

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

October 11, 2023

[REDACTED]  
HAVERILLA PERSONAL CARE HOME INC  
775 STONETOWN ROAD  
ROSSITER, PA, 15772

RE: HAVERILLA PERSONAL CARE HOME  
775 STONETOWN ROAD  
ROSSITER, PA, 15772  
LICENSE/COC#: 42793

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 08/03/2023 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: *HAVERRILLA PERSONAL CARE HOME* License #: *42793* License Expiration: *06/09/2024*  
 Address: *775 STONETOWN ROAD, ROSSITER, PA 15772*  
 County: *INDIANA* Region: *WESTERN*

**Administrator**

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

**Legal Entity**

Name: *HAVERRILLA PERSONAL CARE HOME INC*  
 Address: *775 STONETOWN ROAD, ROSSITER, PA, 15772*  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *Other* Date: *07/28/1977* Issued By: *L&I*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *20* Waking Staff: *15*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Complaint* Exit Conference Date: *08/03/2023*

**Inspection Dates and Department Representative**

*08/03/2023 - On-Site* [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: *24* Residents Served: *20*  
 Secured Dementia Care Unit  
 In Home: *No* Area: Capacity: Residents Served:  
 Hospice  
 Current Residents: *0*  
 Number of Residents Who:  
 Receive Supplemental Security Income: *20* Are 60 Years of Age or Older: *15*  
 Diagnosed with Mental Illness: *20* Diagnosed with Intellectual Disability: *0*  
 Have Mobility Need: *0* Have Physical Disability: *0*

**Inspections / Reviews**

**08/03/2023 - Partial**  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *08/14/2023*

**08/18/2023 - POC Submission**  
 Submitted By: [REDACTED] Date Submitted: *09/21/2023*  
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *08/21/2023*

Inspections / Reviews *(continued)*

09/15/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/21/2023

Reviewer: [REDACTED]

Follow-Up Type: Document Submission Follow-Up Date: 10/01/2023

10/11/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/21/2023

Reviewer: [REDACTED]

Follow-Up Type: Not Required

85b - Infestation

1. Requirements

2600.

85.b. There may be no evidence of infestation of insects or rodents in the home.

Description of Violation

The home has been receiving treatment services for bedbugs since 8/22/22. On 8/3/23, resident #1 and resident #2 and their roommates had multiple live bedbugs on their mattress in their bedrooms.

Plan of Correction

Directed [REDACTED] - 09/15/2023)

We, [REDACTED], cannot determine what, or who caused the infestation. When it was discovered, [REDACTED] called Terminix because we receive quarterly pest control treatments from them. Bed bugs are not covered. So, we paid over \$16,000 for treatment which included an extensive prep by us, then chemical treatment all throughout and mattress/box springs incasements. This mainly took care of the problem. They have provided inspections and spot treatments since. They sent a summary of service dates for our records. We follow all their tips and instructions including, keeping the beds away from the walls and keeping the home well ventilated by opening windows and running fans. We bag the bedding to take it to the laundry room and inspect the beds and mattresses. We have replaced mattresses, bedding, and furniture as well as some flooring and baseboards. We also spray with store brands in between professional treatments. They also instructed us to do extra vacuuming, especially after a treatment. We have developed a new policy for new admissions stating that all personal belongings will be inspected before entering the home. They will be bagged, and taken to the laundry room and put in the dryer on high heat for one hour, as instructed by Terminix.

Since your inspection, Terminix has agreed to schedule another full treatment with all new incasements. Also, the manager, [REDACTED], will do a staff training on proper inspections and preventative measures. And, for an extra charge, will include bed bug inspections in our quarterly general pest control visits. We, along with [REDACTED] feel these measures should eliminate the chance of reoccurrence.

This has been a horrible experience for us, and for our residents. We have put their well being first and have been open and honest with them. On treatment days we keep them outdoors for the recommended time and provide activities along with picnics or pizza parties.

The next treatment and staff training date has not been given to us yet. The Terminix, representative, [REDACTED] was out last week and indicated [REDACTED] would call to schedule early this week for treatment and staff training. When we hear from [REDACTED] we will notify you with the date.

DIRECTED PLAN:

By 9/30/23: The administrator shall follow through on all treatment recommendations of the pest control company so that there is no evidence of an infestation in the home. Documentation of all pest control treatments shall be kept.

By 9/30/23: All staff persons shall receive education from the pest control company on proper inspections and preventative measures for bedbug infestation. Documentation of the education shall be kept.

Directed Completion Date: 09/30/2023

Implemented [REDACTED] 10/11/2023)

227d - Support Plan Medical/Dental

2. Requirements

2600.

227.d. Each home shall document in the resident’s support plan the medical, dental, vision, hearing, mental health or other behavioral care services that will be made available to the resident, or referrals for the resident to outside services if the resident’s physician, physician’s assistant or certified registered nurse practitioner, determine the necessity of these services. This requirement does not require a home to pay for the cost of these medical and behavioral care services.

Description of Violation

Resident #2 has had behaviors [REDACTED] Resident #2's support plan, dated [REDACTED]/23, does not document how the home will meet these behavioral needs.

Plan of Correction

Accept [REDACTED] - 09/15/2023)

On August 4th, 2023 a new RASP was made by [REDACTED] for [REDACTED] due to significant change. The original RASP was completed 6 days after admission and we did not know about these behavioral problems at that time. Nothing was in [REDACTED] records and we did not notice anything yet. When they did start, [REDACTED] called [REDACTED] at the [REDACTED] to resume [REDACTED] services there and they refused [REDACTED] due to [REDACTED] poor bathroom hygiene, [REDACTED]

The August 4th RASP covers all these behaviors and documents how we are trying to meet [REDACTED] needs. From now on, [REDACTED] will wait at least 10 days to complete the RASP so we can know a new residents needs better. And will be sure to complete a new RASP if there is a significant change.

As a long term step for auditing support plans for completion, all RASP will be rechecked 30 days after completion.

Licensee's Proposed Overall Completion Date: 08/21/2023

Implemented [REDACTED] - 10/11/2023)