

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

CERTIFICATE OF COMPLIANCE

This Certificate is hereby granted to NORBERT, INC.

LEGAL ENTITY

To operate NORBERT RESIDENTIAL CARE FACILITY

NAME OF FACILITY OR AGENCY

Located at 2413 ST. NORBERT DRIVE, PITTSBURGH, PA 15234

(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 102
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 February 20, 2012 until February 20, 2013,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: 430510

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

MAR 26 2012

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

Mr. Hal K. Waldman, President
Norbert, Inc.
1326 Freeport Road, Suite 100
Pittsburgh, Pennsylvania 15238

RE: Norbert Residential Care Facility
2413 St. Norbert Drive
Pittsburgh, Pennsylvania 15234

Dear Mr. Waldman:

As a result of the Department of Public Welfare's licensing inspection on February 8, 2012 and February 12, 2012 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', with a long horizontal stroke extending to the right.

Ronald Melusky
Director

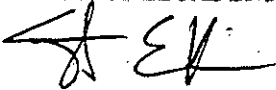
Enclosures
License
Violation Report

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

NAME AND ADDRESS OF PERSONAL CARE HOME NORBERT RESIDENTIAL CARE FACILITY, 2413 ST. NORBERT DRIVE PITTSBURGH, PA 15234		CURRENT LICENSE NUMBER 430510	
INSPECTION DATES (include all dates of the inspection) 02/08/2012, 2-10-12		REGIONAL REPRESENTATIVE Dennis Ropon, Diane Whitney, Dennis Ropon	
PRINTED NAME AND TITLE OF LEGAL ENTITY REPRESENTATIVE SIGNING PLAN OF CORRECTION (Required on FIRST PAGE only unless multiple representatives produce the plan) STEVEN E. KARNS			
SIGNATURE OF LEGAL ENTITY <i>SEK</i>	DATE 2/29/12	REGIONAL LICENSING APPROVAL OF PLAN OF CORRECTION <i>Jim B. [unclear] (g)</i>	DATE 3-7-12

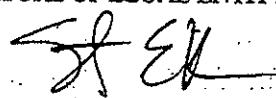
REGULATION 55 Pa.Code §2600	VIOLATION	DATE COMPLIANCE VERIFIED BY	PLAN OF CORRECTION (include a step-by-step plan to correct the specific violation, as well as a plan to assure the violation does not recur)	DATE COMPLIANCE VERIFIED BY
16b The home shall develop and implement written policies and procedures on the prevention, reporting, notification, investigation and management of reportable incidents and conditions.	The home's policy on reportable incidents and conditions does not include prevention, investigation, management of reportable incidents and conditions.	2/29/12	ADMINISTRATOR EXPANDED ON CURRENT REPORTABLE INCIDENT POLICY. EDUCATED STAFF ON NEW POLICY.	3-7-12
<p>RECEIVED</p> <p>MAR</p> <p>Western Field Office Adult Residential Licensing</p>		SEE ATTACHMENT 16b		

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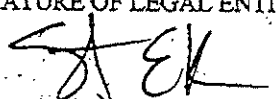
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82c Poisonous materials shall be kept locked and inaccessible to residents unless all of the residents living in the home are able to safely use or avoid poisonous materials.	On 2/8/10 and 2/10/10 the laundry room had nine 3-quart bottles of Clorox, Fourteen 1-gallon bottles of eliminate, and one 1-gallon bottle of Odoban with manufacture's labels indicating "contact a physician if swallowed", unlocked and accessible to residents. Residents of the home have not been assessed capable of recognizing and using poisons safely. Repeated Violations: 12/16/2010 RECEIVED MAR	2/28/12 3-20-12	ALL LAUNDRY EMPLOYEES HAVE BEEN EDUCATED BY THE ADMINISTRATOR THAT WHEN THEY LEAVE THE LAUNDRY ROOM FOR ANY REASON, THEY ARE TO CLOSE AND LOCK THE DOOR. LAUNDRY EMPLOYEE WAS IN DINING AREA AND HAD VISUAL SIGHT OF ENTRANCE TO LAUNDRY ROOM ON 2/8/12. LAUNDRY EMPLOYEE SAW INSPECTORS ENTER THE LAUNDRY AREA ON 2/8/12. THERE WAS NO INSPECTION OF LAUNDRY AREA ON 2/10/12. The administrator or designated STAFF person will conduct weekly checks of the home to ensure poisonous materials are not accessible. SEE ATTACHMENT 82C	Steps have been taken to correct violation; full compliance is not verifiable 3-7-12 Date / Initials (DPW)

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103e Food served and returned from an individual's plate may not be served again or used in the preparation of other dishes. Leftover food shall be labeled and dated.	The kitchen walk-in chiller had four plastic bags of ground meat, a plastic bag of cauliflower and a bag of lettuce that were not labeled or dated. <div style="text-align: center; font-weight: bold; font-size: 1.2em;">RECEIVED</div> <div style="text-align: center;">MAR</div> <div style="text-align: center; font-size: 0.8em;">Western Field Office Adult Residential Licensing</div>	2/28/12	ALL KITCHEN EMPLOYEES HAVE BEEN EDUCATED BY THE ADMINISTRATOR TO INSPECT ALL FOOD THAT IS INDIVIDUALLY PACKAGED TO MAKE SURE THAT THEY ARE LABELED AND DATED. AT NO TIME HAS FOOD BEEN REMOVED FROM A INDIVIDUAL'S PLATE AND SERVED AGAIN. FACILITY DOES NOT USE LEFTOVER FOOD FOR ANY REASON. ADMINISTRATOR WILL CONDUCT WEEKLY INSPECTION OF WALK IN COOLER TO ENSURE COMPLIANCE. SEE ATTACHMENT 103e	3-7-12

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103g Food shall be stored in closed or sealed containers.	The walk-in chiller in the kitchen had a bag of cauliflower that was not sealed. The freezer in the kitchen had a bag of hamburger patties that was not sealed. RECEIVED MAR Western Field Office Adult Residential Licensing	2/28/12	ALL KITCHEN EMPLOYEES HAVE BEEN EDUCATED BY THE ADMINISTRATOR TO KEEP ALL FOOD IN SEALED AND DATED CONTAINERS. ADMINISTRATOR WILL CONDUCT WEEKLY INSPECTION OF WALK IN COOLER AND FREEZER TO ENSURE COMPLIANCE. SEE ATTACHMENT 103e	3-7-12 §

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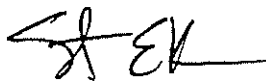
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125b Combustible materials shall be inaccessible to residents.	On 2/8/12 the laundry room had a 10oz bottle of Neutra Air and a 19oz can of Lysol spray unlocked and accessible to residents. Both containers are labeled flammable.	2/28/12 3-20-12	<p>ALL LAUNDRY EMPLOYEES HAVE BEEN EDUCATED BY THE ADMINISTRATOR TO CLOSE AND LOCK DOOR WHEN THEY LEAVE THE LAUNDRY ROOM FOR ANY REASON.</p> <p>The Administrator or designated staff person will check the home weekly to ensure combustible materials are not accessible to residents.</p> <p style="text-align: right;">3-7-12</p> <p style="text-align: right; font-size: 1.2em;">SEE ATTACHMENT 82C</p>	<p>Steps have been taken to correct violation; full compliance is verifiable</p> <p>3-7-12</p> <p>Date: Initials (DPW)</p>

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Western Field Office
Adult Residential Licensing

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PERSONAL CARE HOMES - 55 Pa.Code Chapter 2600

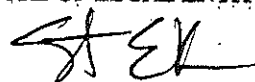
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132e A fire drill shall be held during sleeping hours once every 6 months.	The last sleeping hour fire drill was conducted on 7/18/11. <table border="1" style="width:100%; border-collapse: collapse; font-size: small;"> <thead> <tr> <th>Mont</th> <th>Date</th> <th>Time</th> <th>Evac. Time</th> <th>FSE</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>01/24/2011</td><td>11:15 AM</td><td>3min 15 sec</td><td>No</td></tr> <tr><td>Feb</td><td>02/28/2011</td><td>03:40 PM</td><td>5min 18 sec</td><td>No</td></tr> <tr><td>Mar</td><td>03/17/2011</td><td>11:30 PM</td><td>5min 9 sec</td><td>No</td></tr> <tr><td>Apr</td><td>04/04/2011</td><td>07:03 PM</td><td>4min 23 sec</td><td>No</td></tr> <tr><td>May</td><td>05/31/2011</td><td>04:10 PM</td><td>5mi 10 sec</td><td>No</td></tr> <tr><td>Jun</td><td>06/10/2011</td><td>11:00 AM</td><td>4min 12 sec</td><td>No</td></tr> <tr><td>Jul</td><td>07/18/2011</td><td>11:08 PM</td><td>5min 47 sec</td><td>No</td></tr> <tr><td>Aug</td><td>08/16/2011</td><td>04:15 PM</td><td>4mi 27 sec</td><td>No</td></tr> <tr><td>Sep</td><td>09/28/2011</td><td>09:30 AM</td><td>5min 13 sec</td><td>No</td></tr> <tr><td>Oct</td><td>10/06/2011</td><td>03:20 PM</td><td>5min 42 sec</td><td>No</td></tr> <tr><td>Nov</td><td>11/22/2011</td><td>08:00 PM</td><td>4min 48 sec</td><td>No</td></tr> <tr><td>Dec</td><td>12/15/2011</td><td>10:00 AM</td><td>5min 8 sec</td><td>No</td></tr> </tbody> </table>	Mont	Date	Time	Evac. Time	FSE	Jan	01/24/2011	11:15 AM	3min 15 sec	No	Feb	02/28/2011	03:40 PM	5min 18 sec	No	Mar	03/17/2011	11:30 PM	5min 9 sec	No	Apr	04/04/2011	07:03 PM	4min 23 sec	No	May	05/31/2011	04:10 PM	5mi 10 sec	No	Jun	06/10/2011	11:00 AM	4min 12 sec	No	Jul	07/18/2011	11:08 PM	5min 47 sec	No	Aug	08/16/2011	04:15 PM	4mi 27 sec	No	Sep	09/28/2011	09:30 AM	5min 13 sec	No	Oct	10/06/2011	03:20 PM	5min 42 sec	No	Nov	11/22/2011	08:00 PM	4min 48 sec	No	Dec	12/15/2011	10:00 AM	5min 8 sec	No	2/28/12	ADMINISTRATOR CONDUCTED A FIRE DRILL ON 2/28/12 AT 11:33 PM. ADMINISTRATOR WILL CONDUCT A FIRE DRILL DURING SLEEPING HOURS ONCE EVERY 6 MONTHS	3-7-12
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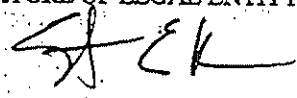
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224a. A determination shall be made within 30 days prior to admission and documented on the Department's preadmission screening form that the needs of the resident can be met by the services provided by the home.	The pre-admission screening for resident #2, is not dated. Resident #2, was admitted on 12/9/11. <div style="text-align: center; font-weight: bold; font-size: 1.2em;">RECEIVED</div> <div style="text-align: center; font-weight: bold; font-size: 1.2em;">MAR</div> <div style="text-align: center; font-size: 0.8em;">Western Field Office Adult Residential Licensing</div>	2/28/12	ADMINISTRATOR WILL DATE PREADMISSION SCREENING WITHIN 30 DAYS PRIOR TO ADMISSION. ADMINISTRATOR REVIEWED ALL CURRENT RESIDENT FILES AND ALL PREADMISSION SCREENING'S WERE IN COMPLIANCE. ADMINISTRATOR WILL HAVE THE D.O.N. OR A.P.O.N. REVIEW ALL NEW PREADMISSION SCREENING TO ENSURE COMPLIANCE.	3-7-12

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227d Each home shall document in the resident's support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident's physician, physician's assistant or certified registered nurse practitioner, determine the necessity of these services.	On 10/26/11 resident #1 was identified as having dysphasia and pocketing foods; however the resident's support plan, dated 3/24/11, does not address the care, services or safety measures to properly protect the resident. RECEIVED MAR Western Field Office Adult Residential Licensing	2/25/12	DIRECTOR OF NURSING CORRECTED SUPPORT PLAN AND M-A-S-S TO INDICATE CHANGE IN DIET ON RESIDENT #1. DIRECTOR OF NURSING AND ASSISTANT DIRECTOR OF NURSING REVIEWED ALL RESIDENT SUPPORT PLANS TO ENSURE ALL DIETS WERE CORRECT. DIRECTOR OF NURSING AND ASSISTANT DIRECTOR OF NURSING WILL MEET WEEKLY TO REVIEW ANY CHANGES. SEE ATTACHMENTS 227d	3-7-12