

Residential Care Services (RCS)
Operational Principles and Procedures for
Adult Family Homes (AFHs)
LICENSING INSPECTIONS

PROVIDER AND STAFF INTERVIEW

I. Purpose

To determine if provider and staff have the required training and knowledge to meet each resident's care and service needs.

II. Authority

[RCW 70.128.005](#)
[RCW 70.128.040](#)

[RCW 70.128.090\(1\)](#)
[RCW 70.128.070](#)

III. Operational Principles

- A. The inspection process includes interviews with the provider and one staff.
- B. The focus of the interviews is on the knowledge and understanding of resident quality of life, safety and provision of care and services.

IV. Procedures

The Licensors will:

- A. Interview the provider/resident manager and one staff; document on FORM H (Provider/Resident Manager/Staff Interviews).
- B. Throughout the inspection, consult with them regarding the home's services.
- C. If the provider and/or staff do not want to be interviewed, clarify the reason and remind them that a failure to cooperate with the inspection is a violation of [WAC 388-76-10915](#).

INFORMATION AND ASSISTANCE

A. General interviews:

- 1. General conversations with the provider and staff, regarding resident care and services and the operation of the adult family home, will occur throughout the inspection.
- 2. Use open-ended questions, not leading questions.
- 3. Use Pre-visit preparation information, observations and informal interviews conducted during the tour serve as a guide to further discussion with the provider and/or staff.
- 4. Give the provider and staff an opportunity to clarify and provide more information, throughout the formal and informal interview processes.
- 5. For the formal interview, interview questions will follow the established guidelines on FORM H (Provider/Resident Manager/Staff Interviews).



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Date