

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

November 13, 2023

[REDACTED]  
HERITAGE SPRINGS MONTOURSVILLE I INC  
878 OLD CEMENT ROAD  
MUNCY, PA, 17756

RE: HERITAGE SPRINGS  
MONTOURSVILLE I  
878 OLD CEMENT ROAD  
MUNCY, PA, 17756  
LICENSE/COC#: 22825

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 09/28/2023 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: *HERITAGE SPRINGS MONTOURSVILLE I* License #: *22825* License Expiration: *12/11/2023*  
 Address: *878 OLD CEMENT ROAD, MUNCY, PA 17756*  
 County: *LYCOMING* Region: *NORTHEAST*

**Administrator**

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

**Legal Entity**

Name: *HERITAGE SPRINGS MONTOURSVILLE I INC*  
 Address: *878 OLD CEMENT ROAD, MUNCY, PA, 17756*  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *I-1* Date: *08/08/2021* Issued By: *L&I*

**Staffing Hours**

Resident Support Staff: *0* Total Daily Staff: *120* Waking Staff: *90*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Incident* Exit Conference Date: *09/28/2023*

**Inspection Dates and Department Representative**

*09/28/2023 - On-Site:* [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *60* Residents Served: *60*

**Secured Dementia Care Unit**  
 In Home: *Yes* Area: *whole* Capacity: *60* Residents Served: *60*

**Hospice**  
 Current Residents: *4*

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

**Inspections / Reviews**

**09/28/2023 - Partial**  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *10/26/2023*

**11/01/2023 - POC Submission**  
 Submitted By: [REDACTED] Date Submitted: *11/13/2023*  
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *11/08/2023*

Inspections / Reviews (*continued*)

11/07/2023 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 11/13/2023

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: 11/10/2023

11/13/2023 - Document Submission

Submitted By: [REDACTED]

Date Submitted: 11/13/2023

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 9/15/23, Staff A was providing care to Resident #1. Resident #1 pulled Staff A's fingers apart causing pain. Staff A used vulgar language. Staff A self-reported the use of vulgar language to the Administrator, indicating that a family member was in the area and may have heard the use of vulgar language. Resident #1's right of being treated with dignity and respect was violated.*

Plan of Correction

*Accept ( [redacted] 11/07/2023)*

*on 11/6/2023 an audit was conducted by the executive director to ensure all filed contained the resident rights. At a staff meeting, all employees verbally reviewed resident rights. All employees sign resident rights at the first day of paperwork. An audit will be done annually by the executive director to ensure all employees signed the resident rights. Violation of resident rights is a category one fireable offense.*

Licensee's Proposed Overall Completion Date: 11/06/2023

*Implemented [redacted] - 11/13/2023)*