

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

April 18, 2025

[REDACTED]  
MENNO HAVEN INC  
[REDACTED]

RE: MENNO HAVEN MEMORY CARE - 2  
702 NORTH PENN HALL DRIVE  
CHAMBERSBURG, PA, 17201  
LICENSE/COC#: 33513

[REDACTED],  
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 03/12/2025, 03/13/2025 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: *MENNO HAVEN MEMORY CARE - 2* License #: *33513* License Expiration: *01/21/2026*  
 Address: *702 NORTH PENN HALL DRIVE, CHAMBERSBURG, PA 17201*  
 County: *FRANKLIN* Region: *CENTRAL*

**Administrator**

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

**Legal Entity**

Name: *MENNO HAVEN INC*  
 Address: [REDACTED]  
 Phone: [REDACTED] Email: [REDACTED]

**Certificate(s) of Occupancy**

Type: *R-4* Date: *06/21/2019* Issued By: *Greene Township*

**Staffing Hours**

Resident Support Staff: Total Daily Staff: *22* Waking Staff: *17*

**Inspection Information**

Type: *Partial* Notice: *Unannounced* BHA Docket #:  
 Reason: *Incident* Exit Conference Date: *03/13/2025*

**Inspection Dates and Department Representative**

03/12/2025 - On-Site: [REDACTED]  
 03/13/2025 - On-Site: [REDACTED]

**Resident Demographic Data as of Inspection Dates**

**General Information**  
 License Capacity: *15* Residents Served: *11*

**Secured Dementia Care Unit**  
 In Home: *Yes* Area: *Lehman* Capacity: *15* Residents Served: *11*

**Hospice**  
 Current Residents: *1*

**Number of Residents Who:**  
 Receive Supplemental Security Income: *0* Are 60 Years of Age or Older: *11*  
 Diagnosed with Mental Illness: *1* Diagnosed with Intellectual Disability: *0*  
 Have Mobility Need: *11* Have Physical Disability: *0*

**Inspections / Reviews**

03/12/2025 Partial  
 Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *03/28/2025*

03/27/2025 - POC Submission  
 Submitted By: [REDACTED] Date Submitted: *04/18/2025*  
 Reviewer: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *04/03/2025*

Inspections / Reviews *(continued)*

04/02/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 04/18/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 04/25/2025

04/18/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 04/18/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

## 42b - Abuse

## 1. Requirements

2600.

42.b. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.

## Description of Violation

On [REDACTED], at approximately 5:55PM, staff heard a loud noise from the hallway. When staff went to investigate the noise, staff found Resident [REDACTED] and Resident [REDACTED] laying on the floor in front of Resident [REDACTED] doorway. Resident [REDACTED] was screaming in pain stating, "it hurts" and "(Resident [REDACTED] pushed me". As a result of the incident, Resident [REDACTED] sustained a fracture of [REDACTED] [REDACTED]

## Plan of Correction

Accept [REDACTED] - 04/02/2025)

An extra team member/team lead float has been added from 5pm to 9pm daily to float between Memory Home 1 and 2 with the plan to cover team member breaks as an added level of supervision. The team lead/float was put in place on 3/2/25 to monitor behaviors in each house and focus time in the areas needed by using their best judgement. On days that the team lead is not working a Household Team member will fill the float position.

An additional 1 hour and 45 min education on abuse has been added to Relias Learning to be completed by 4/1/25 for all team members.

A safety survey (see attached) will be completed of 2 residents per month in the home by the team lead assigned with Household Coordinator as a backup when they are off work to be started April 15, 2025 and ongoing.

Licensee's Proposed Overall Completion Date: 04/15/2025

Implemented [REDACTED] - 04/18/2025)

## 42c - Treatment of Residents

## 2. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

## Description of Violation

On [REDACTED], at approximately 2:30PM, Resident [REDACTED] Power of Attorney (POA) witnessed Staff Person A "yelling and jabbing ([REDACTED] finger towards my (Resident [REDACTED]". The POA approached Staff Person A and asked what happened. Staff Person A told the resident's POA that Resident [REDACTED] was "trailing" Staff Person A and asking to open the outside door so Resident [REDACTED] could see if [REDACTED] POA had arrived. Staff Person A stated Resident [REDACTED] had continued to be "persistent", even when Staff Person A explained to the resident that [REDACTED] POA had a job to get into the home. Staff Person A then proceeded to tell Resident [REDACTED] POA that the resident was "too bossy", thought the resident thought of themselves as "the queen bee", and that Staff Person A thought the resident was "annoying". Staff Person C had also witnessed the incident and confirmed Staff Person A was yelling at Resident [REDACTED] On 02/24/2025, Staff Person A was terminated from employment as a result of the incident.

## Plan of Correction

Accept [REDACTED] - 04/02/2025)

An additional 1-hour education on resident rights has been added to Relias Learning to be completed by 4/1/25 for all team members which includes a detailed of dignity and respect.

**42c Treatment of Residents (continued)**

*In person review of resident rights will be completed with every team member at our competency fair planned for 4/9/25*

*A safety survey (see attached) will be completed of 2 residents per month in the home by the team lead assigned with Household Coordinator as a backup when they are off work to be started April 15, 2025 and ongoing.*

**Licensee's Proposed Overall Completion Date: 04/15/2025**

**Implemented [REDACTED] 04/18/2025)**