

# CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to NHS MONTGOMERY COUNTY  
LEGAL ENTITY

To operate NORTHWESTERN HUMAN SERVICES OF MONTGOMERY COUNTY  
NAME OF FACILITY OR AGENCY

Located at 478 BETHLEHEM PIKE, FORT WASHINGTON, PA 19034  
(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 8  
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.  
(MAXIMUM CAPACITY)

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 May 24, 2010 until May 24, 2011,  
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 127950

Robert E. Robinson  
ISSUING OFFICER

Kim 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.



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

ADULT RESIDENTIAL LICENSING

MAY 21 2010

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

Dr. Sharon Testa, Executive Director  
NHS Montgomery County  
400 North Broad Street  
Lansdale, Pennsylvania 19446

RE: Northwestern Human Services of Montgomery County  
478 Bethlehem Pike  
Fort Washington, Pennsylvania 19034

Dear Dr. Testa:

As a result of the Department of Public Welfare's licensing inspection on February 22, 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.

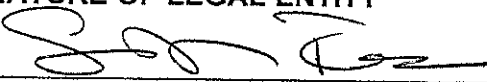
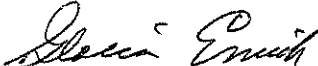
Sincerely,

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

Kevin T. Casey  
Deputy Secretary

Enclosures  
License  
Violation Report


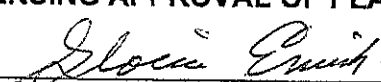
**VIOLATION REPORT**  
**PERSONAL CARE HOMES – 55 Pa.Code Chapter 2600**

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

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
17 Resident records shall be confidential, and, except in emergencies, may not be accessible to anyone other than the resident, the resident's designated person if any, staff persons for the purpose of providing services to the resident, agents of the Department and the long-term care ombudsman without the written consent of the resident, an individual holding the resident's power of attorney for health care or health care proxy or a resident's designated person, or if a court orders disclosure.	Information pertaining to resident #'s 1, 2 and 3 was not maintained in a confidential manner. The weekly laundry schedule that was posted in public view in the dining area outside the kitchen stated that the residents noted must have their laundry done whenever needed due to incontinence.	2/25/2010	Laundry list identifying residents #1, 2, and 3 as incontinent was removed from public dining area. New laundry list was drafted that includes only residents' names, staff assignment, and time of task. No confidential information is listed. Staff was provided with instruction about why this change was necessary on 2/25/2010.	4/27/10 SE

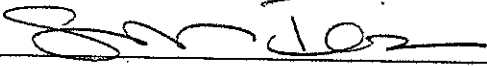
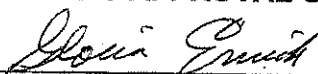
MAR 15 2010


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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

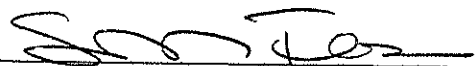
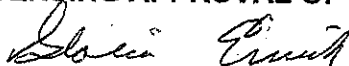
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
18 A home shall comply with applicable Federal, State and local laws, ordinances and regulations.	There is no "Certificate of Boiler or Pressure Vessel Operation" for the home's heating system furnace as required by 34 Pa. Code Chapter 3, governed by the Pennsylvania Department of Labor and Industry.	3/26/2010  4/02/10 - <i>ge</i>	Department of Labor and Industry visited the site on 2/26/2010 and confirmed that the following were needed: a backflow preventor with a check valve; two temperature-operated controls (see attached report). Site administrator contacted NHS facilities coordinator on 2/23/2010 to arrange to have these repairs completed. NHS hired a heating subcontractor and the repair was completed on 3/8/2010. We were informed on 3/9/2010 by Jim Severino, NHS Facilities Manager, that the heating subcontractor who completed the work sent the required letter to Labor and Industry.  <i>certificate of operation will be forwarded to the Department upon receipt. - ge</i>	5/07/10 <i>ge</i>

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/22/10

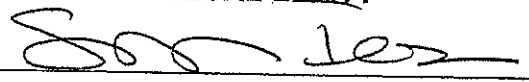
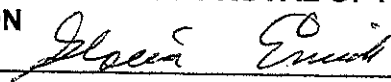
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
25c1 The contract shall specify that each resident shall retain, at a minimum, the current personal needs allowance as the resident's own funds for personal expenditure.	*The contract dated 5/4/09 between the home and resident # 2, admitted 5/4/09, did not reflect the increase in the personal needs allowance (PNA) that became effective January 2009.  *There was no addendum to the contract dated 11/18/08 between the home and resident # 4 to reflect the increase in the personal needs allowance (PNA) that became effective January 2009.	3/30/2010	The amount of the personal needs allowance (PNA) as listed in the current contract is \$65. While the DPW allowance is \$85 per month, NHS actually allows \$100 per month. The client receives \$65 in cash per month for discretionary spending. Thirty-five dollars is retained by NHS and is applied to medical co-pays and other personal needs as requested throughout the year. This information is reported and reviewed with each consumer on a quarterly basis. Clients sign this ledger and information is recorded in consumers' charts. Audits are performed quarterly. An addendum to the 2010 contract will be signed and dated by consumers by 3/30/2010. The 2011 contract will be updated to include the \$100 PNA amount.	Steps have been taken to correct violation; full compliance is not verifiable <u>4/22/10</u>  Date Initials (DPW)


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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

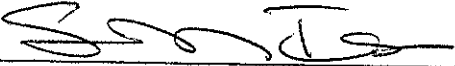
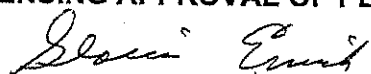
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
25d A home may not seek or accept payments from a resident in excess of one-half of any funds received by the resident under the Senior Citizens Rebate and Assistance Act (72 P.S. §§ 4751-1— 4751-12). If the home will be assisting the resident to manage a portion of the rent rebate, the requirements of 20 (financial management) may apply. There may be no charge for filling out this paperwork.	The home did not execute an addendum to the contract of resident # 2 and 4, dated 5/4/09 and 11/18/08 respectively, stating what the home's policy is pertaining to the Senior Citizens Rebate and Assistance Act (72 P.S. §§ 4751-1— 4751-12).	3/30/2010  <i>ongoing - BE</i>	The current rent agreement does not include an addendum stating the NHS policy regarding funds a consumer may receive from the Senior Citizens Rebate and Assistance Act. <del>Per the explanation of [redacted] Director of Client Funds Management at NHS, Eastern Region, NHS owns the property at 478 Bethlehem Pike, Ft. Washington, PA. It is a non-profit organization, does not pay taxes, and does not give donations in lieu of taxes. Therefore, individuals who live in this residence are not eligible for the rent rebate. An addendum will be added to the rent agreement that clarifies this fact for residents. Residents will receive an explanation of this information and sign the addendum. The 2011 rent agreement will include this information as part of the body of the document.</del>	Steps have been taken to correct violation; full compliance is not verified. 5/07/10 BE Date Initials (Dr)

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

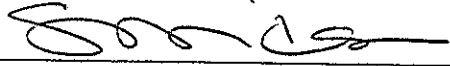
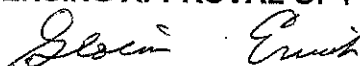
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
26a The home shall establish and implement a quality management plan.	The home did not have a written plan that outlined the procedures that would be implemented and followed in conducting quality management reviews.	3/11/2010	At the time of the DPW audit, the policy and procedure manual did not adequately describe the procedures followed in conducting quality management reviews. Quarterly meetings have been held for the last year, however no policy was documented. Policy and procedure related to this activity has been written and is now included in the PCH policy and procedure manual (see attached).	4/27/10 

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

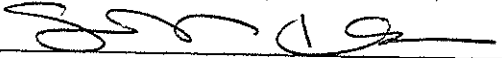
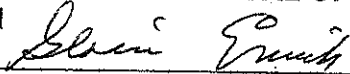
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
85a Sanitary conditions shall be maintained.	<p>*The underside of the rubber shower mat located in the 1<sup>st</sup> floor ladies shower room was covered in areas with black mildew.</p> <p>*The bottom right shelf of the kitchen's Hot Point refrigerator was covered with a black mold like substance.</p>	2/25/2010	<p>Rubber shower mat in 1<sup>st</sup> floor ladies shower room was moldy. Administrator removed mat and replaced with a new mat. Direct care workers will monitor cleanliness of bath mats weekly. Check off list will be posted to record monitoring.</p> <p>Black mold was found on bottom right shelf of refrigerator. Refrigerator will be wiped with disinfectant weekly by direct care staff. Check off list will be posted to record weekly cleaning activity.</p>	5/07/10 JZE

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

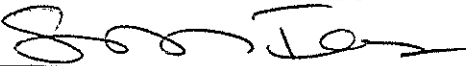
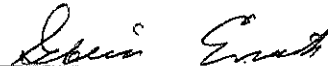
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
93a Each ramp, interior stairway and outside steps shall have a well-secured handrail.	*The outside walkway to the home's front entrance consists of a concrete ramp and a concrete pad on top of the flagstone patio area. The ramp was not equipped with a handrail. The concrete pad had a drop in elevation to the flagstone patio of approximately 7 inches. There were no handrails by the concrete pad.	Work started on 3/11/2010.  Will be completed no later than April 15.	Ramp and walkway in the front of the home do not have a handrail. There are several changes in elevation in this area. Handrails need to be installed. NHS facilities were notified of the need for installation of handrails on 2/25/2010. Survey of the property was completed on 3/9/2010.	5/07/10 SE

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

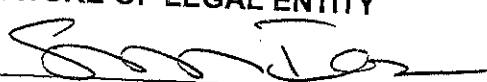
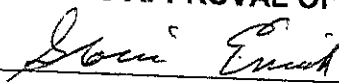
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
93b Each porch shall have a well-secured railing.	The front entrance flagstone patio on both the right and left sides has a drop in elevation to ground level of more than 10 inches. Neither side was equipped with a railing.	Work started on 3/11/2010. Will be completed no later than April 15.	At the time of the DPW visit, no handrails were present at the entrance of the building. The Administrator contacted NHS facilities on 3/9/2010 to develop a plan for installing handrails on each side of the entrance. Survey of the property was completed on 3/9/2010.	5/27/10 gc

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

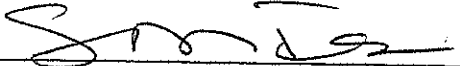
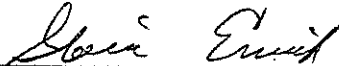
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
96a The home shall have a first aid kit that includes nonporous disposable gloves, antiseptic, adhesive bandages, gauze pads, thermometer, adhesive tape, scissors, breathing shield, eye coverings and tweezers.	The home's first aid located in the kitchen did not contain a breathing shield and eye coverings. The noted items were found being stored on a shelf adjacent to the kit.	3/30/2010  <i>Ongoing</i>	The breathing shield and eye coverings items that are part of the first aid kit were not stored inside the first aid kit container. A larger, labeled, container will be purchased that can accommodate all first aid items.  <i>The Administrator will monitor contents of first aid kit and replace items as needed.</i>	<i>5/07/10 SE</i>


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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

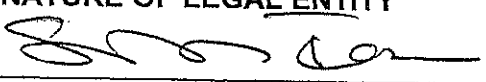
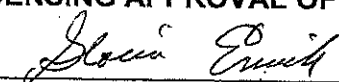
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
103b Kitchen surfaces shall be of a nonporous material and cleaned and sanitized after each meal.	Located in the home's kitchen was a work/prep table. The top surface of the table was constructed of wood.	3/19/2010	The work/prep table in the kitchen area is made of a porous material (wood). This surface needs to be replaced. Facilities surveyed this area of the kitchen on 3/1/2010. The surface will be taken from the site on 3/9/2010 and laminated. It is due to be returned by 3/19/2010.	5/07/10 <i>De</i>

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10


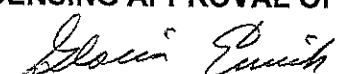
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
103d Food shall be stored off the floor.	The following food products were stored on the floor in the home's kitchen storage area: 9 bottles of Giant Main street diet cream soda, two 64oz. Giant apple juice, 48oz. container of vegetable shortening, 46oz. container of Giant tomato juice, 1 gallon of Giant vegetable oil, 51oz container of Filippo olive oil and 2 gallons of Giant apple cider vinegar.	2/25/2010  on-going - BE	Food products were found stored on the floor of the food pantry in the kitchen. Shelving was installed and food items are no longer in contact with the floor. Staff was informed of the importance of storing food appropriately. Monitoring will occur weekly during as the grocery list is made.	Steps have been taken to correct violation; full compliance is not verifiable <u>5/27/10</u>  Date Initials (DPW)

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/22/10


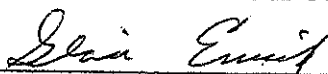
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
103g Food shall be stored in closed or sealed containers.	The following food items were stored in unsealed containers in the home's kitchen freezer: -A bag of 4 Giant English muffins that were freezer burned and covered in ice crystals. - A box of Giant honey grahams.	2/25/2010  Ongoing - BE	At the time of the DPW audit, items were found stored in unsealed containers. These items were discarded. Survey of all items in the kitchen area was performed. Rules for food storage were reviewed at monthly staff meeting on 2/22/2010. Plastic containers were purchased to improve ease of sealed storage. Monitoring will occur weekly during as the grocery list is made.	Steps have been taken to correct violation; full compliance is not verifiable <del>5/10/10</del> 4/22/10 Date <span style="float:right">Initials (DPW) <i>SC</i></span>


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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

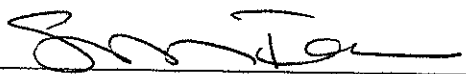
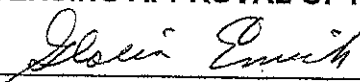
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
103i Outdated or spoiled food or dented cans may not be used.	*A clear plastic bag containing 4 hotdogs that were freezer burned was being stored in the home's kitchen refrigerator.  *Ten 8oz. containers of Glucerna specialized nutrition with fiber was stored in the kitchen's dry goods storage area. The label on the containers stated "use under the supervision of a physician and use by date on end of can". The date on the can was 5/1/09. The Glucerna was outdated.	2/22/2010	At the time of the DPW audit, hot dogs were found in the freezer that were freezer burned. These were discarded.  At the time of the DPW audit, 10, 8 oz containers of Glucerna were stored in the pantry. These were outdated. These items were discarded.  Going forward, the direct care worker who makes the weekly grocery list will be responsible for checking expiration dates of food items and for throwing away any items in the freezer, refrigerator, and pantry that have been stored improperly. Rules on proper storage of food were reviewed with workers on 2/22/2010.	Steps have been taken to correct violation; full compliance is not verifiable. 4/27/10 Date <span style="float: right;">Initials (DPW) SC</span>

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/10/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

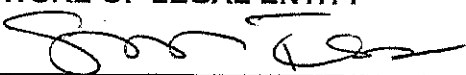

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
107b The home shall have written emergency procedures that include the following:  (1) Contact information for each resident's designated person. (2) The home's plan to provide the emergency medical information for each resident that ensures confidentiality. (3) Contact telephone numbers of municipal and state emergency management agencies and local resources for housing and emergency care of residents. (4) Means of transportation in the event that relocation is required. (5) Duties and responsibilities of staff persons during evacuation, transportation and at the emergency location. These duties and responsibilities shall be specific to each resident's emergency needs. (6) Alternate means of meeting resident needs in the event of a utility outage.	The home did not have written emergency procedures.	3/19/2010	At the time of the DPW audit, the Emergency Procedures for the site did not adequately address the main points of emergency preparedness as described by the DPW regulations. The Administrator has recently attended a specialized training on drafting an emergency plan. She and the Residential Director will work with the NHS Safety Committee in writing a plan that specifies each item listed in 107b of the 55 Pa. Code 2600.	Steps have been taken to correct violation; full compliance is not verifiable. 5/02/10 Date <span style="float: right;">Initials (DPW) </span>

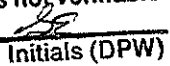
**VIOLATION REPORT**  
**PERSONAL CARE HOMES – 55 Pa.Code Chapter 2600**

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

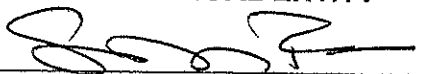

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
107c The home shall maintain at least a 3-day supply of nonperishable food and drinking water for residents.	The home, as a minimum, did not maintain a 3-day supply of drinking water for residents. The home's census was 7 residents which require at least 21 gallons of water to be on-hand. The home only had 12 gallons on-hand. The home was short 9 gallons of water.	2/25/2010	At the time of the DPW audit, review of emergency supplies indicated that the site was short 9 gallons of water. Nine gallons of water were purchased on 2/25/2010. Emergency supplies will be monitored monthly for expiration dates.	5/07/10 BE

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/10/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10



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								
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 did not list on the fire drill record of the home the fire exits used during the below listed fire drills:  <table style="width:100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; width: 30%;"><u>Date of Drill</u></td> <td style="border-bottom: 1px solid black; width: 30%;"><u>Time of Drill</u></td> </tr> <tr> <td>9/3/09</td> <td>1:20pm</td> </tr> <tr> <td>10/5/09</td> <td>11:00am</td> </tr> <tr> <td>11/19/09</td> <td>9:11pm</td> </tr> </table>	<u>Date of Drill</u>	<u>Time of Drill</u>	9/3/09	1:20pm	10/5/09	11:00am	11/19/09	9:11pm	beginning  2/25/2010  and ongoing	Review of our documents indicates an error in the citation. Specifically, DPW reviewed a summary document (attached) which omits Exit Route for the months of Sept, Oct, and Nov of 2009. Review of individual fire drills indicates that the Exit Route is missing for 9/09, however we do have data for 10/09 and 11/09 (attached). An outdated form was used in the month of 9/09. The Administrator will ensure that out of date fire drill forms are removed from the file drawer and that recording procedures for fire drills were reviewed on 2/22/2010.	Steps have been taken to correct violation; full compliance is not verifiable <u>4/27/10</u> Date  Initials (DPW)
<u>Date of Drill</u>	<u>Time of Drill</u>											
9/3/09	1:20pm											
10/5/09	11:00am											
11/19/09	9:11pm											


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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/22/10

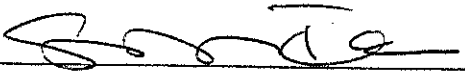
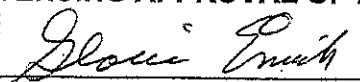
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
141a-2 The medical evaluation shall include the following: (1) A general physical examination by a physician, physician's assistant or nurse practitioner. (2) Medical diagnosis including physical or mental disabilities of the resident, if any. (3) Medical information pertinent to diagnosis and treatment in case of an emergency. (4) Special health or dietary needs of the resident. (5) Allergies. (6) Immunization history. (7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications. (8) Body positioning and movement stimulation for residents, if appropriate. (9) Health status. (10) Mobility assessment, updated annually or at the Department's request.	The medical evaluation, dated 11/16/09, on file for resident # 4 was incomplete as there was no entry for the resident's height.	3/19/2010	Medical evaluation is missing height of consumer. Staff will fax MA-51 and medical evaluation to his PCP and the doctor will complete the missing information and fax it back to the site. Site Administrator will review medical evaluation forms for completeness when the resident returns from the physician's office. Director will review and initial medical evaluation forms to ensure completeness.	Steps have been taken to correct violation; full compliance is not verifiable <u>5/07/10</u> <u>SC</u> Date Initials (DPW)

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

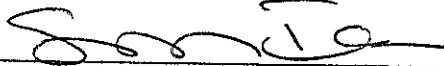
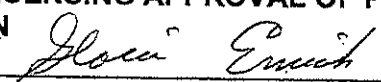
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
<p>143a</p> <p>The home shall have a written emergency medical plan that includes the following:</p> <p>(1) The hospital or source of health care that will be used in an emergency. This shall be the resident's choice, if possible.</p> <p>(2) Emergency transportation to be used.</p> <p>(3) An emergency-staffing plan.</p>	<p>The home did not have a written emergency medical plan that stated that the hospital or source of health care used in an emergency shall be the resident's choice. In addition, there was no written procedure to outline the procedures that would be followed in the event that additional staff are required at the home because of a medical emergency.</p>	<p>3/19/2010</p>	<p>Each consumer requires a written medical emergency plan. Residents will be asked their preference regarding physician and hospital in case of an emergency. This will be recorded in the chart and on the resident's personal data summary sheet. It will also be recorded in our emergency evacuation notebook.</p> <p>An emergency procedure plan will be written which specifies actions that need to be taken in case more staff is required to be on site during an emergency (See Citation #15). This would include a staff call list (in order of proximity to the site), methods of transportation including company owned vehicles, and contact of local emergency personnel as well as internal supervisors including the Residential Director, Executive Director, Medical Director and the NHS Director of Nursing.</p>	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p>5/10/10 </p> <p>Date Initials (DPW)</p>


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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/10/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/22/10

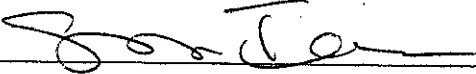
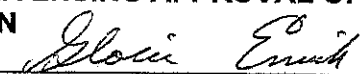
1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
144b The home rules shall specify whether the home is designated as smoking or non-smoking.	The home rules in the contract of resident #'s 2 and 4, dated 5/4/09 and 11/18/08 respectively, did not specify a specific location of the home's outdoor smoking area. The rules stated that "Smoking is permitted outside the home ( on home's property).	3/8/2010	House rules indicate that smoking is not permitted in the home. Rules now indicate specific areas on the grounds where residents are permitted to smoke. The updated rules were reviewed with consumers on 3/8/2010 and signed. Specific review of permitted smoking locations was also completed on 3/8/2010 and consumers signed off on this.	4/22/10 SE

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

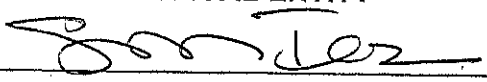

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION	3 DATE BY WHICH CORRECTION WILL BE COMPLETED	4 PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	5 DATE COMPLIANCE VERIFIED BY DPW
144c A home that permits smoking inside or outside of the home shall develop and implement written fire safety policy and procedures. The written fire safety policy and procedures shall include proper safeguards inside and outside of the home to prevent fire hazards involved in smoking, including extinguishing procedures.	The home has not adequately implemented its fire safety procedures in regard to smoking in that 38 cigarette butts were found scattered about the front patio smoking area and not properly extinguished in the furnished ashtrays.	3/8/2010	Updated house rules now specify that residents are to dispose of cigarette butts in fire-safe receptacles. This specific rule was reviewed with residents on 3/8/2010. Direct care staff has been assigned the task of monitoring safe disposal of cigarette butts throughout the work shift. Beginning immediately, first and second shift staff will clear the area of cigarette butts which are not properly disposed of in receptacles at least once per shift.	<p>Steps have been taken to correct violation; full compliance is not verifiable</p> <p>4/27/10 </p> <p>Date Initials (DPW)</p>

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

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
227g Individuals who participate in the development of the support plan shall sign and date the support plan.  227h If a resident or designated person is unable or chooses not to sign the support plan, a notation of inability or refusal to sign shall be documented.	The support plan dated 11/25/09 on file for resident # 4 was not signed by the resident nor was there any documentation of the resident's inability or refusal to sign the plan.	going forward	Whenever consumer refuses to sign a document, refusal or inability to sign will be noted on each form. This includes individuals such as Resident #4 who have guardianship. Residential Director will perform periodic audits of documentation to ensure that regulations are followed appropriately.	Steps have been taken to correct violation; full compliance is not verifiable 4/27/10 DE Date Initials (DPW)

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

<b>NAME AND ADDRESS OF PERSONAL CARE HOME</b> Northwestern Human Services of Montgomery County 478 South Bethlehem Pike, Ft. Washington, Pennsylvania 19034		<b>CURRENT LICENSE NUMBER</b> 127950	
<b>INSPECTION DATE(S) (Include all dates of the inspection)</b> February 22, 2010		<b>REGIONAL REPRESENTATIVE</b> Tom Shopay and Serena Chou	
<b>SIGNATURE OF LEGAL ENTITY</b> 	<b>DATE</b> 3/11/10	<b>REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION</b> 	<b>DATE</b> 4/27/10

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
252 Each resident's record shall include the following information:  (2) Race, height, weight, color of hair, color of eyes, religious affiliation, if any, and identifying marks.	The record of the below listed residents did not contain information on the areas noted:  Resident # 2 – missing color of hair and identifying marks.  Resident # 4 – missing color of hair, color of eyes and identifying marks.	3/19/2010	Each resident will have a personal data summary sheet which includes: race, height, color or eyes, religious affiliation, if any, and identifying marks.	5/02/10 <i>SE</i>