



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

Carolyn Tomlinson  
Executive Director  
Inspirit Macungie Operator LLC  
6488 Albertis Road  
Macungie, Pennsylvania 18062

JUL 30 2019

RE: The Willow, An Inspirit Senior Living Community

Dear Ms. Tomlinson:

This is to acknowledge receipt of your request to appeal the Department's decision to issue fines for The Willow, An Inspirit Senior Living Community. Your request has been forwarded to the Department of Human Services, Bureau of Hearings and Appeals. You will be contacted regarding the date and time of the hearing.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin Hancock', written over a large, stylized scribble.

Kevin Hancock  
Deputy Secretary  
Office of Long-term Living

cc: Megan Rubenstein (Northeast), Office of General Counsel



Shivani Patel, Enforcement Manager  
Bureau of Human Services Licensing  
Department of Human Services  
Room 631, Health and Welfare Building  
625 Forster Street  
Harrisburg, Pennsylvania 17120

Human Services Licensing

JUL 25 2019

RE: The Willow, An Inspirit Senior Living Community  
License #:226811

Shivani Patel:

This letter is in regards to the fine assigned to The Willow relating to the regulatory violation Pa Code Chapter 2600 Section 183d.

Please note that we received the official letter about the fine and the invoice on 6/25 but did not receive the violation report until 6/28, and we are officially requesting that any fine be reduced accordingly.

We would also like to inform you that we will be appealing the citation. The Lantus Solostar insulin pen belonging to Resident # 2 reviewed by the inspector was already labeled with the initials of the staff member who opened the pen, but they had failed to date it. The date was added to the label on the day of inspection. The pen had been opened and initialed the day before the inspection. We are requesting the fine to be reduced to one day, May 28th, as it was corrected the following day May 29th, the day of the inspection. The staff has been in serviced and the appropriated disciplinary actions have been taken. We have worked extremely hard on our medication management program with a focus on the accuracy of all medication prescribed for our residents. We take this violation very seriously and would appreciate your consideration in reducing our fine. The fine as it stands would be a financial hardship on our facility.

We welcome the opportunity to prove to you we have made all corrections and have put additional policies and procedures in place to assure this does not happen again.

We appreciate your attention to this matter.

Respectfully,  
Carolyn Tomlinson, Executive Director of The Willow



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**  
**MAILING DATE: JUN 21 2019**

Ms. Carolyn Tomlinson  
Executive Director  
Inspirit Macungie Operator LLC  
6488 Albertis Road  
Macungie, Pennsylvania 18062

RE: The Willow, An Inspirit Senior Living Community  
License #: 226811

Dear Ms. Tomlinson:

On May 6, 2019, the Department of Human Services (Department) issued a notice of its intent to assess a fine for regulatory violations with 55 Pa.Code Ch. 2600 (relating to personal care homes) for the above personal care home.

Pursuant to 62 P.S. §§ 1085-1087 and 55 Pa.Code §§ 2600.261-268 (relating to enforcement), the Department hereby assesses a fine for the following uncorrected violations.

55 Pa.Code Chapter 2600 Section no.	Class of Violation	Census at Inspection X	Fine Per resident Per day	Calculated Fine = Per day	Initial Fine Assessment
183d	III	50	\$3	\$150	\$3,450

Total Fine Assessment for period May 7, 2019 through May 29, 2019 = \$3,450.

The enclosed Invoice for Personal Care Home Fine specifies the total amount of the fines for the period following the Department's notice of intent to assess a fine. The invoice is payable within 30 days from the mailing date of this letter. The fines will continue to accumulate and will be recalculated at the end of each month until all violations are fully corrected. You must notify the Department's Regional Human Services Licensing office in writing as soon as each violation is fully corrected and submit written documentation of each correction. Even if you pay the full amount of this invoice, fines will continue to accumulate for each violation until you have provided written notice of full correction and the Department has verified that the violations are fully corrected.

In accordance with §2600.268 (relating to notice of violations), the personal care home administrator shall immediately post this written notice in a conspicuous and public place in the home, if this notice includes a Class I violation.

Ms. Tomlinson

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If you disagree with the decision to assess a fine, you have the right to appeal through hearing before the Bureau of Hearings and Appeals, Department of Human Services in accordance with 1 Pa.Code Part II, Chs. 31-35 and 62 P.S. §1086(f). If you decide to appeal, a written request for an appeal with a check made payable to the "Commonwealth of Pennsylvania" for the total monthly fine amount or \$500, whichever is less, must be received within 30 days of the mailing date of this letter by:

Shivani Patel, Enforcement Manager  
Bureau of Human Services Licensing  
Department of Human Services  
Room 631, Health and Welfare Building  
625 Forster Street  
Harrisburg, Pennsylvania 17120

This decision to assess a fine is final 31 days from the date of this letter, or if you decide to appeal, upon issuance of a decision by the Bureau of Hearings and Appeals.

If you have any questions regarding this invoice please contact Shivani Patel, Human Services Licensing, at 717-783-3670.

Sincerely,



Jacqueline L. Rowe  
Director

Enclosure  
Personal Care Home Fine Invoice

# Personal Care Home Invoice

PA Department of Human Services Bureau of Human Services Licensing Room 831, Health and Welfare Building 625 Forster Street Harrisburg, Pennsylvania 17120 Phone: 717-783-3670 Fax: 717-783-8662	Assessment #: N00039  Invoice Date: JUN 21 2019 Due Date: JUL 21 2019
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<b>Bill To:</b>  Inspirit Macungie Operator LLC 6488 Albertis Road Macungie, Pennsylvania 18062	Re: The Willow, An Inspirit Senior Living Community 6488 Albertis Road Macungie, Pa 18062
Contact Name Ms. Carolyn Tomlinson	License Number 226811

Fine/Appeal	Description - 55 Pa.Code § 2600	From:	To:	Fine Imposed	Line Total
Class III	183d	5/7/2019	5/29/2019	\$3,450.00	\$3,450.00
Invoice Total					\$3,450.00

Please remit this portion with payment to ensure proper credit

Inspirit Macungie Operator LLC 6488 Albertis Road Macungie, Pennsylvania 18062	Assessment #: N00039  Invoice Date: JUN 21 2019 Due Date: JUL 21 2019
Re: The Willow, An Inspirit Senior Living Community 6488 Albertis Road Macungie, Pa 18062	

**Please make checks payable to:**  
 Commonwealth of Pennsylvania  
 Bureau of Human Services Licensing  
 Room 831, Health and Welfare Building  
 625 Forster Street  
 Harrisburg, PA 17120

Total Due \$3,450.00

Payment Enclosed

cc: file - Open Fines