

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

January 21, 2026

[REDACTED]
DALLASTOWN OPERATING, INC.
[REDACTED]

RE: VICTORIAN VILLA
621 EAST MAIN STREET
DALLASTOWN, PA, 17313
LICENSE/COC#: 32000

[REDACTED],
As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 11/24/2025 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: VICTORIAN VILLA **License #:** 32000 **License Expiration:** 09/18/2026
Address: 621 EAST MAIN STREET, DALLASTOWN, PA 17313
County: YORK **Region:** CENTRAL

Administrator

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

Legal Entity

Name: DALLASTOWN OPERATING, INC.
Address: [REDACTED]
Phone: [REDACTED] **Email:** [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP **Date:** 09/15/1995 **Issued By:** Labor & Industry

Staffing Hours

Resident Support Staff: 0 **Total Daily Staff:** 29 **Waking Staff:** 22

Inspection Information

Type: Partial **Notice:** Unannounced **BHA Docket #:** 0
Reason: Incident **Exit Conference Date:** 11/24/2025

Inspection Dates and Department Representative

11/24/2025 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 40 **Residents Served:** 19

Secured Dementia Care Unit

In Home: No **Area:** **Capacity:** **Residents Served:**

Hospice

Current Residents: 3

Number of Residents Who:

Receive Supplemental Security Income: 3 **Are 60 Years of Age or Older:** 19
Diagnosed with Mental Illness: 0 **Diagnosed with Intellectual Disability:** 0
Have Mobility Need: 10 **Have Physical Disability:** 0

Inspections / Reviews

11/24/2025 Partial

Lead Inspector: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 12/21/2025

12/22/2025 - POC Submission

Submitted By: [REDACTED] **Date Submitted:** 01/19/2026
Reviewer: [REDACTED] **Follow-Up Type:** POC Submission **Follow-Up Date:** 12/29/2025

Inspections / Reviews *(continued)*

01/05/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 01/19/2026

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 01/19/2026

01/21/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 01/19/2026

Reviewer: [REDACTED]

Follow Up Type: Not Required

25b Contract Signatures

1. Requirements

2600.

25.b. The contract shall be signed by the administrator or a designee, the resident and the payer, if different from the resident, and cosigned by the resident’s designated person if any, if the resident agrees.

Description of Violation

The resident-home contract, dated [redacted] for Resident [redacted] was not signed by the resident and the resident's payer.

Plan of Correction

Accept [redacted] 01/05/2026)

25b.

1) Family of resident one was contacted for signature of contract. Contract was signed by [redacted] and [redacted] on 11/25/25.

2) Root cause of citation was human – error. Contract was initialed but signature lines were overlooked during contract completion.

3) Education on the importance of fully executed and accurate contracts completed with all team members who execute resident contracts within the community (Campus Director, Business Office Manager, and RCC) by 1/15/2025.

4) Resident contracts will be audited by two staff members (RCC and an additional PCA), other than PCHA, for signatures by 12/13/2025. New contracts will be verified for accuracy in completion at the time of completion by RCC or designee. The audit for this plan-of-correction will be completed by 12/13/2025, with any needed/missing signatures obtained by 12/31/2025.

5) Audit results will be reported thru QM process monthly.

Proposed Overall Completion Date: 12/31/2025

Licensee's Proposed Overall Completion Date: 01/15/2026

Implemented [redacted] - 01/21/2026)

25c3 Annual Assessment

2. Requirements

2600.

25.c. At a minimum, the contract must specify the following:

- 3. An explanation of the annual assessment, medical evaluation and support plan requirements and procedures, which shall be followed if either the assessment or the medical evaluation indicates the need of another and more appropriate level of care.

Description of Violation

The resident-home contract , dated [redacted] for Resident [redacted] does not explain the annual assessment, medical evaluation and support plan requirements and procedures to be followed if the assessment or medical evaluation indicates the need for another or more appropriate level of care.

Plan of Correction

Accept [redacted] 01/05/2026)

25c3

1) Victorian Villa will transition to the use of the standard Personal Care Homes Resident-Home Contract – 55 Pa. Code 2600.25 effective 12/1/2025, which on page 4 (Section II subsection C Resident Condition and Ability of Home to Meet Resident Needs) addresses annual assessment, medical evaluation, and support plan requirements). New admissions will utilize this new contract effective immediately. All residents/ resident designees will sign this new contract by 1/15/2026. This process will be facilitated by PCHA. Resident one and [redacted] representative signed new

25c3 - Annual Assessment (continued)

community contract on 12/11/2025.

- 2) Root cause of citation was use of generic contract not inclusive of all Pennsylvania regulatory requirements.
- 3) Education / Review of home contract in comparison with Pennsylvania regulatory requirements completed by Campus Director, with PCHA, on 12/15/2025.
- 4) An audit for completion of new contracts will be completed weekly, by PCHA or designee, beginning 12/11/2025 with full compliance by 01/15/2026 for all residents residing within the home.
- 5) Audit results will be reported thru QM process monthly.

Licensee's Proposed Overall Completion Date: 01/15/2026

Implemented [REDACTED] - 01/21/2026)

25c4 - Payment Responsibility

3. Requirements

2600.

25.c. At a minimum, the contract must specify the following:

- 4. The party responsible for payment.

Description of Violation

The resident-home contract, dated [REDACTED], for Resident [REDACTED] does not specify the party responsible for payment.

Plan of Correction

Accept [REDACTED] 01/05/2026)

25c4

- 1) Victorian Villa will transition to the use of the standard Personal Care Homes Resident-Home Contract – 55 Pa. Code 2600.25 effective 12/1/2025, which on page 4 (Section II subsection A Payment Responsibility) specifies the party responsible for billing. New admissions will utilize this new contract effective immediately. All residents/ resident designees will sign this new contract by 1/15/2026. This process will be facilitated by PCHA. Resident one and [REDACTED] representative signed new community contract on 12/11/2025
- 2) Root cause of citation was use of generic contract not inclusive of all Pennsylvania regulatory requirements.
- 3) Education / Review of home contract in comparison with Pennsylvania regulatory requirements completed with PCHA by Campus Director on 12/15/2025.
- 4) An audit for completion of new contracts will be completed weekly, by PCHA, beginning 12/11/2025 with full compliance by 01/15/2026 for all residents residing within the home.
- 5) Audit results will be reported thru QM process monthly.

Licensee's Proposed Overall Completion Date: 01/15/2026

Implemented [REDACTED] - 01/21/2026)

25e - Contract Rescission

4. Requirements

2600.

25.e. The resident, or a designated person, has the right to rescind the contract for up to 72 hours after the initial dated signature of the contract and pay only for the services received. Rescission of the contract must be in writing addressed to the home.

Description of Violation

Resident [REDACTED]'s right to rescind up to 72 hours after the initial signature was not included in the resident-

25e Contract Rescission (continued)

home contract, dated [REDACTED]

Plan of Correction

Accept [REDACTED] 01/05/2026)

25e

- 1) Victorian Villa will transition to the use of the standard Personal Care Homes Resident Home Contract 55 Pa. Code 2600.25 effective 12/1/2025, which on page 5 (Section III subsection B: Resident acknowledges the following specifies the 72 hour right of contract rescission) . New admissions will utilize this new contract effective immediately. All residents/ resident designees will sign this new contract by 1/15/2026. PCHA will facilitate the execution of new contracts. Resident one and [REDACTED] representative signed new community contract on 12/11/2025
- 2) Root cause of citation was use of generic contract not inclusive of all Pennsylvania regulatory requirements.
- 3) Education / Review of home contract in comparison with Pennsylvania regulatory requirements completed by Campus Director, with PCHA, on 12/15/2025.
- 4) An audit for completion of new contracts will be completed weekly, by PCHA, beginning 12/11/2025 with full compliance by 01/15/2026 for all residents residing within the home.
- 5) Audit results will be reported thru QM process monthly.

Licensee's Proposed Overall Completion Date: 01/15/2026

Implemented [REDACTED] - 01/21/2026)

42d - Home Rules

5. Requirements

2600.

42.d. A resident shall be informed of the rules of the home and given 30 days' written notice prior to the effective date of a new home rule.

Description of Violation

The home rules contain a bulletin that states the following, "To not be required to perform services for the community. We may mutually agree, in writing, that you may perform certain activities or services as part of the fee for your stay if appropriate".

Plan of Correction

Accept [REDACTED] - 01/05/2026)

42d

- 1) Victorian Villa (PCHA, Campus Director, and corporate sales team) has updated the House Rules section of the contract to remove language regarding "To not be required to perform services for the community. We may mutually agree, in writing, that you may perform certain activities or services as part of the fee for your stay if appropriate". Resident one and [REDACTED] representative signed new community contract on 12/11/2025. Updates house rules will be reviewed with all residents and their representatives (is applicable) upon execution of the new contract.
- 2) Root cause of citation was use of generic contract not inclusive of all Pennsylvania regulatory requirements.
- 3) Education / Review of home contract in comparison with Pennsylvania regulations completed by campus director, with PCHA, on 12/15/2025.
- 4) An audit for completion of new contracts will be completed weekly, by PCHA, beginning 12/11/2025 with full compliance by 01/15/2026 for all residents residing within the home.
- 5) Audit results will be reported thru QM process monthly.

Licensee's Proposed Overall Completion Date: 01/15/2026

Implemented [REDACTED] - 01/21/2026)

42d - Home Rules *(continued)*