

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

February 27, 2026

[REDACTED]
COLUMBIA HANOVER OPCO, LLC
[REDACTED]
[REDACTED]

RE: THE VERO AT BETHLEHEM
4700 BATH PIKE
BETHLEHEM, PA, 18017
LICENSE/COC#: 23163

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/13/2026 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: THE VERO AT BETHLEHEM License #: 23163 License Expiration: 08/15/2026
 Address: 4700 BATH PIKE, BETHLEHEM, PA 18017
 County: NORTHAMPTON Region: NORTHEAST

Administrator

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

Legal Entity

Name: COLUMBIA HANOVER OPCO, LLC
 Address: [REDACTED]
 Phone: [REDACTED] Email: [REDACTED]

Certificate(s) of Occupancy

Type: I-1 Date: 02/09/2023 Issued By: Hanover Twp

Staffing Hours

Resident Support Staff: 0 Total Daily Staff: 170 Waking Staff: 128

Inspection Information

Type: Partial Notice: Unannounced BHA Docket #:
 Reason: Incident Exit Conference Date: 01/13/2026

Inspection Dates and Department Representative

01/13/2026 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information
 License Capacity: 140 Residents Served: 130

Secured Dementia Care Unit
 In Home: Yes Area: NA Capacity: 36 Residents Served: 34

Hospice
 Current Residents: 12

Number of Residents Who:
 Receive Supplemental Security Income: 0 Are 60 Years of Age or Older: 130
 Diagnosed with Mental Illness: 0 Diagnosed with Intellectual Disability: 0
 Have Mobility Need: 40 Have Physical Disability: 0

Inspections / Reviews

01/13/2026 Partial
 Lead Inspector: [REDACTED] Follow-Up Type: POC Submission Follow-Up Date: 02/07/2026

02/09/2026 - POC Submission
 Submitted By: [REDACTED] Date Submitted: 02/13/2026
 Reviewer: [REDACTED] Follow-Up Type: Document Submission Follow-Up Date: 02/14/2026

Inspections / Reviews *(continued)*

02/27/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 02/13/2026

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

Resident [REDACTED] was admitted to the [REDACTED] unit of home on [REDACTED]. Staff reports indicate the resident was confused and engaged in exit seeking behaviors. On [REDACTED] at approximately 7:30P.M., resident [REDACTED] was found walking on Bath Pike Road by the Pennsylvania State Police. The resident was unable to provide information and was transported to Lehigh Valley Hospital for evaluation. The hospital contacted the home at approximately 10:05P.M. to inquire if resident [REDACTED] was a resident at the home. The home was unaware the resident was not in the facility. A search of the resident's room found the resident missing and the window's securing device removed and the screen ripped out. The home's last known contact with the resident was at approximately 7:00 P.M. when medication was administered. The staff did not conduct two-hour resident checks on resident [REDACTED] per the home's policy. Resident [REDACTED] RASP dated 12-19-25 indicates total supervision.

Plan of Correction**Accept [REDACTED] - 02/09/2026)**

42.b

- On 12/22/2025, the Resident support plan updated to reflect the incident and interventions by Health and Wellness Director.
- On 12/22/2025, the Administrator conducted an elopement drill.
- On 12/22/2025, the maintenance director and maintenance technician installed additional securement to limit window movement on all memory care windows.
- On 12/22/2025 the administrator educated current staff on elopement, abuse and regulation 2600.42b. Documentation shall be kept.
- By 2/13/2026 the administrator shall re-educate current staff on elopement, abuse and regulation 2600.42b. Documentation shall be kept.
- Beginning 2/4/2026 the administrator and maintenance director will audit all memory care windows for securement weekly for 4 weeks and then monthly X 3 to ensure safety and needs are being met.
- To ensure consistent adherence to Regulation 2600.42.b, compliance monitoring will be conducted during the QMPI meeting. This review shall occur at the next QMPI meeting on 2/26/2026, documentation shall be kept, further ensuring our commitment to transparency and accountability. The quality management review shall include a review of all items specified in 2600.42.b.

Licensee's Proposed Overall Completion Date: 02/27/2026

Implemented [REDACTED] - 02/27/2026)