



**COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF PUBLIC WELFARE**

11 Stanwix Street  
Room 230  
Pittsburgh, Pennsylvania 15222

**ADULT RESIDENTIAL LICENSING**

Phone: (412) 565-5616/5614  
Toll Free: 1-888-322-3664  
Fax: (412) 565-5633/565-2840  
[www.dpw.state.pa.us](http://www.dpw.state.pa.us)

Mailing Date: **SEP 15 2011**

Mr. Daniel F. Simmons, Secretary/Treasurer  
Mon-Vale Non-Acute Care Services, Inc.  
1663 Country Club Road  
Monongahela, Pennsylvania 15063

RE: The Residence at Hilltop  
210 Route 837  
Monongahela, Pennsylvania 15063

Dear Mr. Simmons:

As a result of the Department of Public Welfare's licensing inspection on August 27, 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,

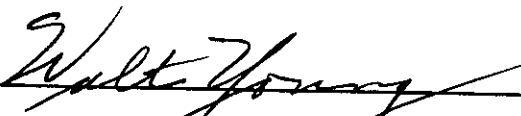
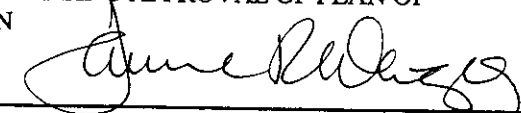
Janine Wenzig  
Regional Licensing Administrator


Enclosure(s)

SEP 06 REC'D SEP 06 2011

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

SEP 06 2011


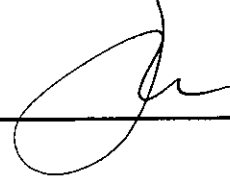
NAME AND ADDRESS OF PERSONAL CARE HOME THE RESIDENCE AT HILLTOP, 210 ROUTE 837 MONONGAHELA, PA 15063		CURRENT LICENSE NUMBER 474880	
INSPECTION DATES (Include all dates of the inspection) 08/27/2011		REGIONAL REPRESENTATIVE D. McConnell	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan)			
SIGNATURE OF LEGAL ENTITY 	DATE 8-7-11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 9/14/11

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
42c A resident shall be treated with dignity and respect.	On 8/24/11, direct care staff person A entered the bedroom of resident #1, yelling at the resident and reprimanded the resident in a disrespectful manner. The resident's daughter overheard the conversation, direct care staff person B observed the incident and staff A admitted to the encounter.	1. 8-29-11 2. 8-29-11 3. 9-9-11 4. ONGOING	1. INVESTIGATION OF COMPLAINT CONCLUDED. 2. AIDE A'S EMPLOYMENT WAS TERMINATED. SEE EXHIBIT 3. HELD MANDATORY IN SERVICES ENTITLED "RETRAINING SESSIONS @ SPECIAL CIRCUMSTANCES RESIDENT RIGHTS AND ELDER ABUSE SEE EXHIBITS A AND B MANAGERS WILL CONTINUOUSLY MONITOR EXCHANGES BETWEEN RESIDENTS AND STAFF. MANAGERS WILL ALSO RANDOMLY INTERVIEW DIFFERENT RESIDENTS TO FIND OUT TIME ALL RESIDENTS	 9/14/11
	Western Region  Adult Residential Licensing			

(NEXT PAGE)

20 SEP 29 2011

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

NAME AND ADDRESS OF PERSONAL CARE HOME THE RESIDENCE AT HILLTOP		CURRENT LICENSE NUMBER 474880	
INSPECTION DATE(S) (Include all dates of the inspection) 08/27/2011		REGIONAL REPRESENTATIVE D. McConnell	
SIGNATURE OF LEGAL ENTITY 	DATE 8-2-11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 9-14-11

PRIVACY CODING DOCUMENT

Resident #	Resident Name
1	[REDACTED]

ARE BEING TREATED E DIGNITY AND RESPECT AT ALL TIMES

SONGOWNG SPECIAL EMPHASIS WILL BE PLACED ON RESIDENTS, RIGHTS, RESPECT, AND DIGNITY DURING THE ORIENTATION PROCESS FOR ALL NEW HIRES.  
SEE EXHIBIT C

Western Region

Adult Residential Licensing