



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**Mailing Date: September 7, 2017**

Mr. Joseph T. Pohlen,  
Member  
Senior Care-OLM South, LLC  
6157 28<sup>th</sup> Street #7  
Grand Rapids, Michigan 49546

**RE: Oak Leaf Manor Personal Care Retirement Home  
2101 Wabank Road  
Millersville, Pennsylvania 17551  
License #: 333260**

Dear Mr. Pohlen:

As a result of the Department of Human Services' licensing inspection on August 17, 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,

Brett Swanger  
Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary

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

<b>PCH Name:</b> OAK LEAF MANOR PERSONAL CARE RETIREMENT HOME		<b>License Number:</b> 322140
<b>Address:</b> 2101 WABANK ROAD, MILLERSVILLE, PA 17551		<b>County:</b> Lancaster
<b>Administrator:</b> Amanda Palmer		<b>Region:</b> CENTRAL
<b>Legal Entity Name:</b> SENIOR CARE- OLM SOUTH LLC		
<b>Legal Entity Address:</b> 6157 28th STREET #7, GRAND RAPIDS, MI 49546		
<b>Certificate(s) of Occupancy</b>		
I-2 01/10/2014 Millersville Borough	I-2 10/23/2010 Millersville Borough	
<b>Staffing Hours</b>		
<b>Resident Support:</b> 0	<b>Total Daily Staff:</b> 80	<b>Waking Staff:</b> 60
<b>Type of Inspection:</b> Full	<b>BHA Docket Number:</b>	<b>Notice:</b> Unannounced
<b>Reason(s) for Inspection(s)</b> Interim		
<b>On-Site Inspections Dates and Department Representatives On-Site</b> 08/17/2017: Springs, Israel		
<b>Off-Site Inspection Dates and Inspectors, if Applicable</b>		
<b>Other Details</b>		
<b>Partial or Full Triggers:</b>		<b>Random Indicators:</b>
<b>Resident Demographic Data as of Inspection Dates</b>		
<b>Licensed Capacity:</b> 82 <b>Number of Residents Served:</b> 55 <b>Secured Dementia Care Unit in Home:</b> Yes <b>Area:</b> Friendship Place <b>Secured Dementia Unit Capacity, if Applicable:</b> 43 <b>Number of Residents Served in Secured Dementia Care Unit, if applicable:</b> 16 <b>Number of Current Hospice Residents:</b> 1 <b>Number of Hospice Residents in past year:</b> 5	<b>Number of Residents who:</b> <b>Receive Supplemental Security Income:</b> 0 <b>Are 60 Years of Age or Older:</b> 55 <b>Have Mental Illness:</b> 0 <b>Have an Intellectual Disability:</b> 0 <b>Have a Mobility Need:</b> 25 <b>Have a Physical Disability:</b> 0	

Violation Report: 08/17/2017 - Springs, Israel  
 PCH Name: OAK LEAF MANOR PERSONAL CARE RETIREMENT HOME

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

The contracts for Resident #1, Resident #2, Resident #3, and Resident #4 did not contain a fee schedule of charges for the home's services.

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.

Regulation 2600.25(c)(2)—The contract shall specify a fee schedule that lists the actual amount of allowable resident charges of each of the home's available services.

This regulation benefits both the home and the resident. From the date of the contract being signed there is transparency between the home, resident, and their designated party to ensure everyone is aware of charges that may accrue should available services with the home be used.

Upon inspection it was found that our resident-home contract did not have a complete fee schedule attached. As a company we have adopted more of an all-inclusive model. There are only a few items that if the resident uses the service they will be billed for additionally. During inspection of the original contract there is a section for items not included in the base rate. In this section the contract did provide an amount for in-room meals, as well guest meals. The resident-home contract has been amended by the administrator to include all available services with the actual amount to be charged should the resident choose to use the available service. Amounts provided to complete the fee schedule were for in-room telephone and beauty shop services which can be seen in the attached amended contract that has been used going forward. All residents & designated parties who signed the new contract, from 6/1/2017 to date of survey 8/17/2017 have received the amended contract and signed acknowledgment will be placed in their file. \*\*Fees discussed on Attachment pg 1 and page 11

Education has been provided to management to ensure contract changes in the future will include all necessary information. Staff education will be provided by the administrator at our all-staff meeting on 9/13/17 to ensure staff recognize the importance of regulations related to home-resident contracts.

Repeat Violation: No	Date(s) of Previous Violation(s):	N/A	N/A	N/A
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Signature of Legal Entity Representative (Required on EVERY Page) Amanda L. Palmer

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Amanda L. Palmer Date 9/5/2017

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

The above plan of correction is approved as of 9/7/17  
 (Date)

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

Plan of correction implementation status as of 9/7/17  
 (Date)

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