

Department of Human Services  
Bureau of Human Service Licensing

August 4, 2021

[REDACTED] ADMINISTRATOR  
VIVE BENE, INC.  
801 MARKET STREET  
WILLIAMSPORT, PA 17701

RE: TILBURG'S HOME FOR THE YOUNG  
AT HEART  
801 MARKET STREET  
WILLIAMSPORT, PA, 17701  
LICENSE/COCC#: 21839

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/10/2020 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,  
Anne Graziano

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:** TILBURG'S HOME FOR THE YOUNG AT HEART      **Licen e #:** 21839      **Licen e Expiration Date:** 03/21/2021  
**Adde :** 801 MARKET STREET, WILLIAMSPORT, PA 17701  
**County:** LYCOMING      **Region:** NORTHEAST

**Administrator**

**Name:** [REDACTED]      **Phone:** 5703225951      **Email:** [REDACTED]

**Legal Entity**

**Name:** VIVE BENE, INC.  
**Address:** 801 MARKET STREET, WILLIAMSPORT, PA, 17701  
**Phone:** 5703225951      **Email:** [REDACTED]

**Certificate(s) of Occupancy**

**Type:** C-2 LP      **Date:** 06/28/2020      **Issued By:** Williamsport

**Staffing Hours**

**Resident Support Staff:** 0      **Total Daily Staff:** 13      **Waking Staff:** 10

**Inspection**

**Type:** Partial      **Notice:** Unannounced      **BHA Docket #:**  
**Rea on:** Complaint      **Exit Conference Date:** 09/10/2020

**Inspection Dates and Department Representative**

09/10/2020 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

**License Capacity:** 24      **Residents Served:** 13

**Secured Dementia Care Unit**

<b>In Home:</b> No	<b>Area:</b>	<b>Capacity:</b>	<b>Residents Served:</b>
--------------------	--------------	------------------	--------------------------

**Hospice**

**Current Re ident :** 0

**Number of Residents Who:**

<b>Receive Supplemental Security Income:</b> 6	<b>Are 60 Years of Age or Older:</b> 7
<b>Diagnosed with Mental Illness:</b> 9	<b>Diagnosed with Intellectual Disability:</b> 8
<b>Have Mobility Need:</b> 0	<b>Have Physical Disability:</b> 0

## Inspections / Reviews

2/18/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow Up Type: *Document Submission*Follow-Up Date: *03/01/2021*

8/4/2021 Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

## 42c - Treatment of Residents

**1. Requirements**

2600.

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

**Description of Violation**

Weeks ago, resident # 1 said that [REDACTED] was hit by staff person "A's" downward and upward flared right hand motion to the resident's arm . Contact with resident #1's arm occurred but did not cause any injuries. Resident # 1 did not believe that staff person "A" intended to cause harm to the resident.

On another occasion, staff person "A" touched the resident # 1's leg while [REDACTED] was in bed addressing resident # 1's need to shave [REDACTED]. Both of these actions made the resident feel "uncomfortable" and disrespected.

**Plan of Correction****Accept**

Staff was counseled regarding treating residents with dignity and respect. It was reinforced to all to get permission from each resident before initiating physical contact.

**Completion Date:** 09/12/2020

**Update - 02/18/2021**

Upon Resubmission of the Plan of Correction, the home will submit Verification of the Plan of Correction by sending a copy of the signature sheet from the staff signature sheet from that staff training. This signature sheet will be sent via the Portal in Sans Write.

In addition, the home will have a Resident Council Meeting. Resident Rights will be discussed, including the topic of "No Means No" and the idea of safe spaces. If desired, the ombudsman may be invited. This might over a Zoom Meeting due to the COVID-19 circumstances. Ideas for discussion topics may also come from the [REDACTED]

AG, 2-18-21

**Document Submission****Implemented**

Staff member was counseled and trained on the matter as well as the rest of the direct care staff team. Please see attached two documents.