

COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF PUBLIC WELFARE

# CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to HAYES MANOR, INC.

To operate HAYES MANOR

Located at 2210 BELMONT AVENUE, PHILADELPHIA, PA 19131

ADDRESS OF SATELLITE SITE ADDRESS OF SATELLITE SITE

ADDRESS OF SATELLITE SITE ADDRESS OF SATELLITE SITE

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To provide Personal Care Homes

The total number of persons which may be cared for at one time may not exceed 65  
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 November 15, 2011 until November 15, 2012,  
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 142230

Robert E. Robinson  
ISSUING OFFICER

[Signature]  
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.



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

ADULT RESIDENTIAL LICENSING

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

NOV 17 2011

Ms. Robyn Burns, Administrator  
Hayes Manor, Inc.  
Hayes Manor  
2210 Belmont Avenue  
Philadelphia, Pennsylvania 19131

Dear Ms. Burns:

As a result of the Department of Public Welfare's licensing inspection on September 7, 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 be 'R. Melusky', written over a horizontal line.

Ronald Melusky  
Director

Enclosures  
License  
Violation Report

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

NAME AND ADDRESS OF PERSONAL CARE HOME HAYES MANOR, 2210 BELMONT AVENUE PHILADELPHIA, PA 19131		CURRENT LICENSE NUMBER 142230	
INSPECTION DATES (Include all dates of the inspection) 09/07/2011		REGIONAL REPRESENTATIVE Lynn Loudenslager, Allison Jackson	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan) <i>Robert Burns - Administrator</i>			
SIGNATURE OF LEGAL ENTITY <i>Robert Burns</i>	DATE <i>11/4/11</i>	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>[Signature]</i>	DATE <i>11/9/11</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
25a1 Prior to admission, or within 24 hours after admission, a written resident-home contract between the resident and the home shall be in place. The administrator or a designee shall complete this contract and review and explain its contents to the resident and the resident's designated person if any, prior to signature.	Resident #1, admitted 9/16/2010, did not have a resident-home contract.	<i>9/12/11</i>	Resident #1 was transferred from the independent units to personal care, and a new contract was not written. Effective Sept. 12 <sup>th</sup> all residents that were previously independent residents, now have new contracts.  A new policy has been developed regarding transferring a resident from independent to personal care. This policy states effective immediately all residents that are transferred from independent to personal care, must be treated as a new resident.  All administrative and nursing staff has all been in-serviced on September 12 <sup>th</sup> , regarding this new procedure. This documentation includes all <ul style="list-style-type: none"> <li>• Personal care contracts</li> <li>• Residents rights</li> <li>• Hayes Manor rules and regulations</li> <li>• Hayes Manor boarding agreement</li> <li>• Complaint procedures</li> <li>• And any and all addendums as per DPW regulations</li> </ul>	<i>11/9/11</i> <i>UAC</i>

*cont'd*

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PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

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25a1 Prior to admission, or within 24 hours after admission, a written resident-home contract between the resident and the home shall be in place. The administrator or a designee shall complete this contract and review and explain its contents to the resident and the resident's designated person if any, prior to signature.	Resident #1, admitted 9/16/2010, did not have a resident-home contract.	<i>9/12/11</i>	<p style="text-align: center;"><i>cont'd</i></p> <p>This information will be verified by the new Admission task force that includes the Administrator, Dir. of Nursing and Admission staff, within 24 hours of transferring.</p>	

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41e A statement signed by the resident and, if applicable, the resident's designated person acknowledging receipt of a copy of the information specified in subsection (d), or documentation of efforts made to obtain signature, shall be kept in the resident's record.	Resident #1's record did not contain a statement signed by the resident acknowledging receipt of a copy of the resident rights.	<i>9/12/11</i>	Resident #1 transferred from independent to personal care and a new resident rights has been signed effective Sept. 12, 2011.  All staff has been in-serviced regarding transfers and documentation, when a resident has moved from independent to personal care. The transfer process will now be treated the same as a new admission.  The task team will review the documentation within 24 hours of the transfer.	<i>11/9/11</i> <i>[Signature]</i>

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91 Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control center, municipal emergency management agency and personal care home complaint hotline shall be posted on or by each telephone with an outside line.	The telephone numbers posted by the phones in rooms 8, 12, 207 and 208 had the incorrect phone number for the personal care home complaint hotline.	<i>9/12/11</i>	All telephone stickers have been updated with the most recent personal care home complaint hotline number.  The phone number postings will be monitored daily by the housekeeping and administrative staff on daily rounds. A check list has been formed, and is to be completed daily.  A copy of the new sticker is enclosed. The Administrator will frequent DPW's website for any and all updates.	<p align="center">Steps have been taken to correct violation; full compliance is not verifiable</p> <p align="center"><i>[Signature]</i> Date Initials (DPW)</p>

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103b Kitchen surfaces shall be of a nonporous material and cleaned and sanitized after each meal.	There is a wooden butcher block surface approximately 13 feet long in the kitchen.	<i>10/12/11</i>	The wooden butcher block surface table has been replaced with a stainless steel table. Pictures of the new table, as well as a copy of the invoice is included.  All other surfaces are nonporous surfaces And are cleaned and sanitized after each meal. Any new purchases will be nonporous surfaces and verified by the administrator.	<i>11/9/11</i> <i>UAC</i>

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SIGNATURE OF LEGAL ENTITY <i>Hobyn Burns</i>	DATE 11/4/11	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>[Signature]</i>	DATE 11/9/11

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141a The medical evaluation shall include the following: (1) A general physical examination by a physician, physician's assistant or nurse practitioner. (2) Medical diagnosis including physical or mental disabilities of the resident, if any. (3) Medical information pertinent to diagnosis and treatment in case of an emergency. (4) Special health or dietary needs of the resident. (5) Allergies. (6) Immunization	The medical evaluation dated 11/22/2010 for resident #2 indicated "see orders" for medication regimen. No orders were attached.	9-9-11	All medical evaluations completed by the doctor that have attachments will be signed by the doctor and attached to the medical evaluation form. All medical evaluations will be reviewed by director of nursing and the administrator within 24 hours of receipt. This will be done for all new and renewal medical evaluations to ensure DPW compliance.  <i>A list of resident #23 medications will be attached to the medical evaluation.</i> <i>[Signature]</i> 11/9/11	<div style="border: 1px solid black; padding: 5px; transform: rotate(-90deg); transform-origin: center;"> Steps have been taken to correct violation; full compliance is not verifiable  11/9/11  Date Initials (DPW) </div>

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history. (7) Medication regimen, contraindicated medications, medication side effects and the ability to self-administer medications. (8) Body positioning and movement stimulation for residents, if appropriate. (9) Health status. (10) Mobility assessment, updated annually or at the Department's request.				

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144c A home that permits smoking inside or outside of the home shall develop and implement written fire safety policy and procedures. The written fire safety policy and procedures shall include proper safeguards inside and outside of the home to prevent fire hazards involved in smoking, including extinguishing procedures.	The home's smoking area was littered with cigarette butts.	<i>9/17/11</i>	<p>The smoking area is now required to be cleaned four times daily at 8AM, 11:45AM, 3:45PM by the housekeeping staff. Also to be cleaned at 7PM by security staff.</p> <p>The housekeeping and maintenance staff have been in-serviced to this effect to ensure compliance. This area will be monitored by the Dir. of Maintenance and Administrator.</p> <p><i>The administrator or designee will review the home's smoking policy, including the use of ashtrays/fireproof receptacles with all residents and staff that utilize the designated smoking area.</i></p> <p align="right"><i>WJC 11/9/11</i></p>	<p align="center">Steps have been taken to correct violation; full compliance is not verifiable</p> <p align="center"><i>11/9/11</i> Date</p> <p align="center"><i>WJC</i> Initials (DPW)</p>

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183c Prescription medications, OTC medications and CAM stored in a refrigerator shall be kept in an area or container that is locked.	The refrigerator used to store prescription medications does not have a lock and the refrigerator is located in an office that is not locked.	<i>9/9/11</i>	The refrigerator used to store medications now has a lock on it. The office in which the refrigerator is housed is now locked at all times.  All nursing staff has been in-serviced to this new procedure regarding proper storage of refrigerator medications. A picture of the locked refrigerator and locked office is enclosed. This new procedure will be monitored by the Director of Nursing and Administrator on rounds daily.	<i>11/9/11</i> <i>[Signature]</i>

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226a The resident shall be assessed for mobility needs as part of the resident's assessment.	<p><del>Resident #2's assessment, completed on 12/6/2010, indicated the resident is unable to move from one location to another without assistance. Resident #2's medical evaluation, dated 11/22/2010, indicated the resident is independently mobile with a device.</del></p> <p>Repeated Violations: 08/04/2010</p> <p style="text-align: center; margin-top: 20px;"><i>Violation withdrawn LAC 11/9/11</i></p>			

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254b Records of active and discharged residents shall be maintained in a confidential manner, which prevents unauthorized access.	The home does not have policies and procedures for managing records.	<i>9-9-11</i>	<p>The home has developed a new policy and procedure regarding the proper storage and management of records.</p> <p>This new policy includes:</p> <ul style="list-style-type: none"> <li>• Record retention</li> <li>• Record storage</li> <li>• Record release</li> <li>• Record compliance</li> </ul> <p>This record maintenance policy will be monitored and review by the administrator.</p>	<i>11/9/11</i> <i>VRZ</i>