



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**  
**MAILING DATE: August 10, 2016**

Mr. Martin D. Allen, Director  
Arden Courts of Jefferson Hills PA, LLC  
333 North Summit Street  
Toledo, Ohio 43604

RE: Arden Courts of Jefferson Hills  
380 Wray Large Road  
Jefferson Hills, Pennsylvania 15025  
Certificate/License #435510

Dear Mr. Allen:

As a result of the Department of Human Services' licensing inspection on November 23, 2016, 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,

A handwritten signature in black ink that reads "Jon Kimberland".

Jon Kimberland  
Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary

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

PCH Name: ARDEN COURTS OF JEFFERSON HILLS		License Number: 43551
Address: 380 WRAY LARGE ROAD, JEFFERSON HILLS, PA 15025		County: Allegheny
Adminstrator: Kristin Kahler		Region: WEST
Legal Entity Name: ARDEN COURTS OF JEFFERSON HILLS PA LLC		
Legal Entity Address: 333 NORTH SUMMIT STREET, TOLEDO, OH 43604		
Certificate(s) of Occupancy C-2 LP 07/02/1999 Dept. of L & I		<b>RECEIVED</b>  JAN 13 2017 WEST REGION FIELD OFFICE Human Services Licensing
Staffing Hours Resident Support: 0		Total Daily Staff: 120 Waking Staff: 90
Type of Inspection: Partial	BHA Docket Number:	Notice: Unannounced
Reason(s) for Inspection(s) Incident		
On-Site Inspections Dates and Department Representatives On-Site 11/23/2016: Cutter, Jan; Mulick, Cindy; Barone, Barbara		
Off-Site Inspection Dates and Inspectors, if Applicable		
Other Details		
Partial or Full Triggers:		Random Indicators:
<b>Resident Demographic Data as of Inspection Dates</b>		
Licensed Capacity: 60 Number of Residents Served: 60 Secured Dementia Care Unit in Home: Yes Area: Entire building Secured Dementia Unit Capacity, if Applicable: 60 Number of Residents Served In Secured Dementia Care Unit, if applicable: 60 Number of Current Hospice Residents: 17 Number of Hospice Residents in past year: 90	Number of Residents who: Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 60 Have Mental Illness: 0 Have an Intellectual Disability: 0 Have a Mobility Need: 60 Have a Physical Disability: 0	

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JAN 18 2017

Violation Report: 43551 - 11/23/2016 - Cutter, Jan  
PCH Name: ARDEN COURTS OF JEFFERSON HILLS

WEST REGION FIELD OFFICE  
Human Services Licensing

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

2a. DESCRIPTION OF VIOLATION

On 11/17/2016 at 9:00 a.m., direct care staff person A found resident #1 in the hallway bathroom with feces covering his/her hands and clothes. Feces was also smeared on the wall and on the seat and arm rest of the over-the-toilet riser/seat. Direct care staff person A threw items in his/her hands on to the floor and yelled "I am going to throw up". Resident #1 slapped direct care staff person A on the side of the head smearing feces onto his/her hair and into his/her ear. Direct care staff person A continued to yell at resident #1, saying "I can't believe that you did this. You're disgusting. Why would you grab poop like that?" In addition, direct care staff person A was rough in how he/she was changing the resident's shirt, tugging and pulling at the shirt as the resident was fighting back. As resident #1 was trying to touch and grab at the staff and his/her own clothing, direct care staff A was forcefully swatting the resident's hands away and yelling loudly "stop touching everything". Resident #1 was crying during the encounter and was trying to push direct care staff person A away.

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.

Staff person A is no longer employed by the facility.

Resident #1 service plan was updated following the incident.

All staff will be inserviced by the Executive Director or designee on resident's rights, including treatment with dignity and respect. Staff will be inserviced by February 1, 2017.

Within 30 days of receipt of the plan of correction: all staff, including administrative staff will receive training on resident rights from a Department-approved outside source. Documentation of all trainings shall be kept. *pu. 2/2/17*

Immediately: The administrator will privately interview at least 3 residents a week for three months and biannually thereafter to ensure residents are treated with dignity and respect. Documentation of interviews shall be kept. *pu. 2/2/17*

Repeat Violation: Yes      Date(s) of Previous Violation(s): 03/25/2016

Signature of Legal Entity Representative (Required on EVERY Page) *Kristin Kahler*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Kristin Kahler, Executive Director*      Date *1-13-17*

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

The above plan of correction is approved as of 2/2/17 (Date)

The above plan of correction was approved by *AK* (Initials)

Plan of correction implementation status as of 2/2/17 (Date)

- Fully Implemented
- Partially Implemented - Adequate Progress *pu.*
- Partially Implemented - Inadequate Progress
- Not Implemented