



pennsylvania
DEPARTMENT OF HUMAN SERVICES

FEB 13 2019

Ms. Lenore Hutchinson, LPN
Personal Care Home Administrator
Willow Valley Communities
675 Willow Valley Square
Lancaster, Pennsylvania 17602

RE: The Glen at Willow Valley
Floors 1 and 3
Certificate #: 321910

Dear Ms. Hutchinson:

As a result of the Department's Bureau of Human Services Licensing annual inspection on January 22 and 23, 2019, we have found the above facility to be in compliance with 55 Pa.Code Ch. 2600 (relating to Personal Care Homes).

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.

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, appearing to read "J. Rowe".

Jacqueline L. Rowe
Director