

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

August 5, 2024

[REDACTED], PRESIDENT  
THE VILLAGES OF HARMAR, LLC  
[REDACTED]  
[REDACTED]

RE: THE VILLAGES OF HARMAR  
715 FREEPORT ROAD  
CHESWICK, PA, 15024  
LICENSE/COC#: 45456

Dear [REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/28/2024 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: THE VILLAGES OF HARMAR License #: 45456 License Expiration: 06/21/2024  
 Address: 715 FREEPORT ROAD, CHESWICK, PA 15024  
 County: ALLEGHENY Region: WESTERN

**Administrator**

Name: [REDACTED] Email: [REDACTED]

**Legal Entity**

Name: THE VILLAGES OF HARMAR, LLC  
 Address: [REDACTED]

**Certificate(s) of Occupancy**

Type: C 2 LP Date: 10/24/2006 Issued By: Labor and Industry

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 91 Waking Staff: 68

**Inspection Information**

Type: Partial Notice: Unannounced BHA Docket #:  
 Reason: Complaint Exit Conference Date: 05/28/2024

**Inspection Dates and Department Representative**

05/28/2024 On Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information  
 License Capacity: 133 Residents Served: 68

Special Care Unit  
 In Home: Yes Area: 1st floor Capacity: 23 Residents Served: 21

Hospice  
 Current Residents: 7

Number of Residents Who:  
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 68  
 Diagnosed with Mental Illness: 3 Diagnosed with Intellectual Disability: 0  
 Have Mobility Need: 23 Have Physical Disability: 0

**Inspections / Reviews**

05/28/2024 - Partial  
 Lead Inspector: [REDACTED] Follow Up Type: POC Submission Follow Up Date: 07/19/2024

Inspections / Reviews (*continued*)

## 07/18/2024 POC Submission

Submitted By: [REDACTED]

Date Submitted: 08/02/2024

Reviewer: [REDACTED]

Follow Up Type: POC Submission

Follow Up Date: 07/24/2024

## 07/26/2024 POC Submission

Submitted By: [REDACTED]

Date Submitted: 08/02/2024

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 08/02/2024

## 08/05/2024 Document Submission

Submitted By: [REDACTED]

Date Submitted: 08/02/2024

Reviewer: [REDACTED]

Follow Up Type: Not Required

## 28f Refund - within 30 days

## 1. Requirements

2800.

28.f. Within 30 days of either the termination of service by the residence or the resident's leaving the residence, the resident shall receive an itemized written account of the resident's funds, including notification of funds still owed the residence by the resident or a refund owed the resident by the residence. Refunds shall be made within 30 days of discharge.

## Description of Violation

On [REDACTED], resident #1 issued a discharge notice to the residence and resident #1 moved out of the residence on [REDACTED] however, as of [REDACTED], resident #1 has not received a final itemized written account.

## Plan of Correction

Directed [REDACTED] - 07/26/2024)

I am requesting this violation be removed for the following reason:

*The resident DID NOT have a resident fund account, so there was no written itemized account of funds.*

*The family member did provide notice and the resident did vacate the residence on [REDACTED]. However, the resident's family member said the expected refund of [REDACTED] was incorrect because [REDACTED] was due an additional return of a deposit for [REDACTED], made to the previous owner of the home [REDACTED] at the time of [REDACTED] move-in. It was explained to the resident's family member that we would have to look into this as [REDACTED] could not provide any receipts, bank statements or other documentation showing that a deposit was made. The home did not have access to financial information of its previous owner. After extensive searching, the original Rate Calculation Worksheet dated [REDACTED] was located showing that the initial [REDACTED] payment made to [REDACTED] was for the first month's services, and not a deposit. A check request for the original refund in the amount of [REDACTED] was issued and received by the resident on [REDACTED]. A detailed email explaining the refund along with a copy of the worksheet was sent to the family member by the Executive Director.*

*The home was working with the family member to ensure that the correct amount was issued, with the family's understanding that we were investigating the matter and even waived any charges for days remaining on the notice.*

*The Executive Director immediately developed a checklist for residents/family upon move-out. The checklist includes a walk-through of the apartment; collecting the apartment keys and emergency pendant; account standing audit which will require an email to the Business Office Manager to issue a follow-up invoice for outstanding balances or a refund request for pro-rated days and review of resident fund account statement and return of funds, should the resident have one. (DIRECTED: By 8/2/24: The administrator shall update the new checklist to indicate residents will receive an itemized written account of the resident's funds within 30 days of either the termination of service by the residence or the resident leaving the residence, including notification of funds still owed to the residence by the resident or a refund owed to the resident by the residence. The checklist shall also include ensuring any refunds owed to the resident will be made within 30 days of discharge in accordance with 2800.28f(2). Documentation of the completed checklists shall be kept in each discharged resident's record. All staff persons involved in issuing refunds shall be educated by the administrator on the new checklist by 8/2/24. [REDACTED] 7/26/24).*

*DIRECTED: Beginning on 8/2/24: The administrator shall review the records of the next 5 resident discharges to ensure residents received an itemized written account of the resident's funds within 30 days of either the termination of service by the residence or the resident leaving the residence, including notification of funds still owed to the residence by the resident or a refund owed to the resident by the residence and to ensure any refunds owed to the*

28f Refund - within 30 days (continued)

resident are made within 30 days of discharge in accordance with 2800.28f(2). [REDACTED] 7/26/24

At the time that the family member contacted the Executive Director, it was still within the 30-day window, and I believe the home and Executive Director acted diligently and quickly to investigate and resolve the issue specific to this resident due to the acquisition. The resident family member delayed the process, and was informed of the delay, while the home searched for information that did not exist or that she could not produce. All documentation is attached and was sent to the complainant. Thank you.

Proposed Overall Completion Date: 07/17/2024

Proposed Overall Completion Date: 07/25/2024

Directed Completion Date: 08/02/2024

Implemented [REDACTED] - 08/05/2024)

234b Support plan - elements

2. Requirements

2800.

234.b.1. The support plan and if applicable, the rehabilitation plan, must identify the resident’s physical, medical, social, cognitive and safety needs.

Description of Violation

Resident #2’s most recent assessment, dated [REDACTED] indicates numerous diagnoses to include [REDACTED]; however, resident #2’s most recent support plan, which was most recently reviewed on 4/3/24, does not include specific plans to meet each of these diagnoses. The plan for each diagnosis just indicates, “Resident will follow MD instructions”.

Plan of Correction

Accept [REDACTED] - 07/26/2024)

Resident #2’s support plan was updated on [REDACTED] by the Special Care Coordinator to include specific plans to meet each diagnosis.

Immediate action: All resident support plans were audited and updated by 05/31/24 to find other instances of support plans that did not contain specific plans to meet the diagnosis.

Weekly audits of ten resident support plans will be conducted by Executive Director or Care Team Manager weekly for three months and then monthly thereafter to ensure plans meet each diagnosis. Documentation will be kept for twelve weeks.

Weekly Audits Began: 07/17/2024

Licensee’s Proposed Overall Completion Date: 07/25/2024

Implemented [REDACTED] - 08/05/2024)