

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

July 10, 2026

[REDACTED]
JUNIPER VILLAGE AT FOREST HILLS LLC
[REDACTED]
[REDACTED]

RE: JUNIPER VILLAGE AT FOREST HILLS
107 FALL RUN ROAD
PITTSBURGH, PA, 15221
LICENSE/COC#: 43378

[REDACTED] ,

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 05/14/2026 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: JUNIPER VILLAGE AT FOREST HILLS

License #: 43378

License Expiration: 09/19/2026

Address: 107 FALL RUN ROAD, PITTSBURGH, PA 15221

County: ALLEGHENY

Region: WESTERN

Administrator

Name:

Phone:

Email:

Legal Entity

Name: JUNIPER VILLAGE AT FOREST HILLS LLC

Address:

Phone:

Email:

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff:

Total Daily Staff: 87

Waking Staff: 65

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 05/14/2026

Inspection Dates and Department Representative

05/14/2026 - On-Site

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 100

Residents Served: 59

Secured Dementia Care Unit

In Home: No

Area:

Capacity:

Residents Served:

Hospice

Current Residents: 11

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 59

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 28

Have Physical Disability: 0

Inspections / Reviews

05/14/2026 Partial

Lead Inspector:

Follow-Up Type: POC Submission

Follow-Up Date: 06/24/2026

06/23/2026 - POC Submission

Submitted By:

Date Submitted: 07/09/2026

Reviewer:

Follow-Up Type: POC Submission

Follow-Up Date: 06/29/2026

Inspections / Reviews (*continued*)

06/23/2026 POC Submission

Submitted By: [REDACTED] Date Submitted: 07/09/2026

Reviewer: [REDACTED] Follow Up Type: Document Submission Follow Up Date: 07/10/2026

07/10/2026 Document Submission

Submitted By: [REDACTED] Date Submitted: 07/09/2026

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

On or around [REDACTED], staff person A stated they were hungry and asked resident [REDACTED] to buy them a pizza. While in resident [REDACTED]'s presence, staff person A used resident [REDACTED]'s credit card to order themselves a pizza online through a local pizza delivery service.

On the following dates, staff person B accepted and cashed checks written by resident [REDACTED] to staff person B, which totaled [REDACTED]. Also, in November, 2025, staff person B accepted approximately [REDACTED] in cash from resident [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

According to the home's "Associate Handbook", "You are to politely refuse gifts and gratuities of any kind from residents and visitors. Although the acceptance of money and other valuable gifts by associates individually is strictly prohibited, the Community may accept social gifts from residents or the public for use by the Community and/or its associates as a group. In no instances are you to borrow from residents. This includes such things as money and personal effects".

Plan of Correction**Directed ([REDACTED] - 06/23/2026)**

Juniper Village at Forest Hills respectfully disputes the citation issued under 55 Pa. Code §2600.42(b). Section 2600.42(b) provides: "A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way." The Statement of Deficiencies alleges that Staff Person A utilized Resident [REDACTED]'s credit card to purchase a pizza for personal use and that Staff Person B accepted cash and checks from Resident [REDACTED]. While the Licensee does not condone such conduct and took immediate action upon learning of the allegations, the facts cited do not establish that Resident [REDACTED] was neglected, intimidated, physically abused, verbally abused, mistreated, subjected to corporal punishment, or disciplined, as prohibited by §2600.42(b). The Department's findings instead concern alleged financial exploitation by individual employees. Neither the language of §2600.42(b) nor the Pennsylvania Personal Care Home Regulatory Compliance Guide expands the scope of §2600.42(b) to automatically encompass every allegation of financial exploitation. The Regulatory Compliance Guide recognizes that allegations of abuse covered under the Older Adult Protective Services Act (OAPSA) are addressed through reporting, investigation, and staff restriction requirements contained within Chapter 2600. Specifically, 55 Pa. Code §2600.15(a) provides: "A reportable incident involving a resident shall be reported immediately to the administrator." Section 2600.15(f) further provides: "If the reportable incident or condition involves abuse, suspected abuse or exploitation, the administrator shall immediately take action to protect the resident, including removal of the alleged perpetrator from direct contact with residents, pending the outcome of the investigation." Additionally, 55 Pa. Code §2600.16(a) states: "The home shall develop and implement written procedures to prevent and detect abuse, neglect, exploitation and abandonment of residents and to protect residents from abuse, neglect, exploitation and abandonment." The facts demonstrate that the Licensee complied with these obligations. Upon learning of the allegations, the facility immediately:

1. Suspended Staff Persons A and B pending investigation;
2. Removed both employees from resident contact;
3. Filed mandatory reports with the appropriate authorities regarding suspected resident financial exploitation;
4. Conducted an internal investigation;

42b Abuse (continued)

5. Terminated both employees; and

6. Provided mandatory retraining to all employees regarding resident rights, gifts and gratuities, borrowing, financial exploitation, and the consequences of violating those policies.

Accordingly, the Licensee evidenced regulatory compliance required by §§2600.15 and 2600.16 and acted promptly to protect Resident [REDACTED]. The Department's citation improperly conflates alleged misconduct by individual employees with a violation by the Licensee under §2600.42(b). Chapter 2600 imposes obligations upon the home, not strict liability for every unauthorized act committed by an employee. The facility maintained policies expressly prohibiting the acceptance of gifts, gratuities, borrowing, and financial exploitation. Once the allegations became known, the Licensee acted immediately and in full compliance with the requirements of Chapter 2600 and the guidance contained in the Personal Care Home Regulatory Compliance Guide. While the alleged conduct of the former employees may constitute suspected financial exploitation under the Older Adult Protective Services Act and warranted mandatory reporting and protective action, the Department has not demonstrated facts supporting a violation of the specific prohibitions contained in §2600.42(b). The citation therefore represents an improper expansion of the language of §2600.42(b) and effectively imposes strict liability upon the Licensee for the independent misconduct of individual employees despite the Licensee's prompt and appropriate response. Furthermore, Resident [REDACTED] retained the right to manage [REDACTED] own financial affairs and exercise the same rights afforded to any citizen under the law. Pursuant to 55 Pa. Code §2600.41(a)(1), residents are entitled: "To retain and exercise the same rights as citizens of the United States unless restricted by court order or other applicable law." Similarly, 55 Pa. Code §2600.42(a) provides: "A resident may not be deprived of rights, benefits or privileges guaranteed by law, the Constitution of the United States or the Constitution of Pennsylvania solely because of residence in a home." Resident [REDACTED] was not subject to guardianship or any limitation upon [REDACTED] financial decision making authority. As a competent adult, [REDACTED] retained the right to spend [REDACTED] money, provide gifts, or otherwise make financial decisions, including decisions that others may consider poor judgment. The Department has not alleged, nor established, that Resident [REDACTED] lacked capacity to understand these transactions or that [REDACTED] was deprived of [REDACTED] ability to make independent choices. While the Licensee acknowledges that acceptance of money and gifts by employees violated company policy and warranted immediate disciplinary action, the existence of poor judgment by a competent resident does not transform otherwise voluntary transactions into neglect, intimidation, physical abuse, verbal abuse, mistreatment, corporal punishment, or discipline under §2600.42(b). Accordingly, the Department's interpretation effectively substitutes disagreement with a competent resident's financial decisions for the elements required by the regulation and improperly expands the scope of §2600.42(b).

For these reasons, Juniper Village at Forest Hills respectfully requests that the citation issued under 55 Pa. Code §2600.42(b) be deleted. In the alternative, if the Department determines that a regulatory deficiency exists, the Licensee respectfully requests that the citation be reclassified under a more applicable regulatory provision, as the facts alleged do not support a finding of abuse under §2600.42(b).

For evidence of licensure compliance purposes, the following plan of correction is provided:

1. Upon notification of occurrence, Staff A and Staff B were immediately suspended pending internal investigation.
2. The administrator filed all required reporting regarding financial/exploitation abuse with the local Department of Aging, police and DHS.
3. The staff members were terminated following the investigation.
4. The administrator verified there were no other occurrences or suspected occurrences for any other resident(s).
5. Staff were provided with training on Resident Rights as well as the Associate Handbook policy regarding gifts, gratuities, borrowing and financial exploitation. (DIRECTED: By 7/10/26: The administrator shall re educate all current staff persons on all resident rights, as well as the home's associate handbook policy regarding gifts, gratuities, borrowing and financial exploitation. Documentation of the staff education shall be kept in accordance with 2600.65i [REDACTED] 6/23/26)

42b - Abuse (continued)

6. Residents were reminded in scheduled resident council meeting on XXX date regarding the facility policy on gifts/gratuities and the reporting of any issues to the Administrator.

7. Administrator or designee will monitor monthly for any reports/occurrences or suspected incidents and verify full compliance with reporting process.

DIRECTED: Beginning on 6/29/26: The administrator/designee shall interview at least 6 different residents per month for 6 months to ensure resident rights are protected and to ensure residents are not neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way. The resident interviews shall be conducted in private, and documentation of all interviews shall be kept. [REDACTED] 6/23/26

Proposed Overall Completion Date: 06/23/2026

Directed Completion Date: 06/23/2026

Implemented [REDACTED] - 07/10/2026)