



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

AUG 17 2018

Ms. LaDonna Burns  
Chief Executive Officer  
United Zion Retirement Community, Inc.  
722 Furnace Hills Pike  
Lititz, Pennsylvania 17543

RE: United Zion Retirement Community  
Certificate #: 321810

Dear Ms. Burns

As a result of the Department's Bureau of Human Services Licensing's annual licensing inspection on August 6, 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.

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](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,

A handwritten signature in black ink that reads "Jacqueline L. Rowe".

Jacqueline L. Rowe  
Director

Enclosure  
License Inspection Summary



Violation Report: 32181 - 08/06/2018 - Heemer, Laura  
PCH Name: UNITED ZION RETIREMENT COMMUNITY

**1. REGULATION 55 Pa.Code §2600**

2600.105(g)(2) - Lint shall be cleaned from the vent duct and internal and external ductwork of clothes dryers according to the manufacturer's instructions.

**2a. DESCRIPTION OF VIOLATION**

The home has two laundry rooms in the personal care area for the use of residents. The dryer ducts in these areas were last cleaned on 8/10/2016.

**3. PLAN OF CORRECTION (POC)** (Attach pages as necessary. Remember that you must sign and date any attached pages.)

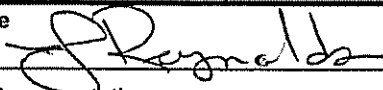
*Include steps to correct the violation described above and steps to prevent a similar violation from occurring again. If steps cannot be completed immediately, include dates by which the steps will be completed.*

Duct work cleaning completed as of 8/10/2018 (invoice attached). Maintenance department will be responsible for scheduling annual duct work cleaning and required to have it completed on or before 8/10/2019. Duct work cleaning schedule implemented.

Repeat Violation: No

Date(s) of Previous Violation(s):

Signature of Legal Entity Representative  
(Required on EVERY Page)



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

Jamie Reynolds

Date 8/15/2018

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

The above plan of correction is approved as of 8/15/18  
(Date)

Plan of correction implementation status as of 8/15/18  
(Date)

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

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