



**COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE**

**11 Stanwix Street
Room 230
Pittsburgh, Pennsylvania 15222**

ADULT RESIDENTIAL LICENSING

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www.dpw.state.pa.us

Mailing Date: **JUN 10 2011**

Mr. Richard J. Rach, Executive Director
Mercy Life Center Corporation
1200 Reedsdale Street
Pittsburgh, Pennsylvania 15233

RE: Outlook Manor
3560 Outlook Drive
West Mifflin, Pennsylvania 15122

Dear Mr. Rach:

As a result of the Department of Public Welfare's licensing inspection on April 29, 2011 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.


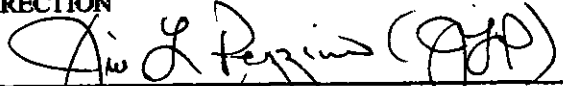
Sincerely,


A handwritten signature in black ink that reads "Jill Pezzino".

Jill Pezzino
Regional Licensing Administrator

Enclosure(s)

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

NAME AND ADDRESS OF PERSONAL CARE HOME OUTLOOK MANOR, 3560 OUTLOOK DRIVE WEST MIFFLIN, PA 15122		CURRENT LICENSE NUMBER 430080	
INSPECTION DATES (Include all dates of the inspection) 04/29/2011		REGIONAL REPRESENTATIVE Michael Marini, Nancy Mandock	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan) <i>Amy Benedetti</i>			
SIGNATURE OF LEGAL ENTITY 	DATE 6/9/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 6/10/11

REGULATION 55 Pa.Code §2600	VIOLATION	DATE COMPLIANCE VERIFIED BY	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)	DATE COMPLIANCE VERIFIED BY
16c The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).	On 3/10/11 at 1:30 PM, resident 1 struck resident 2 without provocation. Resident 1 was taken to Resolve Crisis Center where the resident remained until the following day. The home failed to report this incident to the Department in a timely manner. <div style="text-align: center; font-size: 1.2em; font-weight: bold;">Western Region</div> <div style="text-align: center; margin-top: 20px;">JUN 9 2011</div>	5-27-11	- Incident report procedure has been Reviewed with all staff (5/27-attached) - memo sent to all staff and posted in staff office stating that all fax confirmations will be filed with incident reports - Administrator will ensure that all reports have verification that they were sent and received	Steps have been taken to correct violation; full compliance is not verifiable 6/10/11 Date  Initials (DPW)