



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

JUL 17 2017

Ms. Becky Hissong,  
Executive Director  
Heritage Hills Retirement Community, Inc.  
4138 Fletcher Drive  
Greencastle, Pennsylvania 17225

RE: Heritage Hills Retirement Community  
2256 Shanks Church Road  
Greencastle, Pennsylvania 17225  
License #: 301690

Dear Ms. Hissong:

As a result of the Department of Human Services' annual licensing inspection on 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

Enclosure  
Licensing Inspection Summary



Violation Report: 30189 - 03/02/2017 - Comstock, Kelly  
 PCH Name: HERITAGE HILLS RETIREMENT COMMUNITY

**1. REGULATION 55 Pa.Code §2600**

2600.103(f) - Food requiring refrigeration shall be stored at or below 40°F. Frozen food shall be kept at or below 0°F. Thermometers are required in refrigerators and freezers.

**2a. DESCRIPTION OF VIOLATION**

The temperature of the General Electric refrigerator located nearest to the door in the store room was 43.2 degrees Fahrenheit. The temperature of the freezer compartment of the Frigidaire refrigerator measured 8 degrees Fahrenheit.

**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.*

**Immediate correction:** The next morning I bought a new thermometer for this refrigerator. It has been testing consistently below 40°F. We ordered a commercial refrigerator to replace two existing smaller refrigerators. A new thermometer was also placed in the freezer. It was reading between 0\* and 8\*. It appears that this freezer has a long recovery time after being opened to get back to 0\*. A new commercial freezer was ordered.

**Prevention:** Refrigerators and Freezers will be checked daily for temperature compliance. If a refrigerator or freezer is found to NOT be in compliance with the temperatures outlined in the regulation, all food will be removed from this area immediately. Food will not be returned to this area until temperature guidelines are met. Thermometers will also be checked for accuracy when showing a unit is not in compliance. Temperatures are charted daily. If staff finds a unit out of compliance, supervisor will be notified immediately so appropriate measures can be taken.

New commercial refrigerator and new commercial freezer arrived and were installed on 4/5/17. The old refrigerator and freezer noted in the violation were removed on 4/5/17.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative <i>(Required on EVERY Page)</i>	Diana L Williams LPN
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Printed Name and Title of Legal Entity Representative <i>(Required on EVERY Page)</i>	Date
Tina L Williams LPN Administrator	5/3/17

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

The above plan of correction is approved as of 5-3-17  
 (Date)

The above plan of correction was approved by SE  
 (Initials)

Plan of correction implementation status as of 5-3-17  
 (Date)

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