



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
PO Box 99250, Lakewood, WA 98496

Gloria's House Adult Family Home LLC
Gloria's House Adult Family Home LLC
916 S Puget Sound Ave
Tacoma, WA 98405

RE: Gloria's House Adult Family Home LLC # 753931

Dear Provider:

This document references Compliance Determination 33545 (Completion Date 12/15/2023).

The Department completed a full inspection of your Adult Family Home on 12/15/2023 and found that your home does not meet the Adult Family Home licensing requirements.

The department staff who did the inspection and provided consultation:

Emily Vincent, AFH Licensors

A licenser may consult with a provider when a violation of the Washington Administrative Code (WAC) or Revised Code of Washington (RCW) is found, but it is not cited in the Statement of Deficiencies. Violations may not be cited when it is a first-time violation of statute or rule with minimal or no harm to residents. A consult does not require a follow-up visit.

Consultation:

WAC 388-76-10201 Succession plan.

(1) The adult family home must have a written plan addressing how they will continue to meet the requirements of this chapter and provide care and services to residents in the event that the provider or entity representative is unable to fulfill their duties in the home and make it available upon request of the department.

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

The adult family home (AFH) had a plan for continuity of resident care, services and AFH operations in the event the Provider was unable to fulfill their duties in the home, but the Provider had not documented the plan and placed a copy in their administrative records. The AFH Provider ensured their succession plan was documented and available for review before the completion of the licensing inspection.

WAC 388-76-10255 Infection control. The adult family home must develop and implement an infection control system that:

- (1) Uses nationally recognized infection control standards;
- (3) Follows the requirements of chapter 49.17 RCW, Washington Industrial Safety and Health Act to protect the health and safety of each resident and employees; and

The adult family home (AFH) had sufficient personal protective equipment (PPE) and caregivers had been fit-tested for respirators, but the AFH Provider had not documented a written Respiratory Protection Program (RPP) to ensure AFH caregivers were protected from respiratory infection and disease as required by the Occupational Safety and Health Administration (OSHA). The Provider developed and documented a written RPP before the completion of the licensing inspection.

WAC 388-76-10532 Resident rights-Department standardized disclosure forms.

- (2) The adult family home must complete the disclosure of charges form as provided by the department. The home must:
 - (a) Provide a copy to each resident prior to or upon admission to the home;
 - (c) Keep a copy that has been signed and dated by the resident in the resident's record.

The adult family home (AFH) did not ensure residents and/or their representatives reviewed and signed the home's standardized Disclosure of Charges form before residents moved into the home. Resident 1, Resident 2, Resident 3, Resident 4, Resident 5, Resident 6 and/or their representatives reviewed and signed the home's Disclosure of Charges form before the completion of the licensing inspection.

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

- (4) Has completed the training requirements in effect on the date the caregiver was hired, including the requirements applicable to the caregiver under chapter 388-112A WAC;

WAC 388-112A-0610 Who in an adult family home is required to complete continuing education training each year, how many hours of continuing education are required, and when must they be completed?

- (1) The continuing education training requirements that apply to certain individuals working in adult family homes are described below.
 - (a) The following long-term care workers must complete 12 hours of continuing education by their birthday each year:

(i) A certified home care aide;

(b) A long-term care worker who is a certified home care aide, must comply with continuing education requirements under chapter 246-980 WAC.

The adult family home (AFH) did not ensure Caregiver C completed all required continuing education (CE) training hours before public health emergency rules ended (08/31/2023). Caregiver C completed the remaining CE training hours for 2022 and 2023 before the completion of the licensing inspection.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

The Department May:

- Inspect the home to determine if you have corrected all deficiencies.

You May:

- Ask for an 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 (253)983-3826.

Sincerely,



Lisa Cramer, Field Manager
Region 3, Unit A
Residential Care Services

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>

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