

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

February 7, 2023

[REDACTED]  
SUGAR VALLEY LODGE INC  
190 SUGAR VALLEY LANE  
FRANKLIN, PA, 16323

RE: SUGAR VALLEY LODGE (HICKORY  
ACRES BUILDING)  
190 SUGAR VALLEY LANE  
FRANKLIN, PA, 16323  
LICENSE/COC#: 44770

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/16/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Please note that you are required to post this Licensing Inspection Summary at your facility in a conspicuous location.

Sincerely,

[REDACTED]

cc: Pennsylvania Bureau of Human Service Licensing

## Facility Information

**Name:** SUGAR VALLEY LODGE (HICKORY ACRES BUILDING)    **Licen e #:** 44770    **Licen e Expiration:** 01/05/2023  
**Address:** 190 SUGAR VALLEY LANE, FRANKLIN, PA 16323  
**County:** VENANGO    **Region:** WESTERN

## Administrator

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

## Legal Entity

**Name:** SUGAR VALLEY LODGE INC  
**Address:** 190 SUGAR VALLEY LANE, FRANKLIN, PA, 16323  
**Phone:** [REDACTED]    **Email:** [REDACTED]

## Certificate(s) of Occupancy

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

## Staffing Hours

**Resident Support Staff:** 0    **Total Daily Staff:** 27    **Waking Staff:** 20

## Inspection Information

**Type:** Partial    **Notice:** Unannounced    **BHA Docket #:**  
**Reason:** Complaint    **Exit Conference Date:** 09/16/2022

## Inspection Dates and Department Representative

09/16/2022 - On-Site: [REDACTED]

## Resident Demographic Data as of Inspection Dates

## General Information

**Licen e Capacity:** 27    **Re ident Served:** 27

## Secured Dementia Care Unit

**In Home:** No    **Area:**    **Capacity:**    **Re ident Served:**

## Hospice

**Current Re ident :** 0

## Number of Residents Who:

**Receive Supplemental Security Income:** 22    **Are 60 Years of Age or Older:** 17  
**Diagnosed with Mental Illness:** 14    **Diagnosed with Intellectual Disability:** 0  
**Have Mobility Need:** 0    **Have Physical Disability:** 1

## Inspections / Reviews

09/16/2022 Partial

**Lead Inspector:** [REDACTED]    **Follow-Up Type:** POC Submission    **Follow-Up Date:** 10/15/2022

Inspections / Reviews (*continued*)

## 12/15/2022 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 10/10/2022

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 12/22/2022

## 12/21/2022 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 02/06/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission

Follow-Up Date: 12/28/2022

## 02/07/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/06/2023

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

On multiple occasions between [REDACTED] 22 [REDACTED] /22, staff person A treated resident #1 disrespectfully. On one occasion, staff person A told resident #1 if [REDACTED] didn't come down for dinner on time, then the next time [REDACTED] wouldn't [REDACTED] eat. On another occasion, staff person A belittled resident #1 for not taking a shower when [REDACTED] wanted [REDACTED]. These actions made resident #1 feel dumb, stupid, and afraid of staff person A.

## Plan of Correction

Accept [REDACTED] - 12/21/2022)

## Immediate Corrective Action

- On [REDACTED] /22 we were notified by the Ombudsman that Staff Person A was being disrespectful of residents.
- On [REDACTED] /22 [REDACTED] terminated staff person A from employment at Sugar Valley Lodge for being disrespectful of residents and delivered letter of termination to staff person A also on [REDACTED] /22. A copy of this letter is in Staff Person A's personnel file.
- On 9/16/22 at 3pm an Incident Report was faxed to DHS Bureau of Human Services Licensing by [REDACTED] Quality Improvement and On-Going Compliance
- A Staff training on Treatment of Residents was provided to all staff on 10/12/22 from 1pm to 2pm, by Administrator, [REDACTED]
- A poster was developed by [REDACTED] on 10/11/22, for all residents containing information and clip art representations of emotional abuse, how to identify it and how to get help and report. If I hear .... If I see .... If I experience ... I can report to ..... This poster were delivered to all residents in person by the Administrator [REDACTED] on 10/13/22.

Licensee's Proposed Overall Completion Date: 12/21/2022

Implemented ([REDACTED] 02/07/2023)