



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

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Toll Free: 1-800-882-1885

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: August 9, 2011

Mr. Barry A. Lazarus, Vice President
Arden Courts Susquehanna of Harrisburg PA, LLC
333 North Summit Street
Toledo, Ohio 43604

RE: Arden Courts of Susquehanna
2625 Ailanthus Lane
Harrisburg, Pennsylvania 17110

Dear Mr. Lazarus:

As a result of the Department of Public Welfare's licensing inspection on June 28, 2011, June 29, 2011 and June 30, 2011 of the above personal care home, a violation with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed Violation Report was 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, appearing to read "Cybil Bomberger", with a long horizontal flourish extending to the right.

Cybil Bomberger
Regional Licensing Director

Enclosure
Violation Report

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

NAME AND ADDRESS OF PERSONAL CARE HOME ARDEN COURTS OF SUSQUEHANNA, 2625 AILANTHUS LANE HARRISBURG, PA 17110		CURRENT LICENSE NUMBER 324310	
INSPECTION DATES (Include all dates of the inspection) 06/28/2011		REGIONAL REPRESENTATIVE Ron Minnich, Lori Gensil, Allison Jackson, Denny Granahan	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan) <i>Beverly W. Hissner, Ex. Dir.</i>			
SIGNATURE OF LEGAL ENTITY <i>Beverly W. Hissner, Ex. Dir.</i>	DATE <i>7/18/11</i>	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>[Signature]</i>	DATE <i>8/8/11</i>

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
42b A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.	According to multiple family reports and employee witness statements, Staff Person A was verbally abusive to Resident #1 and Resident #2 on several occasions. In June 2011 family members were present in the home and witnessed Staff Person A taunting and intimidating these residents. <p style="text-align: center;">PCH Division Central Region Field Office</p> <p style="text-align: center;">JUL 22 2011</p> <p style="text-align: center;">RECEIVED</p>	6/29/11 7/12/11 8/3/11 On-going	- Staff person A suspended after conversation with inspector, and investigation by DPW. - Staff person A's employment terminated after discussion with DPW and pending citation. - Mandatory inservice for all staff on Abuse prevention and reporting to be given by [redacted] Dauphin Co. Aging office, or her staff. - Ex. Dir. to continue training on Abuse during orientation and annual training dates. At minimum, every other month.	