

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

June 20, 2025

[REDACTED]  
TREE OF LIFE PERSONAL CARE HOME  
[REDACTED]

RE: TREE OF LIFE PERSONAL CARE  
HOME  
3101 GRANDVIEW ROAD  
HANOVER, PA, 17331  
LICENSE/COC#: 33879

[REDACTED],  
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/20/2025 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: TREE OF LIFE PERSONAL CARE HOME	License #: 33879	License Expiration: 05/08/2026
Address: 3101 GRANDVIEW ROAD, HANOVER, PA 17331		
County: YORK	Region: CENTRAL	

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

Legal Entity		
Name: TREE OF LIFE PERSONAL CARE HOME		
Address: [REDACTED]		
Phone: [REDACTED]	Email: [REDACTED]	

Certificate(s) of Occupancy		
Type: I-2	Date: 03/03/2025	Issued By: Penn Township

Staffing Hours		
Resident Support Staff: 0	Total Daily Staff: 0	Waking Staff: 0

Inspection Information		
Type: Partial	Notice: Unannounced	BHA Docket #:
Reason: New	Exit Conference Date: 05/30/2025	

Inspection Dates and Department Representative	
05/20/2025 - On-Site: [REDACTED]	

Resident Demographic Data as of Inspection Dates			
General Information			
License Capacity: 41		Residents Served: 0	
Secured Dementia Care Unit			
In Home: Yes	Area: SDCU	Capacity: 41	Residents Served: 0
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		
05/20/2025 Partial		
Lead Inspector: [REDACTED]	Follow-Up Type: POC Submission	Follow-Up Date: 06/22/2025
06/17/2025 - POC Submission		
Submitted By: [REDACTED]	Date Submitted: 06/20/2025	
Reviewer: [REDACTED]	Follow-Up Type: POC Submission	Follow-Up Date: 06/23/2025

Inspections / Reviews *(continued)*

06/20/2025 POC Submission

Submitted By: [REDACTED]

Date Submitted: 06/20/2025

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 06/22/2025

06/20/2025 Document Submission

Submitted By: [REDACTED]

Date Submitted: 06/20/2025

Reviewer: [REDACTED]

Follow Up Type: Not Required

18 - Compliance With Laws

1. Requirements

2600.

18. Applicable Health and Safety Laws - A home shall comply with applicable Federal, State and local laws, ordinances and regulations.

Description of Violation

The Clean Indoor Air Act requires that the home post a sign at each entrance that states, "Smoking Permitted in Designated Areas Only" or "No Smoking." On [REDACTED] signs were not posted at the home's entrances to the building

Plan of Correction

Accept [REDACTED] - 06/20/2025)

Immediate step taken

"Smoking Prohibited Except in Designated Areas" signs have been posted at all entrances to the building. Photos attached for verification of completed work.

Start date/date completed

Signs ordered 05/20/2025 they have been installed on 05/22/2025 by contractors for Tree of Life Personal Care.

Training or additional audit

Start date/date completed

VP of Operations trained maintenance staff on the importance of this signage to remain in place with Maintenance staff of Tree of Life on 05/22/2025.

Staff member

VP of Operations and Maintenance staff

Completion Date

Completed 05/22/2025

Ensure continued compliance

Start date/date completed

Started 05/20/2025

Completed 05/22/2025

Staff member

Maintenance Staff has added a line item to the monthly maintenance checklist to verify that signs are continuously in place.

Completion Date

Effective 06/17/2025 maintenance staff will complete the checklist on a monthly basis to ensure continued compliance with regulation 2600.18.

Licensee's Proposed Overall Completion Date: 06/18/2025

Implemented [REDACTED] - 06/20/2025)

42s - Privacy

2. Requirements

2600.

42s - Privacy (continued)

42.s. A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

Description of Violation

On [redacted] doors on common bathrooms and Jack & Jill bathrooms in resident rooms [redacted] did not have latches or locks to ensure privacy.

Plan of Correction

Accepted [redacted] - 06/20/2025)

Immediate step taken

Doors on common bathrooms and Jack & Jill bathrooms in resident rooms [redacted] did not have latches or locks to ensure privacy. New door handles with locking mechanisms were ordered immediately and replaced the non-locking handles.

Start date/date completed

New locking handles were ordered 05/20/2025, they have been installed by contractors for Tree of Life Personal Care on 05/22/2025

Training or additional audit

Start date/date completed

VP of Operations trained Maintenance staff of Tree of Life on 05/22/2025 on the importance on ongoing compliance of regulation 2600.42s

Ensure continued compliance

Start date/date completed

Started 05/20/2025

Completed 05/22/2025

Staff member

Maintenance Staff has added a line item to the monthly maintenance checklist to verify that bathroom doors are checked to make sure that they have locking handles. This will begin effective 06/17/2025.

Licensee's Proposed Overall Completion Date: 06/18/2025

Implemented [redacted] - 06/20/2025)

90a - Landline Telephone

3. Requirements

2600.

90.a. The home shall have a working, noncoin operated, landline telephone that is accessible in emergencies and accessible to individuals with disabilities.

Description of Violation

On [redacted] the home did not have a working, non-coin-operated landline telephone that was accessible in emergencies. The home's only landline telephone was located in the Administrator's office, which the Administrator confirmed was not always unlocked.

90a - Landline Telephone (continued)

**Plan of Correction**

Accept [REDACTED] - 06/20/2025)

*Immediate step taken*

*The home did not have a working, non-coin-operated landline telephone that was accessible in emergencies. The home's only landline telephone was located in the Administrator's office, which the Administrator confirmed was not always unlocked.*

*Tech Services for Tree of Life Personal Care was contacted to install additional phone for resident usage. It is located in the lounge/living room area of the building.*

*Start date/date completed*

*Tech services contacted 05/20/2025 this has been completed by contractors for Tree of Life Personal Care on 05/27/2025*

*Training or additional audit*

*Start date/date completed*

*VP of Operations trained Maintenance staff and PCHA of Tree of Life on 05/22/2025.*

*Staff member*

*VP of Operations, Maintenance staff and PCHA*

*Ensure continued compliance*

*Start date/date completed*

*Started 05/20/2025*

*Completed 05/22/2025*

*Staff member*

*Maintenance Staff has added a line item to the monthly maintenance checklist to verify that the phone continues to stay in a resident accessible area.*

*Completion Date*

*Maintenance staff added a line item to monthly checklist, to verify that effective 06/17/2025 a phone will stay in a resident accessible area.*

Licensee's Proposed Overall Completion Date: 06/18/2025

Implemented [REDACTED] - 06/20/2025)

91 - Telephone Numbers

**4. Requirements**

2600.

91. Emergency Telephone Numbers - Telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline shall be posted on or by each telephone with an outside line.

**Description of Violation**

On [REDACTED], the telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline were not posted by the only

91 - Telephone Numbers (continued)

telephone with an outside line which is located in the Administrator's office.

**Plan of Correction**

Accept ( ) - 06/20/2025)

Immediate step taken

The telephone numbers for the nearest hospital, police department, fire department, ambulance, poison control, local emergency management and personal care home complaint hotline were not posted by the only telephone with an outside line which is located in the Administrator's office.

On 05/21/2025 the required phone numbers listed above have been posted by every phone located in the building. This has been completed by contractors for Tree of Life Personal Care

Completion Date

Work Completed 05/21/2025

Training or additional audit

Start date/date completed

VP of Operations trained Maintenance staff and PCHA of Tree of Life on 05/22/2025.

Ensure continued compliance

Start date/date completed

Started 05/21/2025

Completed 05/22/2025

Staff member

Maintenance Staff has added a line item to the monthly maintenance checklist to verify that the required phone numbers continue to stay near all phones in the building.

Effective 06/17/2025 monthly maintenance check list has been updated to have the phone in the resident accessible area.

Licensee's Proposed Overall Completion Date: 06/18/2025

Implemented ( ) - 06/20/2025)

107d - Procedure Emergency Management Agency Submission

5. Requirements

2600.

107.d. The written emergency procedures shall be reviewed, updated and submitted annually to the local emergency management agency.

**Description of Violation**

The home's written emergency procedures have not been submitted to the local emergency management agency.

**Plan of Correction**

Accept ( ) - 06/20/2025)

Immediate step taken

The home's written emergency procedures have not been submitted to the local emergency management agency.

Emergency plans were emailed to ( ) at the local emergency management agency on 05/21/2025

Start date/date completed

05/21/2025

Staff member

This has been completed by VP of Operations

Completion Date

107d - Procedure Emergency Management Agency Submission (continued)

Work Completed 05/21/2025

Training or additional audit

Start date/date completed

06/01/2025

Staff member

VP of Operations reviewed regulation 107d as a reminder of the information that is required to be sent to local emergency management services.

Completion Date

06/01/2025

Ensure continued compliance

Start date/date completed

Started 05/21/2025

Completed 05/21/2025

Staff member

VP has entered a reoccurring reminder on calendar to resend emergency plans annually to local emergency management agency

Completion Date

06/12/2025

Licensee's Proposed Overall Completion Date: 06/18/2025

Implemented [redacted] - 06/20/2025)

108 - Firearms & Weapons

6. Requirements

2600.

108. Firearms, weapons and ammunition shall be permitted on the licensed premises of a home only when the following conditions are met:

- 1. Firearms and weapons shall be contained in a locked cabinet located in a place other than the residents' room or in a common living area.

Description of Violation

On [redacted], firearms were present on the licensed premises of the home and were not contained in a locked cabinet located in a place other than the residents' room or in a common living area. The home's Vice President of Operations, Owner and three maintenance staff members were carrying concealed weapons during the inspection.

Plan of Correction

Accept [redacted] - 06/20/2025)

firearms were present on the licensed premises of the home and were not contained in a locked cabinet located in a place other than the residents' room or in a common living area. The home's Vice President of Operations, Owner and three maintenance staff members were carrying concealed weapons during the inspection.

Policy was evaluated and discussed. We will continue to follow the current house rule of a no weapon policy. House Rules are signed upon admission.

Start date/date completed

05/21/2025

Staff member

This has been completed by VP of Operations and President.

Completion Date

108 - Firearms & Weapons (continued)

05/21/2025

Training or additional audit

Start date/date completed

Not needed

Staff member

VP of Operations

Completion Date

06/01/2025

Ensure continued compliance

Start date/date completed

05/21/2025

Staff member

VP, PCHA and President discussed the no weapons allowed on the property at [REDACTED]

Completion Date

06/02/2025

Effective 06/17/2025 all job descriptions that referenced carrying a weapon have been updated. There are no longer weapons listed as part of the job description.

For ongoing compliance effective 07/1/2025 hiring of new staff will be trained through orientation that weapons are not allowed on premise.

Licensee's Proposed Overall Completion Date: 06/18/2025

Implemented ([REDACTED] 06/20/2025)

123b - Emergency Procedures Posted

7. Requirements

2600.

123.b. Copies of the emergency procedures as specified in § 2600.107 (relating to emergency preparedness) shall be posted in a conspicuous and public place in the home and a copy shall be kept.

Description of Violation

On [REDACTED], the written emergency procedures for the home and the home's municipality were not posted in a conspicuous and public place in the home.

Plan of Correction

Accept ([REDACTED] - 06/20/2025)

The written emergency procedures for the home and the home's municipality were not posted in a conspicuous and public place in the home.

Maintenance was instructed to mount a file wall hanger near the main entrance and place the binder in that. The binder includes the emergency procedures are within the red binder.

Start date/date completed

05/21/2025

Staff member

This has been completed by maintenance.

Completion Date

05/21/2025

Training or additional audit

Start date/date completed

05/21/2025

**123b Emergency Procedures Posted (continued)**

Staff member

VP of Operations trained maintenance staff on the importance of maintaining the accurate emergency plan in a public and conspicuous area.

Completion Date

06/02/2025

Ensure continued compliance

Start date/date completed

05/21/2025

Staff member

VP of Operations and Maintenance staff reviewed the regulation, and it was added to the monthly checklist to verify the binder has not been removed. effective 06/17/2025

Licensee's Proposed Overall Completion Date: 06/18/2025

Implemented [REDACTED] - 06/20/2025)

**123c - Evacuation Diagrams**

**8. Requirements**

2600.

123.c. For a home serving nine or more residents, an emergency evacuation diagram of each floor showing corridors, line of travel to exit doors and location of the fire extinguishers and pull signals shall be posted in a conspicuous and public place on each floor.

**Description of Violation**

The home's emergency evacuation diagrams do not include the location of pull stations.

**Plan of Correction**

Accept [REDACTED] 06/20/2025)

Immediate step taken

The home's emergency evacuation diagrams do not include the location of pull stations.

Maintenance staff corrected the evacuation diagrams to show the pull stations

Start date/date completed

05/20/2025

Staff member

This has been completed by maintenance.

Completion Date

05/21/2025

Training or additional audit

Start date/date completed

05/21/2025

Staff member

VP of Operations trained maintenance staff on the importance of having accurate evacuation diagrams posted.

Completion Date

05/21/2025

Ensure continued compliance

Start date/date completed

05/21/2025

123c Evacuation Diagrams (continued)

Staff member

VP of Operations and Maintenance staff reviewed the regulation the document will be verified to be correct at the time of monthly checklist. The checklist had been updated and completed effective 06/17/2025.

Licensee's Proposed Overall Completion Date: 06/18/2025

Implemented [REDACTED] 06/20/2025)