

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

July 2, 2026

[REDACTED]
ER 320 OPERATIONS LLC
[REDACTED]
[REDACTED]

RE: EMERALD PERSONAL CARE
320 MARKET STREET
ELIZABETHTOWN, PA, 17022
LICENSE/COC#: 33886

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/21/2026 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: EMERALD PERSONAL CARE

License #: 33886

License Expiration: 08/08/2026

Address: 320 MARKET STREET, ELIZABETHTOWN, PA 17022

County: LANCASTER

Region: CENTRAL

Administrator

Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Legal Entity

Name: ER 320 OPERATIONS LLC

Address: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Certificate(s) of Occupancy

Type: C-1

Date: 05/20/1996

Issued By: Dept of Health

Staffing Hours

Resident Support Staff:

Total Daily Staff: 26

Waking Staff: 20

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #: 0

Reason: Complaint

Exit Conference Date: 01/21/2026

Inspection Dates and Department Representative

01/21/2026 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 26

Residents Served: 23

Secured Dementia Care Unit

In Home: No

Area:

Capacity:

Residents Served:

Hospice

Current Residents: 0

Number of Residents Who:

Receive Supplemental Security Income: 21

Are 60 Years of Age or Older: 23

Diagnosed with Mental Illness: 7

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 3

Have Physical Disability: 1

Inspections / Reviews

01/21/2026 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 02/09/2026

02/10/2026 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 04/14/2026

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 02/17/2026

Inspections / Reviews (*continued*)

03/16/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 04/14/2026

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 03/26/2026

07/02/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 04/14/2026

Reviewer: [REDACTED]

Follow Up Type: Not Required

121a - Unobstructed Egress**1. Requirements**

2600.

121.a. Stairways, hallways, doorways, passageways and egress routes from rooms and from the building must be unlocked and unobstructed.

Description of Violation

The home has three floors/stories, personal care rooms are located on the first and seconds floors. The stairway door located on the first floor was observed to be locked with an electronic locking device, a keypad was located to the right of the door, however a code was not posted on or by the door preventing egress. A door located inside the same stairwell which exited outside to the street in front of the home was also equipped with the same electronic locking device and a keypad, however there was no code posted that allowed use of this exit door. Several residents reside on the second floor including Resident [REDACTED] who utilizes a walker to ambulate throughout the home. The elevator located on the second floor was observed to have a keypad located next to the door, a code is required to enter the elevator and use it to access the first floor of the home. The code to the elevator was not posted on or near the elevator.

Plan of Correction**Accept [REDACTED] - 03/16/2026)**

- 1. The codes for the electronic locking device keypads for the stairway door located on the first floor, the door located inside the same stairwell which exited outside to the street in front of the home and the elevator located on the second floor were posted on or near the keypads.*
- 2. Additional doors and exits along the egress routes were assessed to determine if electronic locking devices with keypads were in use. Codes were posted on or near the keypads if necessary.*
- 3. Staff were educated on the personal care home regulations 2600.121. Unobstructed egress.*
- 4. Monthly audits will be conducted for 3 months to ensure the codes for the electronic locking device keypads for the stairway door located on the first floor, the door located inside the same stairwell which exited outside to the street in front of the home and the elevator located on the second floor are posted on or near the keypads.*

Licensee's Proposed Overall Completion Date: 03/10/2026

Implemented [REDACTED] 07/02/2026)