



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long Term Support Administration
Residential Care Services Division • RCSIDR@dshs.wa.gov • Fax 360-725-3225

May 6, 2025
(email)

Farah McCallum-Administrator
Brookdale Torbett
221 Torbett Street
Richland, WA 99354

IDR SCHEDULING LETTER
TRADITIONAL-TELEPHONE

License #2325

Dear Administrator:

This letter will confirm your request for an Informal Dispute Resolution (IDR) regarding Statement of Deficiencies (SOD) dated April 18, 2025.

Per our conversation, **Scotti Bower** will meet with you on **May 15, 2025** at **1:30**.

Please call **1-564-999-2000** and enter **conference ID 739 986 217#** to attend the IDR review.

You indicated you are disputing the following citation(s):

WAC 388-78A-2650

You indicated the following individuals will participate and represent your facility in the IDR process:

Farah McCallum-Administrator/Executive Director and Shannon Wiseman-Director of Operations for Brookdale Eastern Washington

Please provide additional documentation specifically related to the citation(s) you are disputing at least **one week prior** to the scheduled IDR date by emailing them to RCSIDR@dshs.wa.gov (preferred), or by faxing them to (360) 725-3225.

If you have any questions, please contact me at RCSIDR@dshs.wa.gov .

Sincerely,

Kim Friesz

Kim Friesz-Administrative Assistant 3
IDR Program
Residential Care Services

Enclosure

cc: Regional Administrator-Region 1
Field Manager, Region 1 Unit G
State and Regional Long Term Care Ombuds
Field File
Central Files
IDR File