



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

JAN 24 2019

Ms. Renee Hudson-Small  
Assistant Director  
Catholic Social Services  
222 North 17th Street, Suite 300  
Philadelphia, Pennsylvania 19103

RE: Women of Hope  
251 North Lawrence Street  
Philadelphia, Pennsylvania 19106  
License #: 175940

Dear Ms. Hudson-Small:

As a result of the Department's Bureau of Human Services Licensing annual inspection on December 10, 2018 of the above facility, the violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed violation report were found.

All citations specified on the enclosed violation report must be corrected by the dates specified on the violation report 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 "J. Rowe".

Jacqueline L. Rowe  
Director

Enclosure  
Violation Report



Violation Report: 17594 - 12/10/2018 - Swisher, Michele  
 PCH Name: WOMEN OF HOPE

1. REGULATION 65 Pa.Code §2800  
 2600.101(i) - A resident shall have access to his/her bedroom at all times.

2a. DESCRIPTION OF VIOLATION  
 Residents #1, 2, 3, and 4, all indicate that they are not permitted to enter their bedrooms until 3:00pm daily.

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.

Women of Hope disagrees with the violation issued in this case. Residents are not prohibited or prevented in any way from accessing their rooms during the day. Resident #3 was observed entering her bedroom during the building walk-through, and residents were in their bedrooms after returning home while the inspector was in the building. Women of Hope believes that the residents interviewed responded with what they know to be Women of Hope house rules regarding waking hours (policy attached). In serving a resident population whose criteria for admission includes serious mental illness, Women of Hope's waking hours house rule is in place to encourage healthy participation and reduce isolation. Women of Hope believes that the resident interviews indicate that there was a misunderstanding among residents regarding the difference between waking hours and access to bedrooms. The following specific changes have been made/will be made.

1. Program Director facilitated discussion around waking hours and access to bedrooms at the scheduled resident meeting on January 3, 2019 (agenda attached). Residents were given the opportunity to ask questions and share their understanding of the waking hours policy. Residents' right to access to bedrooms was clarified and emphasized.
2. Under current intake procedures, house rules and resident rights are explained by the Program Director with new residents while reviewing and signing the Admissions Agreement. Starting immediately, for all new intakes, Program Director will explicitly explain the waking hours policy and emphasize access to resident bedrooms at all times.
3. At Women of Hope's next scheduled staff meeting on January 11, 2019, the designated topic is Resident Rights, presented by the Program Director and Operations Manager. The presentation will include discussion around Resident Rights and House Rules. The violation will be reviewed and clarification of the waking hours policy/access to bedrooms will be provided to ensure that all staff are consistent in upholding resident rights.

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative  
 (Required on EVERY Page) Hannah C. Terry, MSW, LICW

Printed Name and Title of Legal Entity Representative  
 (Required on EVERY Page) HANNAH TERRY, PROGRAM DIRECTOR Date 1/10/19

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

The above plan of correction is approved as of 1-10-19  
 (Date)

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

Plan of correction implementation status as of 1-10-19  
 (Date)

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

Violation Report: 17694 - 12/10/2018 - Swisher, Michele  
 PCH Name: WOMEN OF HOPE

1. REGULATION 55 Pa.Code §2800  
 2600.132(a) - An unannounced fire drill shall be held at least once a month.

2a. DESCRIPTION OF VIOLATION  
 Staff persons A and B indicate that they are informed of when a fire drill will take place prior to the time the fire drill actually takes place.

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.*

Women of Hope believes that this citation is the result of failure to adhere to established policies by staff when conducting fire drills. Women of Hope's annual fire safety training with a fire expert is scheduled for February 1, 2019. At this training, Women of Hope's established Fire Drill Policy will be reviewed by the Program Director in the presence of the fire expert, with an emphasis on the need for the fire drill be unannounced - only the person conducting the drill should know that the drill is happening. In order to ensure that this violation does not occur again, an addendum sheet will be added to the fire drill log used by staff (new form attached). Designated staff will be required to sign the addendum indicating that they conducted the fire drill unannounced (revised policy attached).

Repeat Violation: No	Date(s) of Previous Violation(s):		
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Signature of Legal Entity Representative  
 (Required on EVERY Page) *Hannah Terry, MSW, ISW*

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) <i>HANNAH TERRY, PROGRAM DIRECTOR</i>	Date <i>1/10/19</i>
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