of Resident 1's Negotiated Care Plan (NCP), dated 12/31/2024, showed Resident 1 admitted into the facility on [redacted]/2024 and they needed medication assistance.

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.

Michelle Ann Garbrough
Residential Care Services

09/17/2025
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.

Provider (or Representative)

Date

WAC 388-76-10475 Medication Log. The adult family home must:

(3) Ensure the medication log includes:

(a) Initials of the staff who assisted or gave each resident medication(s);

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure the medication log was signed by staff giving residents medication for 3 of 5 residents (Residents 1, 2, & 3). This failure resulted in undocumented medication receipt and placed all residents at risk for potential medication errors.

Findings included…

Review of the AFH's undated Admissions Contract, showed under the section titled, Medication Assistance, specified a medication sheet is kept for each resident. The caregivers sign each medication out as he/she is dispensing them.

Resident 1

Review of Resident 1's Department Assessment dated 01/03/2025, showed Resident 1 required medication assistance due to psychotropic drug monitoring and they forget to take medications. Caregiver instructions included document medication taken.

Review of Resident 1's Negotiated Care Plan (NCP), dated 12/31/2024, showed Resident 1 admitted into the facility on [redacted]/2024 and they needed medication assistance.

Review of Resident 1's Physician Orders printed on 08/29/2025, showed that Resident 1 was ordered to receive:

-Chlorthalidone (fluid retention) 50 milligram(mg) once a day.
-Duloxetine (depression) 20 mg once a day.
-Escitalopram Oxalate (depression) 20mg once a day.
-Jardiance (diabetes) 10 mg once a day.
-Pain relief patch (pain) 5% external patch once a day.
-Pregabalin (nerve pain) 100 mg, One capsule in the morning and two capsules at night. (Order started 08/13/2025).
-Pregabalin (nerve pain) 100 mg three times a day. (Discontinued 08/13/2025).
-Tamsulosin (used to treat an enlarged prostate) 0.4 mg once a day.
-Tramadol (pain) 50 mg, 2 tablets in the morning, 1 tablet at noon and evening.
-Trazodone (insomnia) 50 mg once a day at bedtime.
-Trelegy Ellipta inhaler (asthma) one puff every day.
-Vitamin D3 (supplement) 25 micrograms (mcg) once a day.

Review of Resident 1's August 2025 Medication Log showed missing documentation for 106 scheduled medication doses. The following scheduled medications were not documented as given or not given:

-Chlorthalidone was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, 08/24/2025, 7 doses.

-Duloxetine was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025,08/18/2025, 08/19/2025, 08/23/2025, and 08/24/2025, 10 doses.

-Escitalopram was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/24/2025, 7 doses.

-Jardiance was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/24/2025, 7 doses.

-Pain relief patch was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025,08/18/2025, 08/23/2025, and 08/24/2025, 9 doses.

-Pregabalin (new order) AM dose was not documented as given on 08/16/2025, 08/18/2025, 08/19/2025, and 08/24/2025 AM dose, 4 doses.

-Pregabalin (new order) PM dose was not documented as given on 08/16/2025 and 08/23/2025, 2 doses.

-Tamsulosin was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025,08/18/2025, and 08/24/2025, 8 doses.

-Tramadol (AM dose) was not documented as given on 08/16/2025 and 08/24/2025, 2 doses.

-Tramadol (Noon dose) was not documented as given on 08/16/2025, 08/18/2025 and 08/24/2025, 3 doses.

-Tramadol (PM dose) was not documented as given on 08/16/2025, 1 dose.

-Trazodone was not documented as given on 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/16/2025, and 08/23/2025, 6 doses.

- Trelegy Ellipta was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, 08/18/2025, 08/19/2025, and 08/24/2025, 9 doses.

- Vitamin D3 was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, 08/18/2025, and 08/24/2025, 8 doses.

-Pregabalin (discontinued order) AM dose was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, and 08/12/2025, 5 doses.

-Pregabalin (discontinued order) Noon dose was not documented as given on 08/02/2025, 08/03/2025, 08/05/2025, and 08/06/2025 through 08/12/2025, 9 doses.

-Pregabalin (discontinued order) PM dose was not documented as given on 08/02/2025, 08/03/2025, 08/09/2025, and 08/10/2025, 4 doses.

Resident 2

Review of Resident 2’s Department Assessment dated 05/28/2025, showed Resident 2 required assistance with medication due to ability fluctuations, multiple prescribers, and psychotropic drugs needing monitoring. Caregiver instructions included document

medication taken.

Review of Resident 2's NCP dated 02/19/2025 showed Resident 2 was to self-administer all medications.

Review of Resident 2's Physician Orders with a printed date of 08/29/2025, showed that Resident 2 was ordered to receive:

- Atorvastatin Calcium (high cholesterol) 40 mg at bedtime.
-Chlorhexidine Gluconate (medicated oral rinse) 12% solution 15 milliliter (mL) twice a day post-operative day one.
-Farxiga (diabetes) 10 mg once a day.
-Furosemide (fluid retention) 40 mg once a day.
-Lispro (diabetes - fast acting insulin) given per sliding scale given 15 minutes before each meal.
-Lamotrigine (seizures) 200 mg once a day.
-Lantus (diabetes – long-acting insulin) 10 units twice a day.
-Levetiracetam (epilepsy) 1,500 mg two tablets in the morning and one tablet at bedtime.
-Levothyroxine Sodium (thyroid) 175 mcg once a day thirty minutes before breakfast or other medications.
-Lisinopril (high blood pressure) 10 mg once a day.
-Metformin (diabetes) 1,000 mg twice daily with meals.
-Montelukast Sodium (lung disease) 10 mg once a day.
-Nystatin Powder (anti-fungal) 10,000 units apply topically to affected area three times a day.
-Pantoprazole (gastric reflux) 40 mg once a day.
-Pregabalin (nerve pain) 100 mg three times a day.
-Trazodone (insomnia) 75 mg once a day at bedtime.
-Venlafaxine (anti-depressant) 100 mg twice a day.

Review of Resident 2's August 2025 medication log showed missing documentation for 211 scheduled medication doses. The following scheduled medications were not documented as given or not given:

-Atorvastatin was not documented as given on 08/01/2025, 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/16/2025, 08/23/2025, and 08/24/2025, 8 doses.

-Chlorhexidine AM dose was not documented as given 08/23/2025, 1 dose.

-Chlorhexidine PM dose was not documented as given 08/23/2025 and 08/24/2025, 2 doses.

-Farxiga was not documented as given 08/02/2025,08/03/2025,08/09/2025, 08/10/2025, 08/11/2025, 08/12/2025, and 08/16/2025, 7 doses.

-Furosemide was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, and 08/16/2025, 6 doses.

-Lispro 8:00 AM dose was not documented as given on 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, 08/18/2025, 08/19/2025, and 08/23/2025, 10 doses.

-Lispro Noon dose was not documented as given on 08/02/2025, 08/03/2025, 08/07/2025, 08/09/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, 08/18/2025, 08/19/2025, and 08/23/2025, 11 doses.

-Lispro 5:00 PM dose was not documented as given on 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/16/2025, and 08/23/2025, 6 doses.

-Lamotrigine was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, and 08/16/2025, 6 doses.

-Lantus AM dose was not documented as given on 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/11/2025, 08/12/2025,08/16/2025, 08/18/2025, 08/19/2025, and 08/23/2025, 10 doses.

-Lantus PM dose was not documented as given on 08/01/2025, 08/02/2025, 08/03/2025, 08/07/2025, 08/08/2025, 08/09/2025, 08/10/2025, 08/11/2025, 08/13/2025, and 08/14/2025, 10 doses.

-Levetiracetam AM dose was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, and 08/16/2025, 6 doses.

-Levetiracetam PM dose was not documented as given on 08/02/2025, 08/03/2025, 08/08/2025, 08/09/2025, 08/10/2025, 08/11/2025, and 08/16/2025, 7 doses.

-Levothyroxine was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, and 08/12/2025, 5 doses.

-Lisinopril was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/025, and 08/16/2025, 6 doses.

-Metformin AM dose was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/025, and 08/16/2025, 6 doses.

-Metformin PM dose was not documented as given on 08/01/2025, 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/16/2025, 08/23/2025, and 08/24/2025, 8 doses.

-Montelukast was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, and 08/16/2025, 6 doses.

-Nystatin AM dose was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/23/2025, 7 doses.

-Nystatin noon dose was not documented as given on 08/02/2025, 08/03/2025, 08/05/2025, 08/06/2025, 08/07/2025, 08/09/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, 08/18/2025 08/19/2025, and 08/22/2025, 13 doses.

-Nystatin PM dose was not documented as given on 08/01/2025, 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/16/2025, 08/17/2025, 08/19/2025, 08//20/2025, 08/23/2025, 08/24/2025, and 08/25/2025, 12 doses.

-Pantoprazole was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, and 08/16/2025, 6 doses.

-Pregabalin AM was not documented as given on 08/02/2025, 08/03/2025, 08/10/2025, 08/11/2025, 08/12/2025, and 08/16/2025, 6 doses.

-Pregabalin Noon was not documented as given on 08/02/2025, 08/03/2025, 08/05/2025, 08/06/2025, 08/07/2025, 08/09/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, 08/18/2025, 08/19/2025, and 08/22/2025, 13 doses.

-Pregabalin PM was not documented as given on 08/01/2025, 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/11/2025, 08/16/2025, 08/23/2025, and 08/24/2025, 9 doses.

-Trazodone was not documented as given on 08/01/2025, 08/02/2025, 08/03/2025, 08/08/2025, 08/09/2025, 08/10/2025, 08/11/2025, 7 doses.

-Venlafaxine AM dose was not documented as given on 08/02/2025, 08/03/2025,

08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, 08/18/2025, and 08/23/2025, 8 doses.

-Venlafaxine PM dose was not documented as given on 08/01/2025, 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/11/2025, 08/16/2025, 08/23/2025, and 08/24/2025, 9 doses.

Review of Resident 2's August 2025 medication log showed missing documentation for 65 scheduled blood sugar checks as follows:

-8:00 AM Blood sugars not documented as taken on 08/01/2025, 08/02/2025, 08/03/2025, 08/05/2025, 08/07/2025 through 08/12/2025, 08/14/2025, 08/16/2025, and 08/18/2025 through 08/24/2025, 19 checks.

-Noon blood sugars not documented as taken 08/01/2025, 08/02/2025, 08/03/2025, 08/05/2025, 08/06/2025, 08/07/2025, 08/09/2025 through 08/12/2025, 08/16/2025 through 08/20/2025, 08/22/2025 through 08/25/2025, and 08/27/2025, 21 checks

-5:00 PM blood sugars not documented as taken 08/01/2025, 08/02/2025, 08/03/2025, 08/05/2025 through 08/16/2025, 08/18/2025 through 08/26/2025, and 08/28/2025, 25 checks.

Resident 3

Review of Resident 3's Department Assessment dated 06/26/2025, showed Resident 3 required assistance with medication due to being unable to read/see labels and unaware of dosages. Caregiver instructions included document medication taken.

Review of Resident 3's Negotiated Care Plan (NCP) dated 05/17/2025, showed Resident 3 admitted to the AFH on [redacted]/2025. NCP also indicated Resident 3 can take medications after staff hand the medications to them.

Review of Resident 3's Physician Orders printed on 08/29/2025 showed that Resident 3 was ordered to receive:

-Aspirin 81mg once a day.
-Atorvastatin (high cholesterol) 20 mg once a day.
-Calcium 600-Vitamin D3 (supplement) twice a day.
-Docusate sodium (constipation) 100 mg twice daily.
-Fludrocortisone Acetate (steroid) 0.10 mg tablet once daily.
-Ketorolac Tromethamine (eye drops) One drop in each eye daily.

-Levetiracetam (seizures) 750 mg once a day.
-Levetiracetam 1,000 mg at bedtime.
-Meloxicam (pain) 15 mg at bedtime.
-Phenobarbital (seizures) 64.8 mg two tablets by mouth every morning every week on Sunday. Order discontinued on 08/15/2025.
-Phenobarbital 97.2mg every morning Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Order discontinued on 08/15/2025.
-Phenobarbital 97.2 mg once a day on Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Order started on 08/15/2025.
-Vitamin B-12 (supplement) 1,000 mcg every other day.

Review of Resident 3's August 2025 Medication Log showed missing documentation for 97 scheduled medications. The following scheduled medications were not documented as given or not given:

-Aspirin was not documented as given on 08/02/2025, 08/03/2025, 08/08/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/18/2025, 8 doses.

-Atorvastatin was not documented as given on 08/02/2025, 08/03/2025, 08/08/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/18/2025, 8 doses.

-Calcium-Vitamin D3 AM dose was not documented as given on 08/02/2025, 08/03/2025, 08/08/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/18/2025, 8 doses.

-Calcium-Vitamin D3 PM dose was not documented as given on 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/16/2025, 08/17/2025, 08/23/2025, and 08/24/2025, 8 doses.

-Docusate sodium AM dose was not documented as given on 08/02/2025, 08/03/2025, 08/08/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/18/2025, 8 doses.

-Docusate sodium PM dose was not documented as given on 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/16/2025, 08/17/2025, 08/23/2025, and 08/24/2025, 8 doses.

-Fludrocortisone was not documented as given on 08/02/2025, 08/03/2025, 08/08/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/18/2025, 8 doses.

-Ketorolac was not documented as given on 08/02/2025, 08/03/2025, 08/08/2025, 08/09/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/18/2025, 9

doses.

-Levetiracetam AM dose was not documented as given on 08/02/2025, 08/03/2025, 08/08/2025, 08/10/2025, 08/11/2025, 08/12/2025, 08/16/2025, and 08/18/2025, 8 doses.

-Levetiracetam PM dose was not documented as given on 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, 08/16/2025, 08/17/2025, 08/23/2025, and 08/24/2025, 8 doses.

-Meloxicam was not documented as given on 08/02/2025, 08/03/2025, 08/09/2025, 08/10/2025, and 08/16/2025, 5 doses.

-Phenobarbital (new order) was not documented as given on 08/16/2025, and 08/18/2025, 2 doses.

-Phenobarbital (new order on Sundays) was not documented as given on 08/03/2025, and 08/10/2025, 2 doses.

-Phenobarbital (old order for every other day of the week) was not documented as given on 08/02/2025, 08/08/2025, 08/11/2025, and 08/12/2025, 4 doses.

-Vitamin B-12 was not documented as given on 08/03/202025, 08/09/2025, and 08/11/2025, 3 doses.

During an interview on 08/22/2025 at 9:45 AM, Staff A, Caregiver, stated that all residents residing in the AFH needed medication assistance.

In an interview on 09/08/2025 at 11:02 AM, Staff B, Resident Care Coordinator, believed all medications were given as ordered but staff failed to sign off the medication log. Staff C also reported it was each staff member's responsibility to sign off the medication log. Staff C did was not aware of what the dash (-) in each unsigned box indicated.

Statement of Deficiencies	License #: 752493	Compliance Determination # 64524
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 11 of 11	Licensee: From The Heart AFH Inc	09/16/2025

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) 10/15/2025.

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

Provider (or Representative) [signature] Date 9/23/25

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)_____ .

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

Provider (or Representative) Date