



May 23, 2019

Mr. Jonathan Hollinger
President/CEO
Pleasant View Retirement Community
544 North Penryn Road
Manheim, Pennsylvania 17545

RE: Pleasant View Communities
License #: 321850

Dear Mr. Hollinger:

As a result of the Department's Bureau of Human Services Licensing's annual licensing inspection on May 2, 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 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.

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". The signature is written in a cursive, flowing style.

Jacqueline L. Rowe
Director

Enclosure
Violation Report

Violation Report

Facility Information

Name: PLEASANT VIEW COMMUNITIES

License Number: 321850

Address: 544 NORTH PENRYN ROAD, MANHEIM, PA 17545

County: LANCASTER

Region: CENTRAL

Administrator

Name: Christi Owen

Phone: 7176652445

Email:

Legal Entity

Name: PLEASANT VIEW RETIREMENT COMMUNITY

Address: ATTN: KARLY SARVIS 544 NORTH PENRYN ROAD, PA, 17545

Certificate(s) of Occupancy

Type: C-2 LP

Date: 2/14/2002

Issued By: Labor and Industry

Staffing Hours

Resident Support Staff: 79

Total Daily Staff: 183

Waking Staff: 137

Inspection

Type: Full

BHA Docket #:

Notice: Unannounced

Reason: Renewal

Inspection Dates and Department Representative

05/02/2019 - On-Site: Michael Showers, Israel Springs

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 191

Residents Served: 79

Secured Dementia Care Unit

In Home: Yes

Area: Memory Care

Capacity: 18

Residents Served: 18

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 79

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 1

Have Mobility Need: 25

Have Physical Disability: 1

132e - Fire Drill Sleeping Hours

Regulations

2600.

132.e. A fire drill shall be held during sleeping hours once every 6 months.

Description of Violation

The Most recent sleeping hours fire drill was held on 4/8/19. The previous sleeping hours fire drill was held on 9/20/18.

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

Legal Entity Representative

Christi Owen

Signature

Christi Owen PCA 5-9-19

Printed Name and Title

Date

DEPARTMENT USE ONLY - HOMES MAY NOT WRITE IN THIS BOX!

The above plan of correction is approved as of 5/13/19
(Date)

Plan of correction implementation status as of 5/13/19
(Date)

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

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

PLEASANT VIEW COMMUNITIES

321850

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Regulations 2600.

132.e. A fire drill shall be held during sleeping hours once every 6 months.

Description of Violation

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Plan of Correction (POC)

1. What specific change will be made?
 - a. Every six months a fire drill will be held during night time hours of 11p-7a.
2. Who will make the change?
 - a. Personal Care Administrator and maintenance staff
3. What systems or steps will be implemented to make sure the same violation will not occur again?
 - a. Sleeping hour fire drill will be done three times a year to avoid any miscalculation of six months. Administrator will plan and notify the maintenance staff member facilitating the drill.
4. What training will be provided to staff?
 - a. No additional staff training is required. Error was a result of Administrator.
5. When will this change be made?
 - a. Change to sleeping hour drill rotation will be effective May 8, 2019. Overnight drills are planned for the remainder of the year.

Chris Owen 5-10-19
PCA