STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Happy Family Adult Family Home #4 LLC
Happy Family Adult Family Home #4
21905 55th Ave W
Mountlake Terrace, WA 98043

RE: Happy Family Adult Family Home #4 License # 754445

Dear Provider:

This letter addresses Compliance Determination(s) 57937 (Completion Date 04/14/2025) and 55633 (Completion Date 03/03/2025).

The Department completed a follow-up inspection of your Adult Family Home on 04/14/2025 and found that you have corrected the violations listed in the Complaint report dated 03/03/2025. Your home is back in compliance as of 03/04/2025 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 388-76-10750-1

The Department staff who did the on-site verification:
Theresia Karundeng, NCI

If you have any questions, please contact me at (206)914-5042.

Sincerely,

Renee' Bourque

Renee Bourque, Field Manager
Region 2, Unit I
Residential Care Services

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

AGING AND LONG-TERM SUPPORT ADMINISTRATION

20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

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 03/03/2025 of:

Happy Family Adult Family Home #4
18239 Linden Ave N
Shoreline, WA 98133

This document references the following complaint number(s): 166334

The following sample was selected for review during the unannounced on-site visit: 4 of 5 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Theresia Karundeng, NCI

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2 , Unit I
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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.

Renee' Bourque
Residential Care Services

03/17/2025
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)

03/17/2025
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, interview, and record review, the Adult Family Home (AFH) failed to ensure that the home was maintained in a clean and sanitary manner for 1 of 2 bathrooms (Bathroom 1) and 2 of 5 resident's rooms (Resident 1 and 2). These failures placed 5 of 5 residents (Resident 1, 2, 3, 4, and 5) in an unsanitary environment and at risk for a decreased quality of life.

Findings included...

BATHROOM 1
An observation, on 03/03/2025 at 9:44 AM, showed Bathroom 1 had brown feces smeared on the toilet seat and a dry crusted brown matter on the bathroom floor in front of the toilet.

In an interview, on 03/03/2025 at 10:03 AM, Resident 1 stated that they had observed urine on the floor and it's usually in the main bathroom (Bathroom 2). Resident 1 stated that they tried to clean the urine when they see it on the floor.

In an interview, on 03/03/2025 at 11:37 AM, Resident 1 stated that they felt anxious when they saw urine or fecal matter in the bathroom. Resident 1 stated that they did not want to get the urine or feces onto their wheelchair and bring it out to the hallway or their room.

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.

Renee' Bourque
Residential Care Services

03/17/2025
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

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(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;

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Based on observation, interview, and record review, the Adult Family Home (AFH) failed to ensure that the home was maintained in a clean and sanitary manner for 1 of 2 bathrooms (Bathroom 1) and 2 of 5 resident's rooms (Resident 1 and 2). These failures placed 5 of 5 residents (Resident 1, 2, 3, 4, and 5) in an unsanitary environment and at risk for a decreased quality of life.

Findings included...

BATHROOM 1
An observation, on 03/03/2025 at 9:44 AM, showed Bathroom 1 had brown feces smeared on the toilet seat and a dry crusted brown matter on the bathroom floor in front of the toilet.

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In an interview, on 03/03/2025 at 11:37 AM, Resident 1 stated that they felt anxious when they saw urine or fecal matter in the bathroom. Resident 1 stated that they did not want to get the urine or feces onto their wheelchair and bring it out to the hallway or their room.

RESIDENT 1'S ROOM
Review of Resident 1's Resident Admission Agreement dated 04/01/2020, showed the AFH would keep the rooms cleaned and the beds would be made daily.

An observation, on 03/03/2025 at 10:03 AM, showed Resident 1's room was messy and cluttered. Observation of Resident 1's room showed multiple charging cables, boxes, and belongings on the floor. Observation of Resident 1's room showed a wheelchair in the room.

In an interview, on 03/03/2025 at 11:37 AM, Resident 1 was not aware how often staff cleans their room. Resident 1 stated that they would prefer to have their room more organized. Resident 1 stated that they did not like how their room was disorganized and cluttered. Resident 1 stated they had a history of falling in their room before.

RESIDENT 2'S ROOM
Review of Resident 2's Resident Admission Agreement dated 04/08/2020, showed the AFH would keep the rooms cleaned and the beds would be made daily.

Observations on 03/03/2025 at 10:26 AM, and 03/03/2025 at 12:08 PM, showed Resident 2's room had dirt throughout the floor in their room. Observation of Resident 2's room showed there was a trash bin next to Resident 2's bed that was overflowed with cans, trash, and wrappers. Observation of Resident 2's room showed the trash in the trash bin had overflowed and fallen to the floor.

In an interview on 03/03/2025 at 12:08 PM, Resident 2 stated that staff does not come to their room to empty their trash can. Resident 2 stated that staff had not offered to clean their room. Resident 2 stated that they denied refusing staff to clean their room.

STAFF
In a joint observation with Staff B, Caregiver, on 03/03/2025 at 10:22 AM, showed Bathroom 1 had brown feces smeared on the toilet and a dry crusted brown matter on the bathroom floor in front of the toilet. Joint observation showed Resident 1's room was cluttered and messy with multiple boxes, cables, and other belongings on the floor. Joint observation showed Resident 2 's room had dirt of the floor, trash bin was overflowed to the floor, and door had brown marks.

In an interview, on 03/03/2025 at 10:29 AM, Staff B stated that they cleaned residents' room once a week or more. Staff B stated that they clean the floor and garbage as needed.

In an interview, on 03/03/2025 at 11:43 AM, Staff B acknowledged that Resident 1's

room was cluttered and messy. Staff B stated that Resident 2 refused for their room to be cleaned. Staff B denied having any documentation that Resident 2 refuses for their room to be cleaned.

In an interview, on 03/03/2025 at 4:08 PM, Staff A, Provider, stated that they expect staff to clean the common area and rooms daily. Staff A stated that staff would sweep and mop the floors twice a week. Staff A stated that staff would clean the bathrooms daily. Staff A stated they were aware of Resident 1's complaint of urine on the floor. Staff A stated that they plan on getting a helper to clean the home environment. Staff A stated that Resident 1 had a behavior of hoarding. Staff A stated that Resident 1 can trip or fall due to the cluttered area.

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, Happy Family Adult Family Home #4 is or will be in compliance with this law and / or regulation on (Date) 03/04/2025.

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

Provider (or Representative) — Date: 03/17/2025

room was cluttered and messy. Staff B stated that Resident 2 refused for their room to be cleaned. Staff B denied having any documentation that Resident 2 refuses for their room to be cleaned.

In an interview, on 03/03/2025 at 4:08 PM, Staff A, Provider, stated that they expect staff to clean the common area and rooms daily. Staff A stated that staff would sweep and mop the floors twice a week. Staff A stated that staff would clean the bathrooms daily. Staff A stated they were aware of Resident 1's complaint of urine on the floor. Staff A stated that they plan on getting a helper to clean the home environment. Staff A stated that Resident 1 had a behavior of hoarding. Staff A stated that Resident 1 can trip or fall due to the cluttered area.

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, Happy Family Adult Family Home #4 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