

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

July 28, 2026

[REDACTED]
THE HAVEN AT NORTH HILLS LLC
[REDACTED]

C-O SUNSHINE RETIREMENT
[REDACTED]

RE: THE HAVEN AT NORTH HILLS
1 WINDSOR WAY
PITTSBURGH, PA, 15237
LICENSE/COC#: 44938

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 06/04/2026 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 HAVEN AT NORTH HILLS

License #: 44938

License Expiration: 11/01/2026

Address: 1 WINDSOR WAY, PITTSBURGH, PA 15237

County: ALLEGHENY

Region: WESTERN

Administrator

Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Legal Entity

Name: THE HAVEN AT NORTH HILLS LLC

Address: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Certificate(s) of Occupancy

Type: C-2 LP

Date: 05/05/1997

Issued By: L & I

Type: I-2

Date: 06/21/1998

Issued By: Ross Township

Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 77

Waking Staff: 58

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 06/04/2026

Inspection Dates and Department Representative

06/04/2026 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 90

Residents Served: 57

Secured Dementia Care Unit

In Home: Yes

Area:

Capacity: 24

Residents Served: 16

Allegheny Village, 1st Floor

Hospice

Current Residents: 10

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 57

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 20

Have Physical Disability: 1

Inspections / Reviews

06/04/2026 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 07/04/2026

Inspections / Reviews (*continued*)

07/06/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 07/27/2026

Reviewer: [REDACTED]

Follow Up Type: POC Submission

Follow Up Date: 07/13/2026

07/06/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 07/27/2026

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 07/28/2026

07/28/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 07/27/2026

Reviewer: [REDACTED]

Follow Up Type: Not Required

42c Treatment of Residents**1. Requirements**

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

On the evening of [REDACTED], resident [REDACTED] walked by staff person A and staff person B in the hallway near resident [REDACTED] bedroom, and resident [REDACTED] stated [REDACTED] was going to get Aspirin from [REDACTED] bedroom. Staff person A and staff person B accompanied resident [REDACTED] to [REDACTED] bedroom. Staff person A began looking through resident [REDACTED]'s drawers without resident [REDACTED] consent. Resident [REDACTED] asked the staff person to stop looking through [REDACTED] things, and staff person A said to staff person B that the resident was "working [REDACTED] way down to one", which is known to resident [REDACTED] and staff to be the home's secure dementia care unit. This statement was very upsetting to resident [REDACTED]

Plan of Correction

Accepted [REDACTED] - 07/06/2026)

All Staff will be educated on Resident Rights by July 17, 2026, this will include treating residents with dignity and respect. The training will be completed by the Administrator.

- Regulation
- Resident Rights poster
- Reporting of resident right violations

Resident Rights Training will take place annually and upon hire with all staff.

Employees who cannot attend training will be provided with a copy of the education materials and be expected to sign an attestation of understanding. The attestations will be maintained by the Administrator and/or Designee.

Documentation of training will be kept in Administrator and/or designee office per regulations.

Employee noted in violation is suspended 5.28.26

The administrator and/or designee will review a resident right at Resident Councils with residents to ensure they are educated on their rights ongoing starting 7.24.26.

residents will be interviewed weekly to ask "are you treated with dignity and respect? Do you have any concerns."

Audit results to be on file with Administrator and/or Designee. Weekly audits will begin on 7.6.26. The weekly audits will be conducted privately. Interviews will occur weekly x 3 weeks biweekly x 3 weeks then quarterly.

Licensee's Proposed Overall Completion Date: 07/17/2026

Implemented [REDACTED] - 07/28/2026)