



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

CERTIFIED MAIL – RETURN RECEIPT  
REQUESTED MAILING DATE: MAY 23, 2023

Ms. Stephanie Short, Owner/Administrator  
TLC Adult Care Center, Inc.  
9 Rio Vista Drive  
West Newton, Pennsylvania 15089

RE: T.L.C. Adult Care Center  
License/COC #: 428201

Dear Ms. Short:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department) licensing inspections on January 18, 2023, January 26, 2023, and February 2, 2023, of the above facility, the violations specified on the enclosed Licensing Inspection Summary (LIS) were found.

Based on violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes), failure to submit an acceptable plan to correct noncompliance items, failure to comply with the acceptable plan to correct noncompliance items, and mistreatment or abuse of residents being cared for in the facility, the Department hereby REVOKES your certificate of compliance (license number 428200) dated July 2, 2022 – July 2, 2023, and issues you a FIRST PROVISIONAL license to operate the above facility. A FIRST PROVISIONAL license is being issued based on your acceptable plan to correct the violations as specified on the LIS. This decision is made pursuant to 62 P.S. § 1026 (b)(1); (5) and 55 Pa. Code § 20.71(a)(2); (3); (4); (5) (relating to conditions for denial, nonrenewal or revocation). Your FIRST PROVISIONAL license is enclosed and is valid from May 23, 2023 to November 23, 2023.

All violations specified on the LIS must be corrected by the dates specified on the report and continued compliance with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes), must be maintained. Failure to implement the plan of correction or failure to maintain compliance may result in a revocation of the license.

Pursuant to 62 P.S. 1085-1087 and 55 Pa. Code § 2600.261-268 (relating to enforcement), the Department intends to assess a fine for the following violation(s) unless fully corrected on or before the mandated correction date.

55 Pa. Code Chapter 2600	Class of Violation	Census at Inspection	Fine Per resident X Per day	Calculated Fine = Per day	Mandated Correction Date (to avoid Fine)
<u>Section:</u>					
65(a)	II	28	\$5	\$140	5 calendar days from mailing date of this letter
65(b)	II	28	\$5	\$140	5 calendar days from mailing date of this letter
65(d)	II	28	\$5	\$140	5 calendar days from mailing date of this letter
141(a)	II	28	\$5	\$140	5 calendar days from mailing date of this letter
141(b)(1)	II	28	\$5	\$140	5 calendar days from mailing date of this letter
187(b)	II	28	\$5	\$140	5 calendar days from mailing date of this letter
190(a)	II	28	\$5	\$140	5 calendar days from mailing date of this letter
225(a)	II	28	\$5	\$140	5 calendar days from mailing date of this letter
227(a)	II	28	\$5	\$140	5 calendar days from mailing date of this letter

A fine will be assessed daily beginning with the date of this letter and will continue until the violation is fully corrected, and full compliance with the regulation has been achieved. If the violation is fully corrected, and full compliance with the regulation has been achieved, by the mandated correction date, no fine will be assessed. You must notify the Department's Regional Human Services Licensing office in writing as soon as each violation is fully corrected and submit written documentation of each correction. The Department will conduct an on-site inspection after the mandated correction date, and within 20 calendar days of the date of this letter. If one or more violations is not fully corrected and full compliance with the regulation has not been achieved, you will periodically receive invoices from the Department's Bureau of Human Services Licensing with payment instructions. The fines will continue to accumulate until the violation is fully corrected and full compliance with the regulation has been achieved.

No fine is being assessed at this time; therefore, you may not appeal any fine at this time. If a violation is not corrected and full compliance with the regulation has not been achieved by the mandated correction date, a fine will be assessed and an invoice will be mailed. This invoice will contain the right to appeal the fine.

If you disagree with the decision to issue a PROVISIONAL license, you have the right to appeal through hearing before the Bureau of Hearings and Appeals, Department of Human Services in accordance with 1 Pa. Code Part II, Chapters 31-35. If you decide to appeal your PROVISIONAL license, a written request for an appeal must be received within 10 days of the date of this letter by:

Lestia Fetzer, Workload Manager  
Pennsylvania Department of Human Services  
Bureau of Human Services Licensing  
Room 631, Health and Welfare Building  
625 Forster Street  
Harrisburg, Pennsylvania 17120  
PH: 717-214-1304

This decision is final 11 days from the date of this letter, or if you decide to appeal, upon issuance of a decision by the Bureau of Hearings and Appeals.

Sincerely,

A handwritten signature in black ink that reads "Juliet Marsala". The signature is written in a cursive, flowing style.

Juliet Marsala  
Deputy Secretary  
Office of Long-term Living

Enclosure  
Licensing Inspection Summary

cc: Gene Cuccarese, Office of General Counsel  
Theresa Hartman, Bureau Director  
Sheila Page, Director of Operations  
Brent Sutherland, Regional Director

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

**Facility Information**

Name: *T.L.C. ADULT CARE CENTER* License #: *42820* License Expiration: *07/02/2023*  
 Address: *9 RIO VISTA DRIVE, WEST NEWTON, PA 15089*  
 County: *WESTMORELAND* Region: *WESTERN*

**Administrator**

Name: *Stephanie Short* Phone: *724-331-5453* Email: *rboris8@aol.com*

**Legal Entity**

Name: *TLC ADULT CARE CENTER INC*  
 Address: *9 RIO VISTA DRIVE, WEST NEWTON, PA, 15089*  
 Phone: *7248723000* Email: *rboris8@aol.com*

**Certificate(s) of Occupancy**

**Staffing Hours**

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

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:   
 Reason: *Complaint* Exit Conference Date: *01/18/2023*

**Inspection Dates and Department Representative**

*01/18/2023 - On-Site: Lauren Spagna*

**Resident Demographic Data as of Inspection Dates**

**General Information**

License Capacity: *30* Residents Served: *0*

**Secured Dementia Care Unit**

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

**Hospice**

Current Residents: *0*

**Number of Residents Who:**

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

**Inspections / Reviews**

**01/18/2023 - Partial**

Lead Inspector: *Lauren Spagna* Follow-Up Type: *POC Submission* Follow-Up Date: *02/03/2023*

Inspections / Reviews (*continued*)

## 01/30/2023 - POC Submission

Submitted By: *Robert Short*Date Submitted: *03/27/2023*Reviewer: *Larry Mazza*Follow-Up Type: *POC Submission*Follow-Up Date: *02/03/2023*

## 02/13/2023 - POC Submission

Submitted By: *Robert Short*Date Submitted: *03/27/2023*Reviewer: *Larry Mazza*Follow-Up Type: *Document Submission*Follow-Up Date: *03/30/2023*

## 04/28/2023 - Document Submission

Submitted By: *Robert Short*Date Submitted: *03/27/2023*Reviewer: *Larry Mazza*Follow-Up Type: *Enforcement*

## 5a1 - DHS Access

**1. Requirements**

2600.

5.a. The administrator or a designee shall provide, upon request, immediate access to the home, the residents and records to:

1. Agents of the Department.

**Description of Violation**

*On 1/18/23 at approximately 9:00am, an agent of the Department entered the home and informed staff person A they were there to conduct complaint investigations. Staff person A told the agent of the Department he was the only staff person present in the home to cook breakfast and immediately began berating and screaming at the agent of the Department, screaming things such as, "The cook called off, and I'm the only cook here! You assholes don't want the residents to eat because some skank called in a complaint? Do you smell anything? Go look at the residents. Everyone is cared for!" The agent of the Department advised staff person A they could wait until staff person A finished serving breakfast to the residents and asked if another staff person was available to provide the agent of the Department with a current resident and staff person list to begin the inspection. Staff person A continued to scream at the agent of the Department, stating, "You're asking if there's someone else who can get this for you? Call your boss right now, and tell them you can't be here! In fact, give me their number or have them call me. I want your boss on the phone NOW! I can't believe the nerve of you to think you can come in here and interrupt breakfast!" Staff person A then told the agent of the Department to leave the home and try coming back after lunch. The agent of the Department contacted their supervisor and was directed to leave the facility. Due to staff person A's conduct, the agent of the Department was unable to conduct the investigation or obtain the demographic information, including the number of residents currently being served in the home.*

**Plan of Correction*****Directed (LM - 02/13/2023)***

*Administrator will ALWAYS provide access and information to any request made by state agents pursuant to on site inspections as required by the regulation. Staff person A has registered for an accredited anger management course and confirmation of same has been forwarded via email to Mr. Lawrence Mazza as proof. Staff person A will complete the course in the time requested by the Mr. Mazza.*

*Staff person A has enrolled in a Department-approved 12 hour online anger management course on 2/13/23. LM 2/13/23*

*DIRECTED: By 3/30/23: Staff person A shall successfully complete the Department-approved 12 hour online anger management course. Documentation of staff person A's successful completion of the course shall be kept and made available to the Department, immediately upon request. LM 2/13/23.*

*DIRECTED: BY 2/22/23: The administrator shall educate all staff persons, including staff person A, that upon request, immediate access to the home, the residents and records shall be provided to agents of the Department in a professional manner. Documentation of the education shall be kept. LM 2/13/23*

**Directed Completion Date: 03/30/2023*****Not Implemented (JK - 04/28/2023)***