



SENT VIA EMAIL: [REDACTED]

MAILING DATE: February 22, 2021

[REDACTED]
Program Director
Mentor ABI, LLC
6816 West Lake Road, Bldg. 3&4
Fairview, Pennsylvania 16415

RE: Neurorestorative Pennsylvania
Certificate #: 447100

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) review on March 4, 2019, of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,

Jason Williams
Human Services Licensing Supervisor

Enclosure
Licensing Inspection Summary

Violation Report: 44710 - 03/04/2019 - Gillette, Lori
PCH Name: NEURORESTORATIVE PENNSYLVANIA

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

2a. DESCRIPTION OF VIOLATION

On 2/15/19 at approximately 7:00 am, staff person A and staff person B were having a conversation inside of [redacted] related to the shift change when resident #1 approached them and interrupted their conversation to ask for something. Staff B told resident #1 'what the fuck do you want? Whatever it is you can do it yourself'.

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.

See Attached. (page 2a of 2)

Repeat Violation: No Date(s) of Previous Violation(s):

Signature of Legal Entity Representative (Required on EVERY Page) [redacted]

Printed Name and Title of Legal Entity Representative (Required on EVERY Page) [redacted] Date 6/28/19

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

The above plan of correction is approved as of 7/8/19 (Date)

The above plan of correction was approved by [redacted]

Plan of correction implementation status as of 7/8/19 (Date)

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

42 (c) -

Following a completion of an internal investigation by the Program Director and Program Supervisor, Staff Person B was terminated from [REDACTED] position on 2/27/19. The program concluded it was more likely than not that Staff Person B spoke to Resident #1 in a non-therapeutic manner and showed a lack of dignity and respect.

The program has added Respect & Dignity into the Clinical Training section of New Employee orientation. Attached is a Respect and Dignity training article that is being reviewed with all staff as part of the program's Annual Day Training. This Annual Day Training started in March of 2019 and continues monthly throughout 2019.

[REDACTED]

- 6/28/19

[REDACTED]

7/8/19