



Sent via email to: [REDACTED]  
MAILING DATE: December 3, 2012

Ms. Nimita Kapoor-Atiyeh, President  
Whitehall Manor, Inc.  
Whitehall Manor  
1177 Sixth Street  
Whitehall, Pennsylvania 18052

Dear Ms. Kapoor-Atiyeh:

As a result of the Department of Public Welfare's (Department) licensing inspection on November 14, 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 Human Services Licensing so that compliance can be verified.

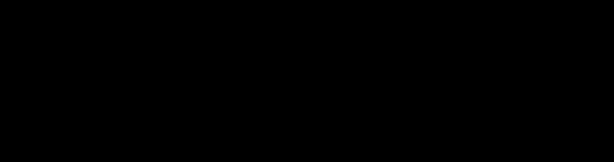
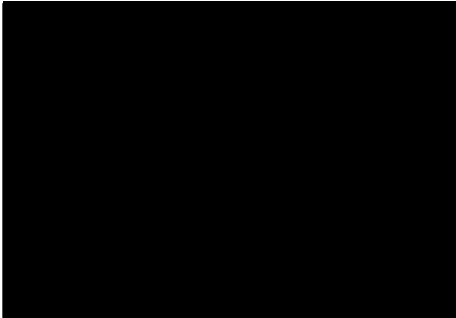
Sincerely,

A handwritten signature in black ink that reads "Michele Moskalczyk".

Michele Moskalczyk  
Regional Licensing Administrator

Enclosure  
Violation Report

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

PCH Name: WHITEHALL MANOR		License Number: 216650
Address: 1177 SIXTH STREET, WHITEHALL, PA 18052		County: Lehigh
Administrator: Monica Burger + <i>Nimona Kropce - Atiyer</i>		Region: NORTH
Legal Entity Name: WHITEHALL MANOR INC		
Legal Entity Address: 1177 SIXTH STREET, WHITEHALL, PA 18052		
<b>Certificate(s) of Occupancy</b>		
C-2 LP 06/19/2006 L&I	C-2 LP 10/07/2002 L&I	C-2 LP 05/28/2002 L&I
<b>Staffing Hours</b>		
Resident Support: NM	Total Daily Staff: 255	Waking Staff: 191
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
<b>Reason(s) for inspection(s)</b>		
Complaint - <i>filed by Home!</i>		
<b>On-Site Inspections Dates and Department Representatives On-Site</b>		
11/14/2012: Patton, Leslie; Bloch, Betty		
<b>Off-Site Inspection Dates and Inspectors, if Applicable</b>		
<b>Other Details</b>		
Partial or Full Triggers:		Random Indicators:
<b>Resident Demographic Data as of Inspection Dates</b>		
Licensed Capacity: 195 Number of Residents Served: 177 Secured Dementia Care Unit in Home: Yes Area: NA Secured Dementia Unit Capacity, if Applicable: 78 	Number of Residents who: 	

Violation Report: 21665 - 11/14/2012 - Patton, Leslie  
PCH Name: WHITEHALL MANOR

1. REGULATION 55 Pa.Code §2600  
2600.42(c) - A resident shall be treated with dignity and respect.

2a. DESCRIPTION OF VIOLATION

On 11/1/12, former staff person A was observed by staff person B as stating, "You're f\*\*\*ing pissing me off! I'm going to give you a sedative so you go the f\*\*\* to sleep," to resident #1 while providing care.  
On 11/3/12, former staff person A was observed by staff person C as stating to resident #2 "Don't touch my f\*\*\*ing sweater," due to the resident repeatedly grabbing the staff person's sweater.  
On 11/8/12, former staff person A admitted in the presence of staff person D, who is the administrator, the owner of the home, the home's legal counsel and other supervisory staff persons, that she had used foul language when speaking with residents as initially alleged. Former staff person A also provided a written statement admitting her actions. As a result of the staff person's inappropriate behavior, the staff person was terminated by the home.  
Based upon written staff statements and the written statement of the former staff person A, it was determined that the above referenced residents were not treated with dignity and respect.

3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.)  
Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.

Initially when Whitehall Manor learned of its employee using foul language, Whitehall Manor IMMEDIATELY took action and suspended the employee until the Area Agency on Aging and Department of Public Welfare and Whitehall Manor conducted its own investigation. After conducting a thorough yet exigent investigation, Whitehall Manor terminated the employee as per its Handbook on Rules and Regulations.

To ensure future compliance, Whitehall Manor will continue to have its employees undergo rigorous training in the area of respecting the rights and dignity of its residents (even though we have always been in compliance). Whenever it finds the actions of a rogue employee violating these rights, Whitehall Manor immediately takes action to prevent that employee or other employees from doing so again. This matter is a textbook example of putting into effect a plan of correction and following through. Whitehall Manor will continue this process and hold its employees accountable for their interaction with its cherished residents.

Moreover, the Personal Care Home Inspector chose to include this language in its report although said Personal Care Home Inspector did not directly interview the resident to whom this language was addressed. This does not follow the regulation listed above which we were incorrectly cited on. The employee also was not interviewed. While the employee admitted making some foul statements, the particularity of the statements was never verified by the Personal Care Home Inspector. As such these statements were not corroborated and we strenuously object over its inclusion in this report. To ensure future compliance (even though we have always been in compliance) with this regulation administration and all department heads will be responsible to regularly review respect and dignity with the employees.

Repeat Violation: No      Date(s) of Previous Violation(s):

Signature of Legal Entity Representative (Required on EVERY Page) *Nimita Kapoor - Atiyeh*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Nimita Kapoor - Atiyeh - President*      Date *11/27/12*

DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of 11/28/12 (Date)

The above plan of correction was approved by *[Signature]* (Initials)

Plan of correction implementation status as of 11/28/12 (Date)

- Fully Implemented
- Partially Implemented - Adequate Progress
- Partially Implemented - Inadequate Progress
- Not Implemented