



Pennsylvania
Department of Human Services

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: DECEMBER 19, 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 November 19, 2025 of the above facility that is operating pending an appeal, the violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed Licensing Inspection Summary were found.

Correction of these violations in accordance with the specified plan of correction is required. Failure to correct these violations 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: 39 Waking Staff: 29

Inspection Information

Type: Full Notice: Unannounced BHA Docket #:
Reason: Renewal, Complaint, Incident, Monitoring Exit Conference Date: 11/19/2025

Inspection Dates and Department Representative

11/19/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information			
License Capacity: 70	Residents Served: 37		
Secured Dementia Care Unit			
In Home: No	Area:	Capacity:	Residents Served:
Hospice			
Current Residents: 1			
Number of Residents Who:			
Receive Supplemental Security Income: 25	Are 60 Years of Age or Older: 34		
Diagnosed with Mental Illness: 18	Diagnosed with Intellectual Disability: 3		
Have Mobility Need: 2	Have Physical Disability: 1		

Inspections / Reviews

11/19/2025 - Full
Lead Inspector: [REDACTED] Follow-Up Type:

3c - Post Current License

1. Requirements

2600.

3.c. The personal care home shall post the current license, a copy of the current license inspection summary issued by the Department and a copy of this chapter in a conspicuous and public place in the personal care home.

Description of Violation

The most recent license inspection summary (LIS) posted was dated 10/13/23. The last complete renewal inspection was completed on 11/7/24.

Plan of Correction

Directed [REDACTED] 12/16/2025)

Within 15 days of receipt of the plan of correction: The administrator or designee shall post all completed plans of correction including the most recent renewal inspection and any other completed plans of correction since the most recent renewal in a conspicuous and public place in the home.

Within 15 days of receipt of the plan of correction and monthly thereafter: The administrator or designee shall check the home to ensure the required license inspection summaries are posted in a conspicuous and public place in the home.

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).

20b6 - Interest Bearing Account

2. Requirements

2600.

20.b. If the home provides assistance with financial management or holds resident funds, the following requirements apply:

6. If a home is holding more than \$200 for a resident for more than 2 consecutive months, the administrator shall notify the resident and offer assistance in establishing an interest-bearing account in the resident's name at a local Federally-insured financial institution. This does not include security deposits.

Description of Violation

The home held money for resident #1 from 1/11/25 to the present during which time the balance of those funds did not fall below \$200. The home did not offer resident #1 an interest-bearing account.

Plan of Correction

Directed [REDACTED] 12/16/2025)

Within 15 days of receipt of the plan of correction: The administrator or designee shall offer resident #1, and any other resident for whom they are holding more than \$200 for more than 2 consecutive months, assistance in establishing an interest-bearing account in the resident's name at a local Federally-insured financial institution.

20b6 - Interest Bearing Account (continued)

Documentation of the assistance shall be kept by the home.

Within 15 days of receipt of the plan of correction: All staff persons shall be educated on regulation 2600.20b-6 including the home's procedures for assisting in establishing an interest-bearing account for residents. Documentation of the education 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).

20b8 - Quarterly Account**3. Requirements**

2600.

20.b. If the home provides assistance with financial management or holds resident funds, the following requirements apply:

8. The home shall give the resident and the resident's designated person, an itemized account of financial transactions made on the resident's behalf on a quarterly basis.

Description of Violation

The home holds money for residents to include resident #1 and resident #2. These residents have not received quarterly statements since 1/11/25.

Plan of Correction

Directed [REDACTED] - 12/16/2025)

Within 15 days of receipt of the plan of correction, the administrator or designee shall give the residents and the residents' designated persons, an itemized account of financial transactions made on the resident's behalf. Documentation shall be kept.

Within 15 days of receipt of the plan of correction, all staff persons shall be educated on regulation 2600.20b-8 and the home's procedures for providing residents and the residents' designated persons an itemized account of financial transactions made on the resident's behalf. Documentation 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).

42f - Mail Access

4. Requirements

2600.

42.f. A resident has the right to receive and send mail.

2. Incoming mail may not be opened or read by staff persons unless upon the request of the resident or the resident's designated person.

Description of Violation

On or about 10/15/25, staff member A opened a package sent to resident #3 without resident #3's consent or requesting this be done.

Plan of Correction

Directed [REDACTED] - 12/16/2025)

Within 15 days of receipt of the plan of correction: all staff persons shall be educated on regulation 2600.42f and the home's procedures for ensuring the resident's right to send and receive unopened mail is protected. Documentation of the education 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).

103c - Food Protected

5. Requirements

2600.

103.c. Food shall be protected from contamination while being stored, prepared, transported and served.

Description of Violation

The following food items were found in the kitchen that were opened and unsealed:

- 1 box of Miniwheats*
- 1 box of Corn Chex*
- 1 10-lb bag of pasta*
- 1 package of whey-based chocolate milk shake mix*

Plan of Correction

Directed [REDACTED] - 12/16/2025)

Within 15 days of receipt of the plan of correction: the administrator or designee shall seal or dispose of the food items cited.

Within 15 days of receipt of the plan of correction and at least weekly thereafter: the administrator or designee shall check all food storage areas to ensure all opened food items are sealed to protect from contamination while being stored, prepared, transported and served.

Within 15 days of receipt of the plan of correction: all staff shall be educated on regulation 2600.103c including the home's procedures to protect food from contamination while being stored, prepared, transported and served. Documentation of the education 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

103c - Food Protected (continued)

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).

103d - Storing Food Off Floor**6. Requirements**

2600.

103.d. Food shall be stored off the floor.

Description of Violation

A 50-lb bag of sugar was stored on the floor in the kitchen.

REPEAT VIOLATION 11/7/24 et. al.

Plan of Correction

Directed [REDACTED] **- 12/16/2025)**

Within 24 hours of receipt of the plan of correction: the administrator or designee shall move the bag of sugar so that it is stored off of the floor.

Within 15 days of receipt of the plan of correction and at least weekly thereafter: the administrator or designee shall check all food storage areas to ensure food is stored off of the floor. Documentation of checks shall be kept.

Within 15 days of receipt of the plan of correction: all staff persons shall be educated on regulation 2600.103d including the home's procedures to ensure food is stored off of the floor. Documentation of the education 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).

103f - Refrigerator/Freezer Temps**7. Requirements**

2600.

103.f. Food requiring refrigeration shall be stored at or below 40°F. Frozen food shall be kept at or below 0°F. Thermometers are required in refrigerators and freezers.

Description of Violation

At 2:05 PM the Victory reach-in refrigerator was 48 degrees Fahrenheit.

REPEAT VIOLATION 11/7/24 et. al.

Plan of Correction

Directed [REDACTED] **- 12/16/2025)**

Within 24 hours of receipt of the plan of correction: the administrator or designee shall take action to lower the temperature in the Victory reach-in refrigerator so that the temperature does not exceed 40 degrees Fahrenheit.

103f - Refrigerator/Freezer Temps (continued)

Possible corrections can include adjusting the temperature control of the refrigerator or repairing or replacing the refrigerator.

Within 15 days of receipt of the plan of correction and at least weekly thereafter: the administrator or designee shall check the temperature in refrigerators and freezers to ensure each refrigerator does not exceed 40 degrees Fahrenheit and each freezer does not exceed 0 degrees Fahrenheit. Documentation of the checks shall be kept.

Within 15 days of receipt of the plan of correction: all staff persons shall be educated on regulation 103f and the home's procedure to ensure food requiring refrigeration is stored at or below 40°F, frozen food is kept at or below 0°F and thermometers are present in all refrigerators and freezers.

184a - Resident's Meds Labeled**8. Requirements**

2600.

184.a. The original container for prescription medications shall be labeled with a pharmacy label that includes the following:

4. The prescribed dosage and instructions for administration.

Description of Violation

Resident #4 was prescribed Ondansetron 4mg – 1 tablet 30 minutes before meals and Ondansetron 4mg- 1 tablet every 4 hours as need; however, the label on resident # 4's Ondansetron indicated the resident is prescribed Ondansetron 4mg – 1 tablet every 6 hours as needed.

Plan of Correction

Directed [REDACTED] - 12/16/2025)

Within 5 days of receipt of the plan of correction: the administrator or designee shall obtain from the pharmacy a new label which matches the resident's current order for Ondansetron.

Within 15 days of receipt of the plan of correction and at least weekly thereafter: the administrator or designee shall check medication labels and physician's orders to ensure each label includes all of the requirements of 2600.184a.

Within 15 days of receipt of the plan of correction: all staff persons shall be educated on regulation 2600.184a including the home's procedures to ensure pharmacy labels match the current order and include all of the requirements of 184a. Documentation of the education 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).