



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**Mailing Date: January 23, 2018**

Mr. Timothy Buchanan,  
Managing Member  
Lititz PCH LLC  
80 West Millport Road  
Lititz, Pennsylvania 17543

**RE: Signature Senior Living Lititz  
Personal and Memory Care Community  
License #: 332980**

Dear Mr. Buchanan:

As a result of the Department of Human Services' licensing inspection on January 10, 2018 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,

A handwritten signature in black ink, appearing to read "Brett Swanger".

Brett Swanger  
Human Services Licensing Supervisor

Enclosure  
Licensing Inspection Summary



Violation Report: 33298 - 01/10/2018 - Heemer, Laura  
 PCH Name: Signature Senior Living Litz

1. REGULATION 55 Pa.Code §2600  
 2600.42(o) - A resident shall be treated with dignity and respect.

2a. DESCRIPTION OF VIOLATION

In November of 2017 Staff Person A did not treat Resident 1 with dignity and respect when Staff Person A told Resident 1 "Move on and go back to bed, your wife is probably with another man now."

In November of 2017, Staff Person A did not treat Resident 2 with dignity and respect when Staff Person A "squeezed the face/cheeks of Resident 2 and said "We need to go clean you up because you smell like piss."

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.

Staff member was immediately suspended at time of allegation and then subsequently terminated from employment.

Administrator educates all new staff on resident rights, abuse and neglect at time of orientation. All staff is assigned abuse training annually on Relias as well.

All current staff has been assigned an additional training module on Relias about abuse and resident rights. This will be completed by 1/31/18.

In addition, there was a staff meeting held on 1/19/18. One topic was "How to notice abuse and resident rights violations". Please see attached sign in sheet and agenda from training.

We will continue to educate staff and review progress during the home's QM reviews.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative  
 (Required on EVERY Page)

*Jared M. Zimmerman*

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

Jared M. Zimmerman PCHA

Date 1/19/18

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

The above plan of correction is approved as of

1/23/18  
 (Date)

Plan of correction implementation status as of

1/23/18  
 (Date)

The above plan of correction was approved by

*BRS*  
 (Initials)

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