



pennsylvania
DEPARTMENT OF HUMAN SERVICES

JUN 07 2017

Mr. Robert J. Baker,
Chief Executive Officer
Keystone Service Systems, Inc.
124 Pine Street
Harrisburg, Pennsylvania 17101

RE: Keystone Human Services – Queen St SCR
2033 South Queen Street
York, Pennsylvania 17402
License #: 329500

Dear Mr. Baker:

As a result of the Department of Human Services' annual licensing inspection on April 13, 2017 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.

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.

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,

Jacqueline L. Rowe
Director

Enclosure
License Inspection Summary

Violation Report: 32950 - 04/13/2017 - Heemer, Laura
 PCH Name: KEYSTONE HUMAN SERVICES QUEEN ST SCR

1. REGULATION 55 Pa.Code §2600
 2600.18 - A home shall comply with applicable Federal, State and local laws, ordinances and regulations.

2a. DESCRIPTION OF VIOLATION

The home is heated by a Peerless brand Boiler that does not have a valid "Certificate of Boiler or Pressure Vessel Operation" issued by the Pennsylvania Department of Labor and Industry.

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.

The Pennsylvania Department of Labor and Industry inspected the boiler on 5/1/17. The program is currently awaiting a report/certification from the inspector.

2. The Program Administrator will ensure that the boiler is inspected on an annual basis by the Pennsylvania Department of Labor and Industry by utilizing the Physical Site Self Audit Checklist (see attachment #1)
3. The Service Director provided education regarding Regulation 2600.18 to the Program Administrator on 5/1/17

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) Robert J. Baker CEO - KSS	Date 5/9/17
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DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!

The above plan of correction is approved as of <u>5/11/17</u> (Date)	Plan of correction implementation status as of <u>5/11/17</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

Violation Report: 32850 - 04/13/2017 - Heemar, Laura
 PCH Name: KEYSTONE HUMAN SERVICES QUEEN ST SCR

1. REGULATION 55 Pa.Code §2600

2600.65(g) - Direct care staff persons, ancillary staff persons, substitute personnel and regularly scheduled volunteers shall be trained annually in the following areas:

- (1) Fire safety completed by a fire safety expert or by a staff person trained by a fire safety expert.
- (2) Emergency preparedness procedures and recognition and response to crises and emergency situations.
- (3) Resident rights.
- (4) The Older Adult Protective Services Act (35 P. S. §§ 10225.101-10225.5102).
- (5) Falls and accident prevention.
- (6) New population groups that are being served at the home that were not previously served, if applicable.

2a. DESCRIPTION OF VIOLATION

The annual training provided to direct care staff person A did not include the required training in Falls and Accident Prevention during training year 2016.

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.

- 1. The Program Administrator immediately completed the annual Falls and Accident Prevention training with the employee on 4/14/17.
- 2. The Program Administrator will ensure that all required employee training is scheduled and completed in keeping with 2600 Regulations by utilizing the SCR Professional Development Checklist (see attachment #2)
- 3. The Service Director provided education regarding Regulation 2600.65(g) to the Program Administrator on 5/1/17.

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) Robert J. Baker, CEO-KSS Date 5/4/17

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The above plan of correction is approved as of 5/11/17
 (Date)

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

Plan of correction implementation status as of 5/11/17
 (Date)

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