

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

September 11, 2026

[REDACTED]
GLENMAURA SENIOR LIVING AT MONTAGE LLC
[REDACTED]
[REDACTED]

RE: GLENMAURA SENIOR LIVING
11 GLENMAURA NATIONAL BLVD
MOOSIC, PA, 18507
LICENSE/COC#: 22845

[REDACTED],

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 07/30/2026 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]
Human Services Licensing Supervisor

cc: Pennsylvania Bureau of Human Service Licensing

Facility Information

Name: GLENMAURA SENIOR LIVING

License #: 22845

License Expiration: 12/06/2026

Address: 11 GLENMAURA NATIONAL BLVD, MOOSIC, PA 18507

County: LACKAWANNA

Region: NORTHEAST

Administrator

Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Legal Entity

Name: GLENMAURA SENIOR LIVING AT MONTAGE LLC

Address: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Certificate(s) of Occupancy

Type: I-1

Date: 10/01/2019

Issued By: L & I

Staffing Hours

Resident Support Staff: 0

Total Daily Staff: 116

Waking Staff: 87

Inspection Information

Type: Partial

Notice: Unannounced

BHA Docket #:

Reason: Complaint, Incident

Exit Conference Date: 07/30/2026

Inspection Dates and Department Representative

07/30/2026 - On-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 100

Residents Served: 88

Secured Dementia Care Unit

In Home: Yes

Area: unit

Capacity: 24

Residents Served: 22

Hospice

Current Residents: 4

Number of Residents Who:

Receive Supplemental Security Income: 0

Are 60 Years of Age or Older: 88

Diagnosed with Mental Illness: 0

Diagnosed with Intellectual Disability: 0

Have Mobility Need: 28

Have Physical Disability: 0

Inspections / Reviews

07/30/2026 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 08/27/2026

09/03/2026 - POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/10/2026

Reviewer: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 09/10/2026

Inspections / Reviews (*continued*)

09/10/2026 POC Submission

Submitted By: [REDACTED]

Date Submitted: 09/10/2026

Reviewer: [REDACTED]

Follow Up Type: Document Submission Follow Up Date: 09/17/2026

09/11/2026 Document Submission

Submitted By: [REDACTED]

Date Submitted: 09/10/2026

Reviewer: [REDACTED]

Follow Up Type: Not Required

15a - Resident Abuse Report

1. Requirements

2600.

15.a. The residence shall immediately report suspected abuse of a home served in the resident's in accordance with the Older Adult Protective Services Act (35 P. S. § § 10225.701—10225.707) and 6 Pa. Code § 15.21—15.27 (relating to reporting suspected abuse) and comply with the requirements regarding restrictions on staff persons.

Description of Violation

During May 2026, an exact date is unsure, Staff Person A took █████ off of Resident █████ to purchase a vape pen. The vape pen was not purchased, and the money was not returned to the resident. This incident was reported by Resident █████ to Staff Persons B and C on █████. However, this incident was not reported to Area Agency on Aging.

Plan of Correction

Directed █████ - 09/10/2026)

At the time the incident was initially brought to management's attention, management was informed that Staff Person A had returned the \$50.00 to Resident █████. Based upon the information available to the facility at that time, management reasonably believed that the resident's money had been returned and that there was no outstanding allegation of financial abuse or misappropriation requiring reporting to the Department under §2600.15(a). When the facility subsequently became aware that the \$50.00 had allegedly not been returned to Resident █████, management immediately addressed the matter and reported the incident to the Department. The facility did not intentionally delay or fail to report a known allegation of financial abuse; rather, the facility reported the matter when information became available indicating that the resident's money had not been returned.

As a corrective measure, the Administrator/designee will re-educate supervisory staff regarding the requirements of §2600.15(a), including the requirement to immediately escalate allegations involving resident funds to the Administrator/designee for review and determination of reporting requirements. Staff will also be instructed that allegations involving resident money must be documented and investigated promptly and that conflicting information regarding whether funds were returned must be verified rather than assumed.

The Administrator/designee will monitor incident reports and allegations involving resident funds for compliance with reporting requirements. Any allegation that may constitute abuse, neglect, exploitation, or misappropriation will be reviewed promptly to determine whether notification to the Department or other agencies is required.

Request for Reconsideration of Citation

The facility respectfully requests reconsideration of the citation under §2600.15(a). When management first learned of the situation, the information provided to management was that Staff Person A had returned Resident █████'s \$50.00. Therefore, the facility did not have information at that time indicating that the resident remained deprived of █████ funds. Once management learned that the money had allegedly not been returned, the facility reported the incident to the Department.

The facility respectfully maintains that it acted based upon the information reasonably available at the time and reported the matter when it became aware of information indicating a potentially reportable incident. For these reasons, the facility respectfully requests that the Department reconsider whether a violation of §2600.15(a) is warranted.

Proposed Overall Completion Date: 09/11/2026

15a Resident Abuse Report (continued)

Directed: In addition to the above plan of correction, The administrator will report the incident by completing the Act-13 Mandatory Abuse Report Form and submit to the local Area Agency on Aging. Documentation of the reports and a copy of the Act-13 form will be kept and available for review by the Department.

Directed Completion Date: 09/17/2026

Implemented [REDACTED] - 09/10/2026)

16c - Written Incident Report

2. Requirements

2600.

16.c. The home shall report the incident or condition to the Department's personal care home regional office or the personal care home complaint hotline within 24 hours in a manner designated by the Department. Abuse reporting shall also follow the guidelines in § 2600.15 (relating to abuse reporting covered by law).

Description of Violation

During May 2026, an exact date is unsure, Staff Person A took [REDACTED] off of Resident [REDACTED] to purchase a vape pen. The vape pen was not purchased, and the money was not returned to the resident. This incident was reported by Resident [REDACTED] to Staff Persons B and C on [REDACTED]. However, this incident was not reported to Department of Human Services until [REDACTED].

Repeated Violation: [REDACTED]

Plan of Correction

Accept [REDACTED] - 09/10/2026)

At the time the incident was initially brought to management's attention, management was informed that Staff Person A had returned the \$50.00 to Resident [REDACTED]. Based upon the information available to the facility at that time, management reasonably believed that the resident's money had been returned and that there was no outstanding allegation of financial abuse or misappropriation requiring reporting to the Department under §2600.16(c).

When the facility subsequently became aware that the \$50.00 had allegedly not been returned to Resident [REDACTED], management immediately addressed the matter and reported the incident to the Department. The facility did not intentionally delay or fail to report a known allegation of financial abuse; rather, the facility reported the matter when information became available indicating that the resident's money had not been returned.

As a corrective measure, the Administrator/designee will re educate supervisory staff regarding the requirements of §2600.16, including the requirement to immediately escalate allegations involving resident funds to the Administrator/designee for review and determination of reporting requirements. Staff will also be instructed that allegations involving resident money must be documented and investigated promptly and that conflicting information regarding whether funds were returned must be verified rather than assumed.

The Administrator/designee will monitor incident reports and allegations involving resident funds for compliance with reporting requirements. Any allegation that may constitute abuse, neglect, exploitation, or misappropriation will be reviewed promptly to determine whether notification to the Department or other agencies is required.

Request for Reconsideration of Citation

The facility respectfully requests reconsideration of the citation under §2600.16(c). When management first learned of the situation, the information provided to management was that Staff Person A had returned Resident [REDACTED]'s \$50.00. Therefore, the facility did not have information at that time indicating that the resident remained deprived of [REDACTED].

16c - Written Incident Report (continued)

funds. Once management learned that the money had allegedly not been returned, the facility reported the incident to the Department.

The facility respectfully maintains that it acted based upon the information reasonably available at the time and reported the matter when it became aware of information indicating a potentially reportable incident. For these reasons, the facility respectfully requests that the Department reconsider whether a violation of §2600.16(c) is warranted.

Administrator and Business Manager met with Staff A when [REDACTED] arrived for [REDACTED] next scheduled shift on 6/26/26. Staff A was terminated. Business Office Manager reimbursed Resident 1 \$50.00 cash that Resident [REDACTED] said [REDACTED] never received from Staff A. Attached please find Staff A's Separation Notice and Resident [REDACTED]'s signed reimbursement acknowledgement.

Licensee's Proposed Overall Completion Date: 09/09/2026

Implemented ([REDACTED] - 09/10/2026)