



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE
PO BOX 2675
HARRISBURG, PENNSYLVANIA 17102-1810

ADULT RESIDENTIAL LICENSING
Central Region Field Office
1401 North 7th Street
Harrisburg, Pennsylvania 17102-1810

PHONE: (717) 722-4673
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Toll Free: 1-800-822-1885

July 16, 2010

Mr. Michael Grier, CEO
Keystone Service Systems, Inc.
3609 Derry Street.
Harrisburg, Pennsylvania 17111

RE: McKinley Street Personal Care Home
1280 McKinley Street
Chambersburg, Pennsylvania 17201

Dear Mr. Grier:

As a result of the Department of Public Welfare's licensing inspection on June 8, 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.

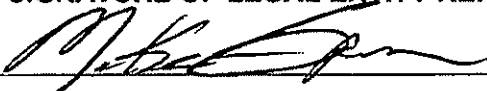

All violations specified on the enclosed Violation Report must be corrected by the dates specified on the Violation Report and continued compliance with 55 Pa.Code Ch. 2600 must be maintained. As soon as each violation is corrected, notify the Department's Regional Office of Adult Residential Licensing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

Sincerely,

Michele Strauser
Michele Strauser
Regional Licensing Administrator

Enclosure
Violation Report


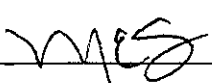
VIOLATION REPORT
PERSONAL CARE HOMES – 55 Pa.Code Chapter 2600

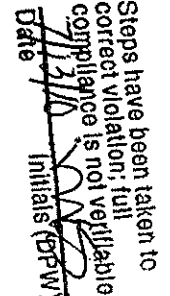
NAME AND ADDRESS OF PERSONAL CARE HOME McKinley Street Personal Care Home 1280 McKinley Street, Chambersburg, Pennsylvania 17201		CURRENT LICENSE NUMBER 320340	
INSPECTION DATE(S) (Include all dates of the inspection) June 8, 2010		REGIONAL REPRESENTATIVE Doug Hoover	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan)			
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE 	DATE 6/25/10	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 7/13/10

1 REGULATION 55 Pa.Code § 2600.	2 VIOLATION/CLASS	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
15c The home shall immediately submit to the Department's personal care home regional office a plan of supervision or notice of suspension of the affected staff person.	The home learned of the abuse of Resident #1 at 10:00 AM on 6/1/10 and suspended Staff A. The regional office was not notified of the suspension until 6:42 PM on 6/1/10 via a faxed reportable incident form.	6/1/10 6/11/10 staff meeting	Staff A was suspended on June 1, 2010 and subsequently discharged permanently based on the investigation conclusion on 6-7-2010. 1. Office of Aging training on Abuse and Neglect. Aug 6, 2010 2. Video of Understanding + Preventing Client abuse + Neglect shown to all employees. 3. Program administrator will report suspected abuse immediately.	Steps have been taken to correct violation; full compliance is not verifiable. Date: 7/13/10 Initials (DPW): [Signature]
JUL 6 2010				



Adult Residential Licensing

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

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42b A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.	Resident #1 was seen by the physician on 6/1/10 and diagnosed with poison ivy along with skin blistering and chemical burns on the left arm. The resident reported on 6/1/10 that Staff A had been using undiluted bleach to treat the arm for the past week. Staff A confirmed that bleach had been used to treat the poison ivy without physician authorization.	6/1/10 6/11/10 Staff meeting	Staff A was suspended on 6/1/10 and subsequently discharged permanently based on the investigation conclusion on 6-7-10 1. office of aging training on abuse and neglect Aug 6, 2010 a video of understanding and preventing client abuse & neglect shown to all employees.	Steps have been taken to correct violation; full compliance is not verifiable Date 7/13/10 Initials (DPW) 

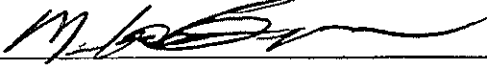

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44e, 44f 44e Within 2 business days after the submission of a written complaint, a status report shall be provided by the home to the complainant. If the resident is not the complainant, the resident and the resident's designated person shall receive the status report unless contraindicated by the support plan. The status report shall indicate the steps that the home is taking to investigate and	Resident #1 filed a written complaint with the home against Staff A on 11/17/09. The complaint alleged that Staff A used and took the resident's personal belongings. The home did not provide a status report and a written decision to the resident and the designated person.		Staff A was counseled on Resident's rights and received a progressive supervision report on this violation. Resident 1 has rec'd a status report on the decision deemed at the conclusion of the investigation. A copy is in resident 1 file and enclosed for DPW.	


Steps have been taken to correct violation; full compliance is not verified.
 Date: 7/13/10
 Initials: [unclear]

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address the complaint. 44f Within 7 days after the submission of a written complaint, the home shall give the complainant and, if applicable, the designated person, a written decision explaining the home's investigation findings and the action the home plans to take to resolve the complaint. If the resident is not the complainant, the affected resident shall receive a copy of the decision unless			A followup letter was completed after inspectors suggestion. From this point forward all written complaints shall receive a status report in accordance to DPW regulation 44E.	

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contraindicated by the support plan. If the home's investigation validates the complaint allegations, a resident who could potentially be harmed or his designated person shall receive a copy of the decision, with the name of the affected resident removed, unless contraindicated by the support plan.				