



pennsylvania
DEPARTMENT OF HUMAN SERVICES

CERTIFICATE OF COMPLIANCE

This certificate is hereby granted to THE HICKMAN FRIENDS SENIOR COMMUNITY OF WEST CHESTER
LEGAL ENTITY

To operate THE HICKMAN
NAME OF FACILITY OR AGENCY

Located at 400 N. WALNUT STREET, WEST CHESTER, PA 19380
(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE ADDRESS OF SATELLITE SITE

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To provide Personal Care Homes
TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed 125
(MAXIMUM CAPACITY)
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.

Secure Dementia Care Unit - 55 Pa.Code §§ 2600.231-239 - Capacity 22

Restrictions: _____

This certificate is granted in accordance with the Human Services Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 2600: Personal Care Homes
(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from May 3, 2018 until March 13, 2019,
unless sooner revoked for non-compliance with applicable laws and regulations.

No: **140930**

Robert E. Robinson
ISSUING OFFICER

Carolyn K. Ellison
DEPUTY SECRETARY

NOTE: This certificate is issued for the above site(s) only and is not transferable and should be posted in a conspicuous place in the facility.



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DEPARTMENT OF HUMAN SERVICES

MAY 03 2018

Pamela J. Leland, PhD
Executive Director
The Hickman Friends Senior Community
400 North Walnut Street
West Chester, Pennsylvania 19380

RE: The Hickman
License #: 140930

Dear Ms. Leland:

As a result of your home's recent adjustment of the use of physical space, we are issuing a revised license under the authority of 55 Pa. Code Ch. 2600 (relating to Personal Care Home). The enclosed license indicates a revision of your capacity for your home. The expiration date of the license remains unchanged.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Rowe".

Jacqueline L. Rowe
Director

Enclosure
License

Violation Report: 14093 - 03/29/2018 - Wooters, Sandra
 PCH Name: THE HICKMAN

1. REGULATION 55 Pa.Code §2600

2600.90(a) - The home shall have a working, noncoin operated, landline telephone that is accessible in emergencies and accessible to individuals with disabilities.

2a. DESCRIPTION OF VIOLATION

The home's SDCU does not have a working, non-coin-operated land line telephone.

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.

Installation of the phone system has been completed; initial programming issues that disrupted service during the inspection have been resolved.

A Certification from the Vendor is provided as Attachment A to this report.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page) *[Signature]* *Pamela Heland*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Pamela Heland / Executive Director* Date *4/23/18*

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

The above plan of correction is approved as of *4/24/18*
 (Date)

The above plan of correction was approved by *[Signature]*
 (Initials)

Plan of correction implementation status as of *5/1/18*
 (Date)

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

Violation Report: 14093 - 03/29/2018 - Wooters, Sandra
 PCH Name: THE HICKMAN

1. REGULATION 55 Pa.Code §2600
 2600.100(a) - The exterior of the building and the building grounds or yard must be in good repair and free of hazards.

2a. DESCRIPTION OF VIOLATION
 The SDCU garden area has a 14 inch gap between the fence and the wall; posing a means of escape.

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 "gap" in the fence surrounding the SDCU garden has been fixed.

A Certification from the General Contractor is provided as Attachment B to this report; this certification includes photos.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative
 (Required on EVERY Page)

Pamela Lalard

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

Pamela Lalard / Executive Director

Date 4/23/18

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[Signature]
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Violation Report: 14093 - 03/29/2018 - Woolers, Sandra
 PCH Name: THE HICKMAN

1. REGULATION 66 Pa.Code §2600

2600.101(j)(4) - Each resident shall have the following in the bedroom: A storage area for clothing that includes a chest of drawers and a closet or wardrobe space with clothing racks or shelves accessible to the resident.

2a. DESCRIPTION OF VIOLATION

Rooms number 116a, 116b and 105 do not have a wardrobe in the bedroom.

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 Hickman invites residents to bring their own furniture as a way to ease the transition into the community and make it feel more like their home.

We provide furniture to any resident who does not bring furniture at move-in. This furniture includes, but is not limited to, a chest of drawers and a side table. A photo of the chest of drawers is provided as Attachment C.

On the day of inspection, Rooms 116a, 116b and 105 were furnished with a different bed-side unit with drawers but did not have a separate chest of drawers. This side unit was deemed too small to be considered a chest of drawers.

Going forward we will provide both a bed-side unit as well as a larger chest of drawers to ensure compliance with the regulations.

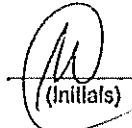
Repeat Violation: No	Date(s) of Previous Violation(s):		
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Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Pamela Heland / Executive Director* Date *4/23/18*

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Violation Report: 14093 - 03/29/2018 - Wooters, Sandra
 PCH Name: THE HICKMAN

1. REGULATION 55 Pa.Code §2600

2600.102(j) - A dispenser with soap shall be provided within reach of each bathroom sink. Bar soap is not permitted unless there is a separate bar clearly labeled for each resident who shares a bathroom.

2a. DESCRIPTION OF VIOLATION

There is no soap available, at the sink, in rooms 116a, 116b, 105 and 101.

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.

Soap has since be added to all bathrooms including Rooms 116a, 116b, 105 and 101.

A photo indicating placement of the soap is provided as Attachment D. Please note that this soap will be kept in a locked cabinet in the SDU.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative
 (Required on EVERY Page) *Pamela Heland*

Printed Name and Title of Legal Entity Representative
 (Required on EVERY Page) *Pamela Heland / Executive Director* Date *4/23/18*

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Violation Report: 14093 - 03/29/2018 - Wooters, Sandra
 PCH Name: THE HICKMAN

1. REGULATION 55 Pa.Code §2600
 2600.102(j) - Towels and washcloths shall be in the possession of the resident in the resident's living space unless the resident has access to the home's linen supply.

2a. DESCRIPTION OF VIOLATION
 There are no towels in the bathrooms of rooms #116a, #116b, #105 and #101.

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.

Towels have since been stocked in all bathrooms including Rooms 116a, 116b, 105 and 101.

A photo of one such bathroom is provided as Attachment D.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative (Required on EVERY Page) *Pamela Leland*

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Violation Report: 14093 - 03/29/2018 - Wooters, Sandra
 PCH Name: THE HICKMAN

1. REGULATION 66 Pa.Code §2600

2600.233(a) - Doors equipped with key-locking devices, electronic card operated systems or other devices that prevent immediate egress are permitted only if there is written approval from the Department of Labor and Industry, Department of Health or appropriate local building authority permitting the use of the specific locking system.

2a. DESCRIPTION OF VIOLATION

The home does not have written approval from the Department of Labor and Industry, Department of Health or local building authority for the key lock gate, used on the exit doors from the SDCU.

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.

A letter from the Borough of West Chester regarding the locking system was provided to the Bureau of Human Service Licensing on February 12, 2018, as part of our application for the SDCU.

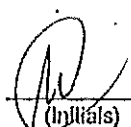
A copy of this letter is provided as Attachment E.

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Printed Name and Title of Legal Entity Representative (Required on EVERY Page) *Pamela Leland / Executive Director* Date *4/23/18*

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The above plan of correction was approved by  (Initials)	<input type="checkbox"/> Fully Implemented <input checked="" type="checkbox"/> Partially Implemented - Adequate Progress <input type="checkbox"/> Partially Implemented - Inadequate Progress <input type="checkbox"/> Not Implemented

Violation Report: 14093 - 03/29/2018 - Wooters, Sandra
 PCH Name: THE HICKMAN

1. REGULATION 55 Pa.Code §2600
 2600.233(c) - If key-locking devices, electronic cards systems or other devices that prevent immediate egress are used to lock and unlock exits, directions for their operation shall be conspicuously posted near the device.

2a. DESCRIPTION OF VIOLATION
 The directions for operating the home's locking mechanism are not conspicuously posted near the SDCU door, located near the stairwell.

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 code for the security system is embedded in a picture at each exit.

A copy of this (current) picture with the code highlighted is provided as Attachment F1 and F2.

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