

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to NORBERT, INC.

LEGAL ENTITY

To operate NORBERT RESIDENTIAL CARE FACILITY

NAME OF FACILITY OR AGENCY

Located at 2413 ST. NORBERT DRIVE, PITTSBURGH, PA 15234

(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 95

(MAXIMUM CAPACITY)

or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.

Restrictions: _____

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 18, 2010 until February 18, 2011,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 430510

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 19 2010

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

Mr. Hal K. Waldman, President
Norbert, Inc.
Dominion Tower, Suite 300
625 Liberty Avenue
Pittsburgh, Pennsylvania 15222

RE: Norbert Residential Care Facility
2413 St. Norbert Drive
Pittsburgh, Pennsylvania 15234

Dear Mr. Waldman:

As a result of the Department of Public Welfare's licensing inspection on January 5, 2010 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.

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

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

Mr. Hal K. Waldman

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Since this is a reduction in the previous licensed capacity, you have the right to appeal this decision through a hearing before the Bureau of Hearings and Appeals, Department of Public Welfare in accordance with 1 Pa.Code Part II, Chs. 31-35. If you decide to appeal, a written request for an appeal must be received within 10 days of the date of this letter by:

Karen E. Kroh, Director
Adult Residential Licensing
Department of Public Welfare
423 Health and Welfare Building
7th and Forster Streets
Harrisburg, Pennsylvania 17120

This decision is final 11 days from the date of this letter, or if you decide to appeal, upon issuance of a decision by the Bureau of Hearings and Appeals.

Sincerely,

A handwritten signature in cursive script that reads "Kevin T. Casey". The signature is written in black ink and is positioned above the printed name and title.

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 Norbert Residential Care Facility, 2413 St. Norbert Dr., Pittsburgh, Pa. 15234		CURRENT LICENSE NUMBER 430510	
INSPECTION DATE(S) (Include all dates of the inspection) January 5, 2010		REGIONAL REPRESENTATIVE M. Orme, A. Linhart, and K. Kruppa	
SIGNATURE OF LEGAL ENTITY <i>SAEK</i>	DATE 2/2/10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Jan B. ...</i>	DATE 2-11-10

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
22a2, 141a-1 22a2 The following admission document shall be completed for each resident - Medical evaluation completed 60 days prior to or 30 days after admission on a form specified by the Department. 141a-1 A resident shall have a medical evaluation by a physician, physician's assistant or certified registered nurse practitioner documented on a form specified by the Department, within 60 days prior to admission or within 30 days after admission.	There was no initial medical evaluation for resident #1 admitted on 09/16/09. The initial medical evaluation for resident #2 admitted on 06/10/09.	1/6/10 1-6-10 1-14-10	ADMINISTRATOR AND DIRECTOR OF NURSING WILL MONITOR TO ENSURE THAT ALL NEW ADMISSIONS WILL HAVE A SIGNED AND DATED AND COMPLETED MEDICAL EVALUATION FROM THEIR PHYSICIAN 60 DAYS PRIOR TO ADMISSION AND NO MORE THAN 30 DAYS AFTER ADMISSION. Resident #1's medical evaluation was completed by a physician on 1-6-10, 2-7-10 Resident #2's medical evaluation was completed on 1-14-10, 2-7-10	2-5-10 <i>gpc</i>

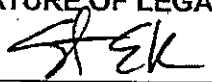
VIOLATION REPORT
PERSONAL CARE HOMES – 55 Pa.Code Chapter 2600

NAME AND ADDRESS OF PERSONAL CARE HOME Norbert Residential Care Facility, 2413 St. Norbert Dr., Pittsburgh, Pa. 15234		Adult Residential License	CURRENT LICENSE NUMBER 430510
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SIGNATURE OF LEGAL ENTITY <i>[Signature]</i>	DATE 2/2/10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION	DATE 2-11-10

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26b The quality management plan shall address the periodic review and evaluation of the following: (1) Reportable incident and condition reporting procedures. (2) Complaint procedures. (3) Staff person training. (4) Licensing violations and plans of correction, if applicable. (5) Resident or family councils, or both, if applicable.	There was no Quality Management review conducted in 2009.	2/4/10	QUALITY MANAGEMENT MEETING WILL BE HELD ON 2/4/10. MEETING WILL BE HELD ANNUALLY ON OR BEFORE FEBRUARY 4th. SEE ATTACHMENT 26b	2-5-10 <i>[Signature]</i>

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

Western Region

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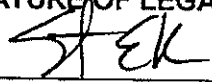
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<p>51, 52 51 Criminal history checks and hiring policies shall be in accordance with the Older Adult Protective Services Act (OAPSA) (35 P.S. §§ 10225.101-10225.5102) and 6 Pa.Code Chapter 15 (protective services for older adults).</p> <p>52 Hiring, retention and utilization of staff persons shall be in accordance with the Older Adult Protective Services Act (35 P.S. §§ 10225.101—10225.5102) and 6 Pa.Code Chapter 15 (protective services for older</p>	<p>Staff person B, started work in the home on 10/18/06, did not have a criminal history check completed.</p> <p>Staff person C, started work in the home on 12/15/09 did not have a criminal history check completed.</p>	<p>10/18/06</p>	<p>STAFF PERSON B HAD CRIMINAL BACKGROUND CHECK COMPLETED. SEE ATTACHMENT 51</p> <p>STAFF PERSON C HAD BACKGROUND CHECK SUBMITTED. FACILITY HAS NOT RECEIVED AS OF TO DATE. SEE ATTACHMENT 51 ADMINISTRATOR SUBMITS REQUEST FOR CRIMINAL BACKGROUND CHECK ON ALL NEW EMPLOYEES ON DATE OF HIRE.</p> <p>CONTINUOUS + ONGOING</p>	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p>2-11-10 Date Initials (DPW)</p>

2-5-10
2-28-10

STAFF PERSON C will not be permitted to work in the home until a criminal history check is completed which does not include a possible future offense. Administrator confirmed 2-4-10
The Administrator will complete on-line OAPSA Staffing Documentation with Dept 2-5-10

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

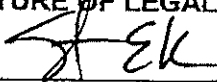
Western Region

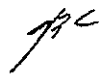
NAME AND ADDRESS OF PERSONAL CARE HOME Norbert Residential Care Facility, 2413 St. Norbert Dr., Pittsburgh, Pa. 15234		CURRENT LICENSE NUMBER #30510	
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adults) and other applicable regulations.				

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85a Sanitary conditions shall be maintained.	<p>In the second floor hallway of Building B, there was peeling wallpaper below a wall mounted air conditioner which revealed black mold on the back of the paper and on the wall underneath.</p> <p>The floor of bathroom 4B was yellowed and there was a strong urine smell.</p>	1/14/10	<p>FACILITY IS CURRENTLY RECEIVING NEW WALL PAPER AND A PROTECTIVE COVERING (CORA-GUARD) BELOW HAND AND CHAIR RAIL. THE WALL IN QUESTION HAS BEEN REPAIRED.</p> <p>BATHROOM 4B FLOOR WAS CHECKED BY THE ADMINISTRATOR & MAINTENANCE DIRECTOR ON 1/27/10 WHEN VIOLATION REPORT WAS RECEIVED. NO YELLOW STAIN WAS PRESENT AT THAT TIME. THE STRONG URINE ODOR WAS A DISCARDED BRIEF THAT WAS LEFT IN TRASH CAN. WILL CONTINUE TO MONITOR.</p> <p>CONTINUOUS & ONGOING</p>	2-11-10 

2-28-10
 The Administrator or designated staff person will conduct daily rounds of the home to ensure sanitary conditions are maintained. Documentation will be kept. 2-5-10 JLC

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

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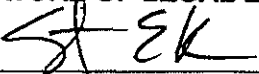
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85d Trash in kitchens and bathrooms shall be kept in covered trash receptacles that prevent the penetration of insects and rodents.	The wall hanging trash receptacles in the dining room men's and women's bathrooms did not have covers. The 4B bathroom does not have a covered trash receptacle.	1/6/10 1/5/10 2-28-10	THE WALL HANGING TRASH RECEPTACLES LOCATED IN THE DINING ROOMS MEN'S + LADIES BATHROOM WERE REMOVED. THERE ARE COVERED TRASH RECEPTACLES IN BOTH RESTROOMS. SEE ATTACHMENT 85d AFTER EXIT INTERVIEW FOUND THAT THE LID FOR TRASH CAN. HAD FALLEN INTO TRASH CAN. LID WAS INSTALLED The Administrator or designee staff person will monitor both bathrooms daily to ensure all trash receptacles are covered. Documentation will be kept.	2-11-10 <i>gl</i>


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

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NAME AND ADDRESS OF PERSONAL CARE HOME Norbert Residential Care Facility, 2413 St. Norbert Dr., Pittsburgh, Pa. 15234		CURRENT LICENSE NUMBER 430596 <i>Adult Residential Licensing</i>	
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89b Hot water temperature in areas accessible to the resident may not exceed 120°F.	The hot water temperature in the 4B bathroom was 138.7°F.	1/5/10	MAINTENANCE DIRECTOR TURNED HOT WATER TANK TEMPERATURE DOWN. MAINTENANCE DIRECTOR WILL CONDUCT WEEKLY WATER TEMPERATURE CHECKS THROUGHOUT FACILITY AND LOG THE TEMPERATURE TO ENSURE THAT THEY DO NOT EXCEED 120°F. SEE ATTACHMENT 89b CONTINUOUS + ONGOING	2-11-10 

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

Western Region

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101j6 Each resident shall have the following in the bedroom: A mirror.	There was no mirror in resident #3's bedroom. There was no mirror in bedroom #311	1/6/10	FAMILY REMOVED MIRRORS TO HANG PICTURES. MIRROR'S WERE RE-HUNG. EDUCATE NURSING AND HOUSEKEEPERS TO NOTIFY ADMINISTRATOR AND OR MAINTENANCE IF MIRROR IS MISSING. CONTINUOUS + ONGOING	2-11-10 


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101j7 Each resident shall have the following in the bedroom: An operable lamp or other source of lighting that can be turned on/off at bedside.	The bedside lamp in bedroom #339 was not working. There was no bedside light in room #423.	1/5/10	LAMP WAS REPLACED IN ROOM 339. LAMP WAS ON RESIDENTS DRESSER. LAMP WAS MOVED TO NIGHTSTAND NEXT TO RESIDENTS BED ADMINISTRATOR WILL EDUCATE NURSING AND HOUSEKEEPING STAFF TO MONITOR THAT ALL LAMPS WILL BE ON THE NIGHTSTAND NEXT TO THE RESIDENTS BED SO THEY CAN BE REACHED BY THE RESIDENT. ADMINISTRATOR WILL ALSO MONITOR DURING DAILY ROUNDS CONTINUOUS + ONGOING	2-11-10 

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

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102d-1 Toilet and bath areas shall have grab bars, hand rails or assist bars.	<p>There was no grab bar next to the urinal in the men's bathroom next to the dining room.</p> <p>There was no grab bar next to the second toilet in the women's bathroom next to the dining room.</p>	1/11/10	<p>GRAB BARS WERE ORDERED ON 1/7/10 AND WERE RECEIVED AND INSTALLED ON 1/11/10</p> <p>SEE ATTACHMENT 102d-1</p>	2-11-10 <i>g</i>

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

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103g Food shall be stored in closed or sealed containers.	<p>On a shelf in the kitchen, there was a bag of flour that was unsealed.</p> <p>In the pantry, there was a box of Creamy White Icing mix that was opened and unsealed.</p> <p>In the freezer, there were frozen fish, pizza, and hamburger patties that were unsealed.</p>	1/6/10	<p>ADMINISTRATOR MET WITH DIETARY STAFF TO EDUCATE THEM THAT ALL FOOD WILL BE STORED IN CLOSED OR SEALED CONTAINERS.</p> <p>ADMINISTRATOR WILL MONITOR DURING DAILY ROUNDS.</p> <p>CONTINUOUS + ONGOING</p>	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p>2-11-10</p> <p>Date: _____ Initials (DPW): <i>S</i></p>

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

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123c For a home serving 9 or more residents, an emergency evacuation diagram of each floor showing corridors, line of travel to exit doors and location of the fire extinguishers and pull signals shall be posted in a conspicuous and public place on each floor.	The emergency evacuation diagram in at the end of the hall near the stair tower in Building C does show the location of the pull stations or fire extinguishers.	1/16/10	DIAGRAM WAS UPDATED ON 1/16/10 TO SHOW LOCATION OF FIRE EXTINGUISHERS AND PULL STATIONS. SEE ATTACHMENT 123C	2-11-10 <i>JW</i>

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

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NAME AND ADDRESS OF PERSONAL CARE HOME Norbert Residential Care Facility, 2413 St. Norbert Dr., Pittsburgh, Pa. 15234		CURRENT LICENSE NUMBER 430510 Adult Residential
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132d Residents shall be able to evacuate the entire building to a public thoroughfare, or to a fire-safe area designated in writing within the past year by a fire safety expert within the period of time specified in writing within the past year by a fire safety expert.	The fire drill log indicates the fire drill conducted on 07/31/09 took six minutes and forty-eight seconds exceeding the six minute fire safe evacuation time specified by the Fire and Safety Department. The fire drill indicates: <ul style="list-style-type: none"> 07/31/09 at 11:30pm: 6 min and 48 sec. 08/31/09 at 3:22pm: 3 min and 48 sec. 09/30/09 at 3:30pm: 4 min and 0 sec. 10/26/09 at 10:40pm: 4 min and 58 sec. 11/21/09 at 4:00pm: 5 min and 22 sec. 12/14/09 at 1:00am: 5 min and 48 sec. 	1/27/10 CURRENT AND ONGOING	THE ADMINISTRATOR WILL CONTINUE TO MONITOR EVACUATION TIME AND DOCUMENT. IF EVACUATION TIME EXCEEDS THE 6 MINUTE TIME FRAME, THE ADMINISTRATOR WILL INVESTIGATE TO SEE WHY THE EVACUATION TIME EXCEEDED THE 6 MINUTE TIME FRAME. THE ADMINISTRATOR WILL THEN CONDUCT ANOTHER UNANNOUNCED DRILL TO GET THE EVACUATION TIME UNDER 6 MINUTES. ANNUAL FIRE DRILL WITNESSED BY CITY FIRE INSPECTOR ON 1/25/10 WAS 4 MIN. 36 SEC. SEE ATTACHMENT 132d	2-11-10 <i>[Signature]</i>

2-28-10
All staff and residents will be educated concerning the homes evacuation procedures and routes. Fire drills will be monitored and practiced to ensure under the time as published by the fire safety expert. Documentation will be kept. 2-11-10

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

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SIGNATURE OF LEGAL ENTITY <i>SEK</i>	DATE 2/2/10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION	DATE 2-11-10


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
162e A change to a menu shall be posted in a conspicuous and public place in the home and shall be accessible to a resident in advance of the meal. Meal substitutions shall be made in accordance with 161.	The posted menu was different from the menus displayed on the tables and did not indicate changes for the lunch menu on 1/5/10. The food served did not match any of the menus.	1/6/10 CURRENT AND ONGOING	FOOD ITEMS THAT ARE DISPLAYED ON THE DINING ROOM TABLES ARE THE DAILY LIST OF ALTERNATES. ADMINISTRATOR MET WITH DIETARY STAFF TO EDUCATE THAT IF THE MENU WAS TO CHANGE, THE CHANGE MUST BE POSTED UPON ENTRANCE INTO THE DINING ROOM SO ALL RESIDENTS COULD SEE THE MENU CHANGE. MENU CHANGE WILL BE POSTED ON A DRY ERASE BOARD SEE ATTACHMENT 162e	2-11-10

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

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No. 0522 P. 2

NAME AND ADDRESS OF PERSONAL CARE HOME Norbart Residential Care Facility, 2413 St. Norbart Dr., Pittsburgh, Pa. 15234		CURRENT LICENSE NUMBER 430510	
INSPECTION DATE(S) (Include all dates of the inspection) January 5, 2010		REGIONAL REPRESENTATIVE M. Orme, A. Linhart, and K. Kruppa	
SIGNATURE OF LEGAL ENTITY 	DATE 2/4/10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION	DATE 2-11-10

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
187a A medication record shall be kept to include the following for each resident for whom medications are administered (12) Diagnosis or purpose for the medication, including pro re nata (PRN).	The diagnoses for medications, Fosamax and Levothyroxine were not indicated on the January MAR for resident #6.	1/5/10	ADMINISTRATOR WILL EDUCATE NURSING STAFF TO ENSURE THAT ALL MEDICATIONS HAVE A PURPOSE OR DIAGNOSIS ON THE MAR. THE ADMINISTRATOR WILL DESIGNATE THE DIRECTOR OF NURSING AND ASSISTANT DIRECTOR OF NURSING TO REVIEW ALL MAR'S ON A MONTHLY BASIS. TO MAKE SURE ALL MEDICATIONS HAVE A PURPOSE OR DIAGNOSIS LISTED ON THE MAR CURRENT AND ONGOING	Steps have been taken to correct violation; full compliance is not verifiable 2-11-10 Date Initials (DPW) 

Feb. 4, 2010 1:45PM

