



**Mailing Date: April 8, 2019**

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 inspection on April 1, 2019 and April 5, 2019 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 violations cited 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.

Sincerely,

A handwritten signature in black ink, appearing to read "Brett Swanger". The signature is written in a cursive style.

Brett Swanger  
Human Services Licensing Supervisor

Enclosure  
Violation Report



**Violation Report:** 32181 - 04/01/2019 - Showers, Michael  
**PCH Name:** UNITED ZION RETIREMENT COMMUNITY

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

**2a. DESCRIPTION OF VIOLATION**

On 2/13/2019 at approximate 9 pm, Staff Person A checked Resident #1 for incontinence by pulling open the resident's incontinence brief, putting her nose at the brief, and smelling for foul odors. Resident #1 found this behavior disrespectful and embarrassing.

**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.

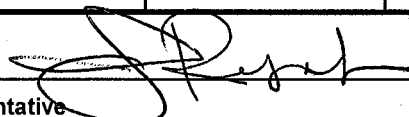
Staff member A is no longer employed at facility

Educated staff member B on Dignity & Respect, Resident Rights and protocol for how to handle situations and incidents if you feel or suspect any violation of resident rights or abuse (even if your shift supervisor is the offender)

Re-education of staff completed on 4/17/2019  
 Completion of Preserving Dignity for People in Your Care in-service  
 Re-education of staff in Resident Rights  
 Re-education of what to do and how to handle incidents when you feel any of those rights may have been violated or if you suspect abuse.

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



Printed Name and Title of Legal Entity Representative (Required on EVERY Page) Jamie Reynolds, Director of Personal Care & IL	Date 4/17/2019
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**DEPARTMENT USE ONLY - HOMES MAY NOT WRITE BELOW THIS LINE!**

The above plan of correction is approved as of <u>4/18/19</u> (Date)	Plan of correction implementation status as of <u>4/18/19</u> (Date)
The above plan of correction was approved by <u>BAS</u> (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