



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sent via email to: [REDACTED]
MAILING DATE: September 21, 2015

Ms. Susan C. Blue, President/CEO
Community Services Group Inc.
320 Highland Drive, P.O. Box 597
Mountville, Pennsylvania 17554

RE: Community Services Group
532 West Saylor Street
Atlas, Pennsylvania 17851
License: #208130

Dear Ms. Blue:

As a result of the Department of Human Services' licensing inspection on July 7, 2015 of the above facility, the violations with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed License Inspection Summary were found.

All violations specified on the enclosed License Inspection Summary must be corrected by the dates specified on the License Inspection Summary and continued compliance with 55 Pa.Code Ch. 2600 must be maintained.

Sincerely,

Anne Graziano
Anne Graziano
Regional Licensing Administrator

Enclosure
Licensing Inspection Summary

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

PCH Name: COMMUNITY SERVICES GROUP		License Number: 20813
Address: 532 W. SAYLOR STREET, ATLAS, PA 17851		County: Northumberland
Administrator: DONNA GRAEFF, MARY STEFANOWICZ		Region: NORTHEAST
Legal Entity Name: COMMUNITY SERVICES GROUP INC.		
Legal Entity Address: P.O. BOX 597, MOUNTVILLW, PA 17554		
Certificate(s) of Occupancy		
C-2 LP	I-1	
08/30/2001	10/16/2007	
LABOR AND INDUSTRY	MOUNT CARMEL TWP.	
Staffing Hours		
Resident Support: 0	Total Daily Staff: 20	Working Staff: 15
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s)		
Incident		
On-Site Inspections Dates and Department Representatives On-Site		
07/07/2015: Dumas, Gerald		
Off-Site Inspection Dates and Inspectors, if Applicable		
Other Details		
Partial or Full Triggers:		Random Indicators:
Resident Demographic Data as of Inspection Dates		
Licensed Capacity: 20	Number of Residents who:	
Number of Residents Served: 19	Receive Supplemental Security Income: 19	
Secured Dementia Care Unit in Home: No	Are 60 Years of Age or Older: 11	
Area:	Have Mental Illness: 19	
Secured Dementia Unit Capacity, if Applicable:	Have an Intellectual Disability: 1	
Number of Residents Served in Secured Dementia Care Unit, if applicable:	Have a Mobility Need: 1	
Number of Current Hospice Residents: 0	Have a Physical Disability: 0	
Number of Hospice Residents in past year: 0		

Leah Gillespie

Leah Gillespie 7/29/15

Violation Report: 20813 - 07/07/2015 - Dumas, Gerald PCH Name: COMMUNITY SERVICES GROUP	
1. REGULATION 55 Pa.Code §2600 2600.16(c) - The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in section 2600.15 (relating to abuse reporting covered by law).	
2a. DESCRIPTION OF VIOLATION On 3/1/15, the home did not forward an incident report to this Department regarding resident # 1's suspected resident's rights violation.	
3. PLAN OF CORRECTION (POC) (Attach pages as necessary. Remember that you must sign and date any attached pages.) <i>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.</i>	
The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hot line within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in section 2600.15 (relating to abuse reporting covered by law). Regulation 2600.16(c). On 3/1/15, the administrator or designated person did not forward an incident report to this Department regarding resident #1's suspected resident's rights violation. To prevent this and similar violations in the future the home has already posted forms and documents in all offices of the home to refer to for any suspected abuse or rights violations. All current staff have been informed of the documents and informed to refer to said documents to ensure all procedures are followed in relation to abuse reporting and resident's rights violations. See attached forms.	
<p style="text-align: center;"> <i>Admin/ Designer will ensure that there is a practice or process in place for staff to either report based on agency procedure, or ensure an effective, efficient method exists for staff to communicate to supervisory or administrative staff are able to report according to the guidelines within the 24 hour required timeframe.</i> <i>CA 9-18-15</i> </p>	
Repeat Violation: No	Date(s) of Previous Violation(s):
Signature of Legal Entity Representative (Required on EVERY Page) <i>[Signature]</i>	
Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Lee Collopa</i>	Date: <i>7/29/15</i>
DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!	
The above plan of correction is approved as of <u>9-18-15</u> (Date)	Plan of correction implementation status as of <u>9-18-15</u> (Date)
The above plan of correction was approved by <i>[Signature]</i> (Initials)	<input type="checkbox"/> Fully Implemented <input checked="" type="checkbox"/> Partially Implemented - Adequate Progress <input type="checkbox"/> Partially Implemented - Inadequate Progress <input type="checkbox"/> Not Implemented

Violation Report: 20813 - 07/07/2015 - Dumas, Gerald
 PCH Name: COMMUNITY SERVICES GROUP


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

2a. DESCRIPTION OF VIOLATION
 On 6/17/15, former staff person A cursed in front of resident # 2. Resident # 2 filed a complaint noting staff person A violated the resident's 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.

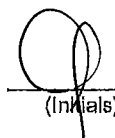
A resident shall be treated with dignity and respect 2600.42(c). On 6/17/15, former staff person A cursed in front of resident #2. Resident #2 filed a complaint noting staff person A violated the resident's dignity and respect. This complaint was sent to all necessary outside agencies and the employee relations was notified and an investigation of the incident ensued while the former staff person A was suspended pending results of said investigation. The conclusion of said investigation resulted in the termination of former staff person A and found the resident's rights were violated. To prevent future incidents, the management team will be including resident rights in the discussion within the monthly staff meeting, starting in Aug. 2015, as well as submitting a weekly email addressing this and similar issues as a reminder to all staff to demonstrate respectful behavior to preserve the dignity of all residents.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) 

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <u>Leah Gillespie</u>	Date <u>7/29/15</u>
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