



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

MAY 02 2017

Ms. Pamela J. Leland,  
Executive Director  
The Hickman Friends Senior Community  
400 North Walnut Street  
West Chester, Pennsylvania 19380

RE: The Hickman  
License #: 140930

Dear Ms. Leland:

As a result of the Department of Human Services' annual licensing inspections on March 1, 2017 and March 2, 2017, and the corrections you have made after our inspection, we have found the above facility to be in compliance with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes).

In an effort to improve our licensing processes, the Bureau of Human Services Licensing is soliciting feedback about your recent human services licensing inspection experience. To participate in the online provider survey, launch your web browser and go to [https://www.surveymonkey.com/r/BHSL\\_Inspection](https://www.surveymonkey.com/r/BHSL_Inspection).

The survey is brief and will only take about 5 minutes to complete. Your participation in the survey is completely voluntary and all of your responses will be kept confidential. The responses will be reviewed as part of an aggregate of provider inspection responses. Thank you in advance for providing feedback.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Rowe".

Jacqueline L. Rowe  
Director

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

PCH Name: THE HICKMAN		License Number: 14093
Address: 400 N WALNUT STREET, WEST CHESTER, PA 19380		County: Chester
Administrator: Pamela Leland, PhD.		Region: CENTRAL
Legal Entity Name: THE HICKMAN FRIENDS SENIOR COMMUNITY OF WEST CHESTER		
Legal Entity Address: 400 NORTH WALNUT STREET, WEST CHESTER, PA 19380		
<b>Certificate(s) of Occupancy</b>		
C-2 LP 05/14/1993 Labor and Industry		
<b>Staffing Hours</b>		
Resident Support: 0	Total Daily Staff: 48	Waking Staff: 36
Type of Inspection: Full	BHA Docket Number:	Notice: Unannounced
<b>Reason(s) for inspection(s)</b>		
Renewal, Incident		
<b>On-Site Inspections Dates and Department Representatives On-Site</b>		
03/01/2017: Showers, Michael; Hoover, Douglas 03/02/2017: Showers, Michael; Hoover, Douglas		
<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: 85 Number of Residents Served: 34 Secured Dementia Care Unit in Home: No Area: Secured Dementia Unit Capacity, if Applicable: Number of Residents Served in Secured Dementia Care Unit, if applicable: Number of Current Hospice Residents: 3 Number of Hospice Residents in past year: 8	<b>Number of Residents who:</b> Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 34 Have Mental Illness: 1 Have an Intellectual Disability: 0 Have a Mobility Need: 14 Have a Physical Disability: 2	

Violation Report: 14093 - 03/01/2017 - Showers, Michael PCH Name: THE HICKMAN				
1. REGULATION 55 Pa.Codes §2600 2600.42(s) - A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.				
2a. DESCRIPTION OF VIOLATION The home has cameras recording common areas of the home that are used by the residents, including all hallways of the building, doors to resident rooms, and the dining room. It was confirmed by staff interviews that all video recorded by the cameras is stored in a computer for a period of 45 days.				
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>				
<p>Cameras are utilized to temporarily capture information that may be needed to ensure resident safety and security.</p> <p>Cameras only capture common space, e.g., entrances, exits and hallways. The doors into some resident rooms are inadvertently captured; there are no views into any residents' private space. The privacy of residents during bathing, dressing, changing and medical procedures (Reg. 2600.42(s)) is not violated.</p> <p>In light of the violation cited on 3/1/17, we are suspending the recording of the images.</p> <p>However, and in response to the violation, we are submitting a <i>Request for a Waiver</i> for the specific aspect of the regulation that relates to the recording of the data.</p> <p>We strongly assert that it is appropriate to temporarily record the information in order to ensure the safety and security of our residents. This information could be critical in case there is a need to investigate any incidents, such as resident falls, resident interactions and/or staff interactions.</p>				
Repeat Violation: No	Date(s) of Previous Violation(s):	-	-	-
Signature of Legal Entity Representative (Required on EVERY Page) <i>Pamela Loland</i>				
Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>Pamela Loland, Executive Director</i> Date <i>3/15/17</i>				
<b>DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!</b>				
The above plan of correction is approved as of <u>3/21/17</u> (Date)		Plan of correction implementation status as of <u>3/21/17</u> (Date)		
The above plan of correction was approved by <u>BAS</u> (Initials)		<input checked="" type="checkbox"/> Fully Implemented <input type="checkbox"/> Partially Implemented - Adequate Progress <input type="checkbox"/> Partially Implemented - Inadequate Progress <input type="checkbox"/> Not Implemented		