



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

Sent via e-mail to: [REDACTED]  
MAILING DATE: September 21, 2017

Mr. Adam Herman  
Owner  
Riverstone Manor LLC  
PO Box 333  
Walnutport, Pennsylvania 18088

RE: Riverstone Manor  
One Main Street  
Walnutport, Pennsylvania 18088  
License #: 223940

Dear Mr. Herman:

As a result of the Department of Human Services' licensing inspection on July 26, 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.

Sincerely,

*Michele Moskalczyk*  
Michele Moskalczyk  
Regional Licensing Administrator

Enclosure  
Licensing Inspection Summary



Violation Report: 22394 - 07/26/2017 - O'Haire, Anne  
PCH Name: RIVERSTONE MANOR

1. REGULATION 55 Pa. Code §2600  
2600.25(c)(2) - The contract shall specify a fee schedule that lists the actual amount of allowable resident charges for each of the home's available services

2a. DESCRIPTION OF VIOLATION  
Resident # 1's contract dated [redacted] 7 and Resident # 2 's contract dated [redacted] /17 did not have a fee schedule attached.

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.

*See attached*

Repeat Violation: No      Date(s) of Previous Violation(s):

Signature of Legal Entity Representative  
(Required on EVERY Page) *Adam Herman*

Printed Name and Title of Legal Entity Representative  
(Required on EVERY Page) *Adam Herman Administrator*      Date *9-9-2017*

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

The above plan of correction is approved as of 9/21/17  
(Date)

Plan of correction implementation status as of 9/21/17  
(Date)

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

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

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The regulation is important because the homes residents should be aware of the fee schedule of charges for specific services.

- The regulation was violated because the fee schedules were removed/absent from the residents' files.
- The violation was caused by an administrator trained employee who did not follow admission protocol.
- The violation was corrected by reviewing the fee schedule with the residents and adding the fee schedule to their files and contracts again.
- To prevent future violations a more extensive training program for new administrators will be followed closely and reviewed on an ongoing basis. Also, in the future electronic copies of files will be kept in addition to paper.

This will be the responsibility of the administrator to ensure ongoing compliance.



A handwritten signature and the date "9/21/17" are enclosed within a hand-drawn circle.

Adam Herman

Adam Herman, Administrator

9-9-2017

Violation Report: 22394 - 07/26/2017 - O'Haire, Anne  
PCH Name: RIVERSTONE MANOR

**1. REGULATION 55 Pa.Code §2600**

2600.25(d) SOPb2 - If the home collects a resident's rent rebate under § 2600.25(a), the resident-home contract is to include the home's intended use of the revenue collected from the rent rebate.

**2a. DESCRIPTION OF VIOLATION**

Resident # 1's contract dated [redacted] 17 and Resident # 2 's contract dated [redacted] 17 did not include the homes intended use of revenue collected from the rent rebate.

**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.*

*See attached*

Repeat Violation: No      Date(s) of Previous Violation(s):

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

Printed Name and Title of Legal Entity Representative  
(Required on EVERY Page) *Adam Herman, Administrator*      Date *9-9-2017*

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(Date)

Plan of correction implementation status as of 9/21/17  
(Date)

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

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

- The regulation is important because it allows the home to participate in the next rebate program of Pennsylvania which benefits both the resident(s) and the home.
- The regulation was violated in that the residents' contracts did not include the homes addendum regarding participation in the rent rebate program.
- The violation was caused by an administrator trained employee who did not follow proper admission protocol.
- Our proper addendum was signed immediately.
- To prevent future violations a more extensive training program for new administrators will be followed closely and reviewed on an ongoing basis. Also, in the future electronic copies of files will be kept in addition to paper.
- This will be the responsibility of the administrator to ensure ongoing compliance.

A hand-drawn circle containing a wavy signature and the date 9/21/17.

*Adam Herman*  
Adam Herman, Administrator  
9-9-2017

Violation Report: 22394 - 07/26/2017 - OHaire, Anne

PCH Name: RIVERSTONE MANOR

1. REGULATION 55 Pa.Code §2600

2600.25(d) SOPc - If the home collects a resident's rent rebate under § 2600.25(a), the resident-home contract is to include a statement signed by the resident, and the resident's designated person if applicable, at the time of admission, informing the resident that the information required in § 2600.25(a) is to be kept in the resident's record.

2a. DESCRIPTION OF VIOLATION

Resident # 1 's contract dated [redacted] 17 and Resident # 2 's contract dated [redacted] 17 did not include a signed statement by the resident and residents designated person regarding the rent rebate.

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.

See attached

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative (Required on EVERY Page)

Adam Herman

Printed Name and Title of Legal Entity Representative (Required on EVERY Page)

Adam Herman, Administrator

Date

9-9-2017

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The above plan of correction is approved as of

9/21/17 (Date)

Plan of correction implementation status as of

9/21/17 (Date)

Fully Implemented

Partially Implemented - Adequate Progress

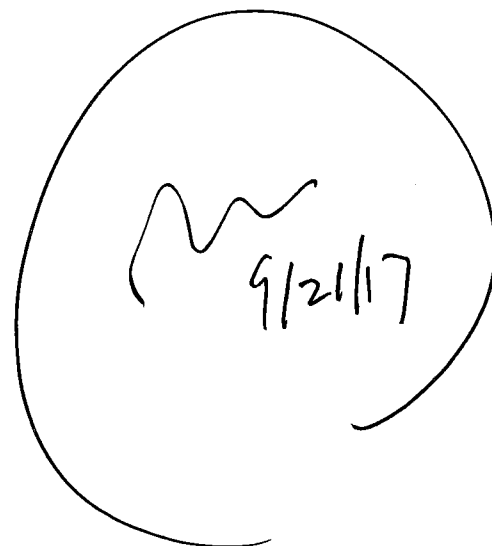
Partially Implemented - Inadequate Progress

Not Implemented

The above plan of correction was approved by

m (Initials)

- The regulation is important because it allows the home to participate in the next rebate program of Pennsylvania which benefits both the resident(s) and the home.
- The regulation was violated in that the residents' contracts did not include the homes addendum regarding participation in the rent rebate program.
- The violation was caused by an administrator trained employee who did not follow proper admission protocol.
- Our proper addendum was signed immediately by resident #1. Resident #2 had already been discharged to a different facility, in part because of [REDACTED] financial situation. Resident #2 had means well above that which would qualify [REDACTED] for a rent rebate.
- To prevent future violations a more extensive training program for new administrators will be followed closely and reviewed on an ongoing basis. Also, in the future electronic copies of files will be kept in addition to paper.
- This will be the responsibility of the administrator to ensure ongoing compliance.



A large circle containing a handwritten signature and the date 9/21/17.

Adam Herman  
Adam Herman, Administrator  
9-9-2017