



**Sent via email to: hetrickh@thehighlands.org
MAILING DATE: August 7, 2019**

Ms. Heather Hetrick
Personal Care Administrator
The Highlands at Wyomissing Inc.
2000 Cambridge Avenue
Wyomissing, Pennsylvania 19610

RE: The Highlands at Wyomissing Personal Care Facility
License #: 205350

Dear Ms. Hetrick:

As a result of the Department's Bureau of Human Services Licensing inspection on June 7, 2019 of the above facility, the citations 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.

Sincerely,

A handwritten signature in black ink that reads "M. Moskalczyk".

Michele Moskalczyk
Human Services Licensing Supervisor

Enclosure
Violation Report

20b4 - Use of Funds

Regulations

2600.

20.b.4. Resident funds and property shall only be used for the resident's benefit.

Description of Violation

Staff person "A" was discovered to have accepted monetary funds from resident #1 that totaled approximately \$6,000.00 for personal use.

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

*** Immediately & Ongoing:

Resident funds and property will only be used for the resident's benefit.

Staff persons accepting loans or gifts of money or property from a resident is prohibited.

7-30-19

MM

Legal Entity Representative

Heather Hetrick

Signature

Heather Hetrick, Administrator of Personal Care 7/17/19

Printed Name and Title

Date

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The above plan of correction is approved as of 7-30-19 (Date)

Plan of correction implementation status as of 7-30-19 (Date)

Fully Implemented

Partially Implemented - Adequate Progress

Partially Implemented - Inadequate Progress

Not Implemented

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

Target Date by which correction will be implemented	Plan of Correction 2600.20b4
	All responses to the alleged deficiency do not constitute an admission of guilt by the community. This plan of correction is prepared solely as a form of compliance with the law.
5-26-19	The alleged incident was reported to the Administrator and an internal investigation began. It was confirmed that the alleged staff person was not on the schedule to work. Therefore, not posing additional concern or distress to the resident.
5-27-19	The community self-reported the incident to The Department of Human Services and AAA Protective Services in accordance with reporting requirements.
*** 5-27-19	The community does not condone any abuse or exploitation of any kind. Upon investigation, it was confirmed that the alleged staff person had been trained on the community's compliance plan, which includes code of conduct, resident dignity and respect, ethical business relationships, and avoiding a conflict of interest on 9/13/17, 12/4/17, 1/13/18, and 7/6/18, as well as on the community's behavior and performance expectations policy on 5/22/19. The staff person was immediately terminated for failure to follow policy.
5-30-19	The Administrator reviewed hiring practices to confirm compliance with the Department of Human Services' regulations and The Highland at Wyomissing's standards for staff person qualifications and screening.
During Day 1 of Orientation	The community's behavior and performance expectations policy and compliance plan, which includes our code of conduct, ethics, and resident rights, are reviewed with all new staff upon hire.
*** 7/21/19-7/25/19 & Annually	All staff will continue to be trained on the community's compliance plan as described above at our next all staff meeting and annually.

Heather Hetrick, 7/17/19
Heather Hetrick
Administrator of Personal Care

7-30-19
MM