

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to MILESTONES, INC.

LEGAL ENTITY

To operate MILESTONES, INC./2538 GYPSY LANE

NAME OF FACILITY OR AGENCY

Located at 2538 GYPSY LANE, CHELTENHAM TOWNSHIP, PA 19038

(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 4
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 July 21, 2011 until July 21, 2012,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 128340

Robert E. Robinson

ISSUING OFFICER

R. C. King

DIRECTOR

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 - 01/11



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

ADULT RESIDENTIAL LICENSING

AUG 02 2011

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

Mr. John Bulman, VP/COO
Milestones, Inc.
614 North Easton Road
Glenside, Pennsylvania 19038

RE: Milestones, Inc./2538 Gypsy Lane
2538 Gypsy Lane
Cheltenham Twp, Pennsylvania 19038

Dear Mr. Bulman:

As a result of the Department of Public Welfare's licensing inspection on May 18, 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.

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

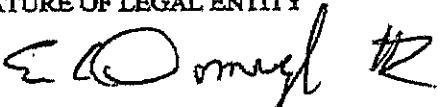
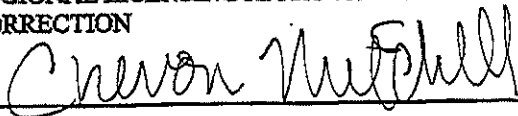
Sincerely,

A handwritten signature in black ink, appearing to read 'R. Melusky'.

Ronald Melusky
Acting Director

Enclosures
License
Violation Report

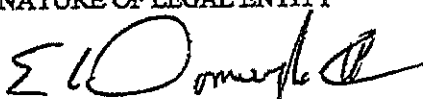

VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

NAME AND ADDRESS OF PERSONAL CARE HOME MILESTONES INC 2538 GYPSY LANE, 2538 GYPSY LANE CHELTENHAM TOWNSHIP, PA 19038		CURRENT LICENSE NUMBER 128340	
INSPECTION DATES (Include all dates of the inspection) 05/18/2011		REGIONAL REPRESENTATIVE Serena Chou	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan) EDWARD DOMERZALSKI ASSISTANT OPERATIONS DIRECTOR			
SIGNATURE OF LEGAL ENTITY 	DATE 6/14/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 7/15/11

REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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 9/8/2010 and 9/9/2010, the 9:00pm dosage of Restril, for resident #1, was not given by staff person A. The home has not submitted an incident report to the Department regarding these medication errors.	MAY 18th 2011	Agency will ensure that on D.P.W. Incident report will be done for any medication's errors Program Director will review all medication's and ensure report's are sent to D.P.W. within 24hrs. Change was made on May 18th 2011 Each shift will Review all medication log and generate medication Incident reports and submit to Program Director. Program Director will do periodic Review to ensure all incident were reported and Review with staff the process & reporting of incident reports at staff meeting 6/14/11 - 6/14/11	Steps have been taken to correct violation; full compliance is not verifiable Date: 7/15/11 Initials (DPW): [Signature]

0007/0025


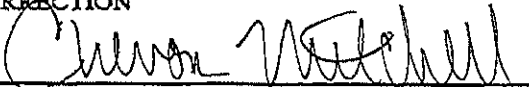
VIOLATION REPORT
PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

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PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan) <p align="center">Edward Domrzalski ASSISTANT OPERATIONS DIRECTOR</p>			
SIGNATURE OF LEGAL ENTITY 	DATE 6/17/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 7/15/11

REGULATION 55 Pa.Code §2600	VIOLATION	DATE BY WHICH CORRECTION WILL BE COMPLETED	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
65g Direct care staff persons, ancillary staff persons, substitute personnel and regularly-scheduled volunteers shall be trained annually in the following areas: (1) Fire safety completed by a fire safety expert or by a staff person trained by a fire safety expert. (2) Emergency preparedness procedures and recognition and response to crises and emergency situations. (3) Resident rights (under these	Direct care staff persons A and B did not receive training in emergency preparedness, resident rights, Older Adult Protective Services Act and falls and accident prevention during the 2010 training year.	4/7/11	<p>Set. Supervisor will assure that all Direct Staff will have at least 12 hours of Annual trainings on emergency preparedness, Resident's rights, Older Adult Protective Services Act and Falls and accident's prevention annually.</p> <p>H.R. will record, Document and keep records of all staff training.</p> <p>Program Director will check monthly that all staff have received training timely.</p> <p>A new checklist was created to track all staff Annual trainings.</p> <p>Staff will be given a list of Annual training and reviewed on 6/16/11</p>	<p>Steps have been taken to correct violation; full compliance is not yet <input checked="" type="checkbox"/> (able)</p> <p>Date <u>7/15/11</u> Initials (DPW) <u>[Signature]</u></p>

06/17/2011 11:32 FAX

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PERSONAL CARE HOMES - 55 Pa Code Chapter 2600

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regulations). (4) The Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102). (5) Falls and accident prevention. (6) New population groups that are being served at the home that were not previously served, if applicable.				