

Department of Human Services  
Bureau of Human Service Licensing

April 27, 2021

██████████ PRESIDENT  
NORBERT INC  
1326 FREEPORT ROAD, SUITE 100  
PITTSBURGH, PA 15238

RE: NORBERT RESIDENTIAL CARE  
FACILITY  
2413 ST. NORBERT DRIVE  
PITTSBURGH, PA, 15234  
LICENSE/COC#: 43051

Dear ██████████

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/27/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,  
Janine Wenzig

Enclosure  
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

Department of Human Services  
Bureau of Human Service Licensing

April 26, 2021

[REDACTED] PRESIDENT  
NORBERT INC  
1326 FREEPORT ROAD, SUITE 100  
PITTSBURGH, PA 15238

RE: NORBERT RESIDENTIAL CARE  
FACILITY  
2413 ST. NORBERT DRIVE  
PITTSBURGH, PA, 15234  
LICENSE/COC#: 43051

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing licensing inspections on 01/27/2021 of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is: Acceptable

All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,  
Janine Wenzig

Enclosure  
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

Department of Human Services  
Bureau of Human Service Licensing  
LICENSING INSPECTION SUMMARY - PUBLIC

**Facility Information**

Name: NORBERT RESIDENTIAL CARE FACILITY      License #: 43051      License Expiration Date: 12/16/2021  
 Address : 2413 ST NORBERT DRIVE, PITTSBURGH, PA 15234  
 County: ALLEGHENY      Region: WESTERN

**Administrator**

Name: [REDACTED]      Phone: 4127796986      Email: [REDACTED]

**Legal Entity**

Name: NORBERT INC  
 Address: 1326 FREEPORT ROAD, SUITE 100, PITTSBURGH, PA, 15238  
 Phone: 4128855202      Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: Other      Date: 03/09/2010      Issued By: City of Pgh

**Staffing Hours**

Resident Support Staff: 0      Total Daily Staff: 71      Working Staff: 53

**Inspection**

Type: Partial      Notice: Unannounced      BHA Docket #:  
 Reason: Incident      Exit Conference Date: 03/19/2021

**Inspection Dates and Department Representative**

01/27/2021 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: 102      Residents Served: 53

**Secured Dementia Care Unit**

In Home: No      Area:      Capacity:      Residents Served:

**Hospice**

Current Residents: 7

**Number of Residents Who:**

Receive Supplemental Security Income: 2      Are 60 Years of Age or Older: 52  
 Diagnosed with Mental Illness: 5      Diagnosed with Intellectual Disability: 1  
 Have Mobility Need: 18      Have Physical Disability: 0

**Inspections / Reviews**

01/27/2021 Partial

Lead Inspector: [REDACTED]      Follow-Up Type: POC Submission      Follow-Up Date: 04/03/2021

Inspections / Reviews *(continued)*

## 4/21/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow Up Type: *POC Submission*Follow-Up Date: *04/23/2021*

## 4/26/2021 POC Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Document Submission*Follow-Up Date: *04/28/2021*

## 4/27/2021 - Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

42b - Abuse

1. Requirements

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

Description of Violation

On 1/27/21, at approximately 6:30 p.m., resident #1 went into in resident #2's room. Staff person A yelled at resident #1 to get out of the room, screaming "I told you before you are not going to be in [redacted] room!" While resident was in sitting position on the floor, staff person A dragged resident #1 backwards by [redacted] upper arms out of the bedroom, and called resident #1 a "bitch" multiple times. Staff person A yelled so loudly that it was heard throughout the floor. This incident was observed by multiple other staff persons.

Plan of Correction

Accept

Staff person A terminated following investigation conducted by previous administration.

Whole house staff- all departments educated by [redacted] from Area Agency on Aging- Older Adult Protective Services Unit on Mandatory Abuse Training on 4/20/2021. Please see attachment for PowerPoint material and sign in sheet. Training to occur annually to ensure staff stay current on being mandatory reporters in the long term care setting.

Interview's will be conducted randomly through all areas of the building interviewing 3 residents per month for the next 6 months to ensure any incidents are exposed.

The terminated employee was relatively new to our facility, and as a result we will be adding an additional abuse training component- the one attached here from AAA- which will be reviewed during new hire orientation. NHA and DON will meet with new hires periodically during the first 90 days of their employment to ensure the initial training is being followed/upheld.

Completion Date: 04/23/2021

Document Submission

Implemented

POC Approved