

Department of Human Services
Bureau of Human Service Licensing

August 3, 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 review on 04/14/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Jon Kimberland

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: NORBERT RESIDENTIAL CARE FACILITY **Licen e #:** 43051 **Licen e Expiration Date:** 12/16/2021
Addr e : 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: I-2 **Date:** 03/09/2010 **Issued By:** City of Pittsburgh

Staffing Hours

Re ident Support Staff: 0 **Total Daily Staff:** 78 **Waking Staff:** 59

Inspection

Type: Partial **Notice:** Unannounced **BHA Docket #:**
Reason: Complaint **Exit Conference Date:** 04/14/2021

Inspection Dates and Department Representative

04/14/2021 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 102 **Residents Served:** 56

Secured Dementia Care Unit

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

Hospice

Current Residents: 6

Number of Residents Who:

Receive Supplemental Security Income: 2 **Are 60 Years of Age or Older:** 55
Diagnosed with Mental Illness: 5 **Diagnosed with Intellectual Disability:** 1
Have Mobility Need: 22 **Have Physical Disability:** 0

Inspections / Reviews

04/14/2021 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 05/17/2021

Inspections / Reviews *(continued)*

6/9/2021 - POC Submission

Lead Reviewer: [REDACTED] Follow Up Type: *POC Submission* Follow-Up Date: *06/11/2021*

7/13/2021 POC Submission

Lead Reviewer: [REDACTED] Follow-Up Type: *Document Submission* Follow-Up Date: *07/16/2021*

8/3/2021 - Document Submission

Lead Reviewer: [REDACTED] Follow-Up Type: *Not Required*

25c6 - Refunds

1. Requirements

2600.

25.c. At a minimum, the contract must specify the following:

- 6. The conditions under which refunds will be made, including the refund of admission fees and refunds upon a resident's death.

Description of Violation

Resident #1's resident-home contract, completed [REDACTED] indicates on page 2 of 10 in Section B 3 "The home's refund policy concerning admission fees, if any, is as follows: Admission fees refunded unless applied to balance owed." The resident's power of attorney (POA) was issued an invoice for \$500 on 3/11/19 for a "Community Fee" which was paid on 3/13/19. Resident #1 was sent to the hospital on 12/27/20. On 1/11/21, the resident's POA informed the home that resident would not be returning. Resident passed away on 1/19/21. On 1/26/21, resident's belongings were removed from the home. However, as of 4/14/21, resident's POA/executor of resident's estate had not been issued a refund of the Community Fee.

Plan of Correction

Do Not Accept

Resident home contract updated immediately following 5/17/2021 visit with [REDACTED]. Please find attached the updated contract which we feel is in compliance regarding community fee's.

Completion Date: 06/07/2021

Plan of Correction

Accept

Resident home contract updated immediately following 5/17/2021 visit with [REDACTED]. Please find attached the updated contract which we feel is in compliance regarding community fee's. All new residents admitted to the facility following the 5/17/2021 visit will utilize this new updated contract. Current contracts updated for accuracy to reflect the change in verbiage at the request of the Department. Administrator or designee will audit contracts bi-annually (every 6 months) for accuracy and completeness, including residents that have moved out during that time period.

Completion Date: 07/02/2021

Document Submission

Implemented

Please see attached document. Thank you!

[REDACTED], Executive Director