

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to WILLOW VALLEY RETIREMENT COMMUNITIES

LEGAL ENTITY

To operate THE GLEN AT WILLOW VALLEY

NAME OF FACILITY OR AGENCY

Located at FLOORS 1 AND 3, 675 WILLOW VALLEY SQUARE, LANCASTER, PA 17602

(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE ADDRESS OF SATELLITE SITE

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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 106
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller. (MAXIMUM CAPACITY)

Restrictions: Secure Dementia Care Unit - 55 Pa.Code §§ 2600.231-239 - Capacity 40

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 February 11, 2012 until February 11, 2013,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 321910

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

FEB 14 2012

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

Ms. Lenore Hutchinson, PCHA
Willow Valley Retirement Communities
The Glen at Willow Valley
Floors 1 and 3
675 Willow Valley Square
Lancaster, Pennsylvania 17602

Dear Ms. Hutchinson:

As a result of the Department of Public Welfare's licensing inspection on December 8, 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.

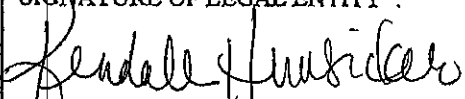

Sincerely,

A handwritten signature in cursive script that reads "Ronald Melusky".

Ronald Melusky
Director


Enclosures
License
Violation Report

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

NAME AND ADDRESS OF PERSONAL CARE HOME The Glen At Willow Valley, Floors 1 and 3, 675 Willow Valley Square Lancaster, PA 17602		CURRENT LICENSE NUMBER 321910	
INSPECTION DATES (Include all dates of the inspection) 12/08/2011		REGIONAL REPRESENTATIVE Rebecca Riel, 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)			
SIGNATURE OF LEGAL ENTITY 	DATE 1/6/12	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION 	DATE 1/24/12

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
65b Within 40 scheduled working hours, direct care staff persons, ancillary staff persons, substitute personnel and volunteers shall have an orientation that includes the following: (1) Resident rights. (2) Emergency medical plan. (3) Mandatory reporting of abuse and neglect under the Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102). (4) Reporting of reportable incidents	<ul style="list-style-type: none"> Staff Persons A and B have not received orientations on the mandatory reporting of abuse and neglect under the Older Adult Protective Services Act or emergency medical plan. Staff Persons C, D, E and F have not received orientations on the mandatory reporting of abuse and neglect under the Older Adult Protective Services Act, emergency medical plan, or the reporting of reportable incidents and conditions. 	1/6/12	<p>Regulation 65b The Cedar Brook manager educated staff Persons A and B on mandatory reporting of abuse and neglect under the Older Adult Protective Services Act and the emergency medical plan on 12/29/11</p> <p>Staff person C is no longer working for Willow Valley</p> <p>The Housekeeping/floor care supervisor educated staff person D on the mandatory reporting of abuse and neglect under the Older Adult Protective Services Act, emergency medical plan and the reporting of reportable incidents and conditions on 12/30/11</p> <p>The Dining Service supervisor educated staff persons E and F on the emergency medical plan on 1/6/12. Staff person E received the mandatory education on mandatory reporting of abuse and neglect under the Older Adult Protective Services Act and reporting of reportable incidents on 3/25/11. This education was completed within the first 40 hours worked. Please see supporting documentation. Staff person F received the mandatory reporting of abuse and neglect under the Older Adult Protection and Services Act and reporting of reportable incidents on 9/16/11. This education was completed within the first 40 hours worked. Please see supporting documentation.</p>	NSC 1/24/12

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REGULATION 55 Pa.Code §2600 and conditions.	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
		1/6/12	The Cedar Brook Manager, housekeeping/floor care supervisor and dining service supervisor were re-educated in the training needs of Personal Care by the Administrator on 12/28/11, 12/29/11 and 1/4/12. All Direct Care Staff, ancillary staff, volunteer and transportation supervisors were re-educated on the training needs of Personal Care staff. Supervisors were given a copy of the regulation, training materials on all mandatory education subjects, auditing tool and annual training plan tool. The Cedar Brook Manager will audit direct care staff training plan quarterly in 2012. The Cedar Brook manager, ancillary staff supervisors, volunteer coordinator and transportation supervisor will complete an annual training audit. Any deficiencies noted will be reported along with a plan of correction to the Personal Care Administrator.	


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SIGNATURE OF LEGAL ENTITY <i>Kendall Hunsicker</i>	DATE 1/6/12	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Neil L. Coff</i>	DATE 1/24/12

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
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	Staff Person G did not receive training in falls and accident prevention during training year 2010. VIOLATION WITHDRAWN - NSC 1/24/12	1/6/12	65g Staff person G received the falls and accident prevention training in 12/10. Willow Valley used Fox Learning, an on-line training program, in 2010. Preventing slips trips and falls was part of 2010 General Mandatory Models. Please see supporting documentation.	

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PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

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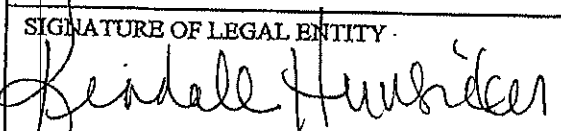
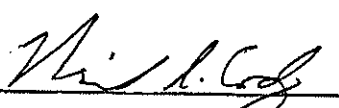
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regulations). (4) The Older Adult Protective Services Act (35 P. S. §§ 10225.101—10225.5102). (5) Falls and accident prevention. (6) New population groups that are being served at the home that were not previously served, if applicable.				

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SIGNATURE OF LEGAL ENTITY <i>Kendall Hunsicker</i>	DATE <i>1/6/12</i>	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Neil J. Grogan</i>	DATE <i>1/29/12</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
65i A record of training including the direct care staff person trained, date, source, content, length of each course and copies of any certificates received, shall be kept.	<ul style="list-style-type: none"> • The home's record of direct care staff training does not include resident rights or reporting of reportable incidents and conditions for Staff Person A and Staff Person B. • The facilitator for day 2 of general orientation did not sign the home's training record for Staff Person E and Staff Person F showing that the training was completed. 	<p align="center"><i>1/6/12</i></p> <p align="center"><i>1/6/12</i></p> <p align="center">ONGOING</p>	<p>65i</p> <p>The Cedar Brook Manager educated staff persons A and B on Resident Rights and reporting of reportable incident and conditions on 12/29/11. See plan of correction for 65b.</p> <p>The facilitator signed the training record for staff person E on 3/25/11 and for staff person F on 9/16/11. Please see supporting documentation provided</p> <p>THE ADMINISTRATOR WILL REVIEW ALL TRAINING DOCUMENTS FOR NEW HIRES TO ENSURE THE REQUIRED TRAININGS ARE PROVIDED. -NSC 1/24/12</p>	<p align="center">Steps have been taken to correct violation; full compliance is not verifiable</p> <p align="center"><i>1/29/12</i></p> <p align="center">Date</p> <p align="center">Initials (DPW)</p>

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171b4 If staff persons or volunteers of the home provide transportation for the residents, at least one staff member transporting or accompanying the residents shall have completed the initial new hire direct care staff person training in 65.	The home transports residents on the 3rd floor of personal care to medical appointments as needed. Willow Valley provides transportation services to these residents for a fee as addressed in their resident-home contract. The drivers who are employed by Willow Valley to transport residents have not completed the initial new hire direct care staff person training.	1/6/12	171b4 The transportation supervisor was educated on the training needs of Personal Care staff. The supervisor was given a copy of the regulation, training materials on all mandatory education subjects and auditing tool. The transportation supervisor will complete an annual training audit. Any deficiencies noted will be reported along with a plan of correction to the Personal Care Administrator.	Steps have been taken to correct violation; full compliance is not verifiable 1/24/12 Date Initials (DPW)