



Pennsylvania  
Department of Human Services

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**  
**MAILING DATE: OCTOBER 22, 2025**

[REDACTED]  
Ark Manor LLC  
105 Sandra Drive  
Delmont, Pennsylvania 15626

RE: Ark Manor  
License #: 44686

Dear [REDACTED]:

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department), licensing inspection on October 9, 2025 of the above facility, that is operating pending an appeal, the violation with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed Licensing Inspection Summary was found.

Correction of this violation in accordance with the specified plan of correction is required. Failure to correct this violation may result in further licensing enforcement action.

Sincerely,

A handwritten signature in black ink that reads "Juliet Marsala".

Juliet Marsala  
Deputy Secretary  
Office of Long-term Living

Enclosure  
Licensing Inspection Summary

**Facility Information**

Name: ARK MANOR License #: 44686 License Expiration: 01/26/2025  
Address: 105 SANDRA DRIVE, DELMONT, PA 15626  
County: WESTMORELAND Region: WESTERN

**Administrator**

Name: [REDACTED]

**Legal Entity**

Name: ARK MANOR LLC  
Address: 105 SANDRA DRIVE, DELMONT, PA, 15626  
Phone: [REDACTED]

**Certificate(s) of Occupancy**

Type: C-2 LP Date: 06/23/2006 Issued By: L&I

**Staffing Hours**

Resident Support Staff: 0 Total Daily Staff: 41 Waking Staff: 31

**Inspection Information**

Type: Partial Notice: Unannounced BHA Docket #:  
Reason: Complaint, Incident, Monitoring Exit Conference Date: 10/09/2025

**Inspection Dates and Department Representative**

10/09/2025 - On-Site [REDACTED]

**Resident Demographic Data as of Inspection Dates**

General Information			
License Capacity: 70	Residents Served: 39		
Secured Dementia Care Unit			
In Home: No	Area:	Capacity:	Residents Served:
Hospice			
Current Residents: 1			
Number of Residents Who:			
Receive Supplemental Security Income: 27	Are 60 Years of Age or Older: 36		
Diagnosed with Mental Illness: 19	Diagnosed with Intellectual Disability: 3		
Have Mobility Need: 2	Have Physical Disability: 1		

**Inspections / Reviews**

10/09/2025 - Partial  
Lead Inspector: [REDACTED] Follow-Up Type:

## 42c - Treatment of Residents

### 1. Requirements

2600.

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

#### Description of Violation

*Resident #1 is a resident with a hearing impairment. According to the resident's assessment and support plan, dated [REDACTED]/25, "[Resident #1] has difficulty hearing. When communicating with [REDACTED] speak in a clear, appropriate tone. If hearing worsens, notify administration and doctor." However, according to resident and staff interviews, staff member A will often get close to the resident's face and yell loudly to communicate. Resident #1 indicated [REDACTED] does not like this treatment and has expressed this to the staff.*

#### Plan of Correction

*Directed [REDACTED] - 10/17/2025)*

*Within 15 days of receipt of the plan of correction: All staff persons shall be educated on resident rights, including the right to be treated with dignity and respect and including respectful ways to communicate with resident #1. Documentation of this education shall be kept.*

*Within 15 days of receipt of the plan of correction: The administrator or designee shall review all resident support plans to ensure all residents with identified communication needs have a plan to meet those needs that ensures residents are treated with dignity and respect. Documentation of the support plan review shall be kept.*

*Within 30 days of receipt of the plan of correction - The administrator will hold a quality management plan review and evaluation in accordance with §2600.26(b)(1) – (5). Emphasis will be placed on staff training, licensing violations and these directed plans of correction. Specific measures will be implemented by the administrator for areas needing improvement and regulatory compliance in accordance with §2600.26(c).*