

Department of Human Services
Bureau of Human Service Licensing

September 28, 2020

JEANNE DICKINSON, CHIEF EXECUTIVE OFFICER
SUGAR VALLEY LODGE INC
190 SUGAR VALLEY LANE
FRANKLIN, PA 16323

RE: SUGAR VALLEY LODGE
(WHISPERING PINES BUILDING)
178 SUGAR VALLEY LANE
FRANKLIN, PA, 16323
LICENSE/COC#: 44772

Dear Ms. Dickinson,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/11/2020, 08/13/2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Suzy Quinn

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

**Department of Human Services
Bureau of Human Service Licensing
LICENSING INSPECTION SUMMARY**

Facility Information

Name: *SUGAR VALLEY LODGE (WHISPERING PINES BUILDING)* License #: *44772* License Expiration Date: *08/10/2021*
 Address: *178 SUGAR VALLEY LANE, FRANKLIN, PA 16323*
 County: *VENANGO* Region: *WESTERN*

Administrator

Name: *Tammy Pfeuffer* Phone: *8143460352* Email: *tammy@sugarvalleylodge.com*

Legal Entity

Name: *SUGAR VALLEY LODGE INC*
 Address: *190 SUGAR VALLEY LANE, FRANKLIN, PA, 16323*
 Phone: *8143460352* Email: *Jeanne@SUGARVALLEYLODGE.COM*

Certificate(s) of Occupancy

Type: *I-1* Date: *05/20/2016* Issued By: *Sugarcreek Borough*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *14* Waking Staff: *11*

Inspection

Type: *Partial* Notice: *Unannounced* BHA Docket #:
 Reason: *Incident* Exit Conference Date: *08/14/2020*

Inspection Dates and Department Representative

08/11/2020 - On-Site: Lori Gillette
08/13/2020 - Off-Site: Lori Gillette

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *15* Residents Served: *14*

Secured Dementia Care Unit

In Home: *No* Area: Capacity: Residents Served:

Hospice

Current Residents: *0*

Number of Residents Who:

Receive Supplemental Security Income: *12* Are 60 Years of Age or Older: *7*
 Diagnosed with Mental Illness: *12* Diagnosed with Intellectual Disability: *3*
 Have Mobility Need: *0* Have Physical Disability: *0*

Inspections / Reviews

08/11/2020 - Partial

Lead Inspector: *Lori Gillette*Follow-Up Type: *POC Submission*Follow-Up Date: *09/25/2020*

9/24/2020 - POC Submission

Lead Reviewer: *Suzy Quinn*Follow-Up Type: *Document Submission*Follow-Up Date: *10/04/2020*

9/28/2020 - Document Submission

Lead Reviewer: *Suzy Quinn*Follow-Up Type: *Not Required*

16c - Written Incident Report

1. Requirements

2600.

- 16.c. The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

Description of Violation

On 8/2/2020, resident #1 asked staff person A to label her laundry soap with her name. Staff person A responded to her by yelling "I know". This was observed by staff person B. In addition, staff person A argued with resident #1 regarding having her family come to the home for a visit, which was already approved by other staff in the home. Resident #1 stated the argument made her upset and cry. Resident #1 reported this incident to staff person C, the home's administrator, on 8/3/20; however, the home did not report this incident to the Department.

Plan of Correction**Accept**

administration will ensure that all reportable incidents are documented and reported in a timely manner, administration will ensure that staff know how to report incidents 24 hours a day 7 days a week and on holidays. staff was in-serviced on august 19th 2020 "via" zoom by act of aging crawford county. the in-service included older adult protective services, act 13 and abuse/neglect reporting requirements, as well as the facilities policy and procedure for reporting unusual incidents and also resident rights.

Completion Date: 09/16/2020

Document Submission**Implemented**

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Completion Date: 09/16/2020

42c - Treatment of Residents

1. Requirements

2600.

- 42.c. A resident shall be treated with dignity and respect.

Description of Violation

On 8/2/2020, resident #1 asked staff person A to label her laundry soap with her name. Staff person A responded to her by yelling "I know". This was observed by staff person B. In addition, staff person A argued with resident #1 regarding having her family come to the home for a visit, which was already approved by other staff in the home. Resident #1 stated the argument made her upset and cry.

42c - Treatment of Residents (*continued*)**Plan of Correction****Accept**

In-service for all staff was held on August 19th 2020, in-service was conducted by Act of Aging Crawford county "via" zoom, on resident rights. administer will continue with yearly training with resident rights in addition to the new hires and will continue to monitor interactions between staff and residents. Any incidents will be reported immediately to licensing. On September 1st 2020 administration implemented a plan to interview two residents a week for one month and two residents monthly thereafter to discuss any concerns they may have.

Completion Date: 09/16/2020

Document Submission**Implemented**

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Completion Date: 09/16/2020