

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to WILLOW VALLEY RETIREMENT COMMUNITIES

LEGAL ENTITY

To operate THE GLEN AT WILLOW VALLEY

NAME OF FACILITY OR AGENCY

Located at FLOORS 1.2 AND 3, 675 WILLOW VALLEY SQUARE, LANCASTER, PA 17602

(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE

To provide Personal Care Homes

TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed 160
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.

(MAXIMUM CAPACITY)

Restrictions: Secure Dementia Care Unit - 55 Pa.Code §§ 2600.231-239 - Capacity 40

This certificate is granted in accordance with the Public Welfare Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 2600: Personal Care Homes

(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from February 9, 2010 until February 9, 2011,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 321910

Robert E. Robinson

ISSUING OFFICER

Kevin T. Casey

DEPUTY SECRETARY

NOTE: This certificate is issued for the above site(s) only and is not transferable and should be posted in a conspicuous place in the facility.

PW 628 - 4/02



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE
PO BOX 2675
HARRISBURG, PENNSYLVANIA 17105-2675

ADULT RESIDENTIAL LICENSING

FEB 09 2010

PHONE: (717) 783-3670
FAX: (717) 783-5662

Mr. Kendall Keech-Hunsicker, Vice President of Healthcare Services
Willow Valley Retirement Communities
600 Willow Valley Square
Lancaster, Pennsylvania 17602

RE: The Glen at Willow Valley
675 Willow Valley Square
Lancaster, Pennsylvania 17602

Dear Mr. Keech-Hunsicker:

As a result of the Department of Public Welfare's licensing inspection on October 20, 2009 and October 21, 2009 of the above personal care home, the violations with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed Violation Report were found.

All violations specified on the enclosed Violation Report must be corrected by the dates specified on the Violation Report and continued compliance with 55 Pa.Code Ch. 2600 must be maintained. As soon as each violation is corrected, notify the Department's Regional Office of Adult Residential Licensing so that compliance can be verified.

As a result of your personal care home's recent adjustment of the use of physical space, we are revising your licensed capacity.

A regular license is being issued based on the enclosed Violation Report. Your license is enclosed.

Sincerely,

A handwritten signature in cursive script that reads "Kevin T. Casey".

Kevin T. Casey
Deputy Secretary

Enclosures
License
Violation Report

VIOLATION REPORT
PERSONAL CARE HOMES – 55 Pa.Code Chapter 2600

NAME AND ADDRESS OF PERSONAL CARE HOME The Glen at Willow Valley, 675 Willow Valley Square, Lancaster, PA 17602		CURRENT LICENSE NUMBER 321910	
INSPECTION DATE(S) (Include all dates of the inspection) 10/20/09 and 10/21/09		REGIONAL REPRESENTATIVE Lori Gensil and Diane Jones	
SIGNATURE OF LEGAL ENTITY <i>Lenne Hutchinson PCNA</i>	DATE 11/11/2009	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>[Signature]</i>	DATE 12/15/09

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
20b3 The home shall obtain a written receipt from the resident for cash disbursements at the time of disbursement.	None of the residents who receive financial assistance from the home sign a written receipt when cash is dispersed. The Recreational Therapy Department signs the receipts when cash is needed for the residents.	10/21/2009	Business office Team Members, Cedar Brook manager and Cedar Brook Recreation Department educated. No Willow Valley Team member may sign a Resident Receipt when cash is needed. Only Residents and/or POA may sign a Resident receipt when cash is needed. Business office will monitor to insure compliance.	MCS 1/29/10

VIOLATION REPORT
PERSONAL CARE HOMES – 55 Pa.Code Chapter 2600

NAME AND ADDRESS OF PERSONAL CARE HOME The Glen at Willow Valley, 675 Willow Valley Square, Lancaster, PA 17602		CURRENT LICENSE NUMBER 321910	
INSPECTION DATE(S) (Include all dates of the inspection) 10/20/09 and 10/21/09		REGIONAL REPRESENTATIVE Lori Gensil and Diane Jones	
SIGNATURE OF LEGAL ENTITY <i>Lenee Hutchinson PCHSA</i>	DATE <i>11/11/2009</i>	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>MES</i>	DATE <i>12/15/09</i>

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
103g Food shall be stored in closed or sealed containers.	<ul style="list-style-type: none"> On 10/21/09, there were approximately 30 opened/unsealed cans of Campbell's Cream of Celery soup located in the refrigerator. On 10/21/09, there were approximately 30 opened/unsealed cans of crabmeat located in the refrigerator. 	<i>10/21/2009</i>	<i>Dietary Team member educated immediately regarding the necessity to cover, label and date all items that are not in active use. Instructed to remove can lids immediately when opened. all food preparation team members involved in the Glen Kitchens received in-service training on proper procedures for opening cans, covering, labeling and dating of items not in active use on 10/27/2009. Team leader will complete daily audits.</i>	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p><i>11/29/10</i> <i>MES</i> Date Initials (DPW)</p>

VIOLATION REPORT
PERSONAL CARE HOMES – 55 Pa.Code Chapter 2600

NAME AND ADDRESS OF PERSONAL CARE HOME The Glen at Willow Valley, 675 Willow Valley Square, Lancaster, PA 17602		CURRENT LICENSE NUMBER 321910	
INSPECTION DATE(S) (Include all dates of the inspection) 10/20/09 and 10/21/09		REGIONAL REPRESENTATIVE Lori Gensil and Diane Jones	
SIGNATURE OF LEGAL ENTITY <i>Lorae Hutchinson PCHA</i>	DATE 11/11/2009	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>MES</i>	DATE 12/15/09

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
132c A written fire drill record shall include the date, time, the amount of time it took for evacuation, the exit route used, the number of residents in the home at the time of the drill, the number of residents evacuated, the number of staff persons participating, problems encountered and whether the fire alarm or smoke detector was operative.	The home only accounts for the residents in the area of the simulated fire on the fire drill log. The home does not include the total number of residents evacuated on the fire drill log.	11/9/2009	Personal Care Home administrator educated all team members and maintenance manager regarding the correct fire drill documentation. A new document created to assist in proper documentation. Number of Personal Care Home residents in the building at the time of the drill and the number of Personal Care Home residents evacuated to a safe area during the drill will be documented on the fire log. A copy of the fire log will be given to the Personal Care Home administrator within seven days for a review.	<i>MES 1/25/10</i>