Pennsylvania
Department of Human Services

CERTIFIED MAIL – RETURN RECEIPT REQUESTED
MAILING DATE: NOVEMBER 25, 2026

[redacted]
Ark Manor LLC
105 Sandra Drive
Delmont, Pennsylvania 15626

RE: Ark Manor
License #: 44686

Dear [redacted]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Services Licensing, (Department), licensing inspection on October 30, 2026 of the above facility that is operating pending an appeal, the violations with 55 Pa. Code Ch. 2600 (relating to Personal Care Homes) specified on the enclosed Licensing Inspection Summary were found.

Correction of these violations in accordance with the specified plan of correction is required. Failure to correct these violations may result in further licensing enforcement action.

Sincerely,

Juliet Marsala

Juliet Marsala
Deputy Secretary
Office of Long-term Living

Enclosure
Licensing Inspection Summary

Department of Human Services
Bureau of Human Service Licensing

LICENSING INSPECTION SUMMARY - PUBLIC

Facility Information

Name: *ARK MANOR* **License #:** *44686* **License Expiration:** *01/26/2025*

Address: *105 SANDRA DRIVE, DELMONT, PA 15626*

County: *WESTMORELAND* **Region:** *WESTERN*

Administrator

Name: [redacted]

Legal Entity

Name: *ARK MANOR LLC*

Address: *105 SANDRA DRIVE, DELMONT, PA, 15626*

Phone: [redacted]

Certificate(s) of Occupancy

Staffing Hours

Resident Support Staff: *0* **Total Daily Staff:** *36* **Waking Staff:** *27*

Inspection Information

Type: *Partial* **Notice:** *Unannounced* **BHA Docket #:**

Reason: *Complaint, Monitoring* **Exit Conference Date:** *10/30/2026*

Inspection Dates and Department Representative

10/30/2026 - On-Site: [redacted]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *70* **Residents Served:** *34*

Secured Dementia Care Unit

In Home: *No* **Area:** **Capacity:** **Residents Served:**

Hospice

Current Residents: *2*

Number of Residents Who:

Receive Supplemental Security Income: *22* **Are 60 Years of Age or Older:** *31*

Diagnosed with Mental Illness: *17* **Diagnosed with Intellectual Disability:** *3*

Have Mobility Need: *2* **Have Physical Disability:** *0*

Inspections / Reviews

10/30/2026 - Partial

Lead Inspector: [redacted] **Follow-Up Type:** *Exception*

42c - Treatment of Residents

1. Requirements

2600.
42.c. A resident shall be treated with dignity and respect.

Description of Violation

On or about [redacted]/26, staff person A was in the bathroom when resident #1 was taking a shower, and [redacted] attempted to assist [redacted]. Resident #1 reported [redacted] was scared and told staff person A [redacted] could bathe [redacted]. Staff person A noted that resident #1 was uncomfortable; however, [redacted] continued to wash [redacted] hair and back after [redacted] refused [redacted] help.

Plan of Correction ***Directed [redacted] - 11/23/2026)***

Within 15 days of receipt of the plan of correction: All staff persons shall receive training in resident rights, including the right of the resident to be treated with dignity and respect. Documentation of the training shall be kept.

Within 5 days of receipt of the plan of correction: The Administrator or designee shall reassess the showering needs of resident #1 and update the assessment and support plan as needed. If the resident objects to receiving personal care services from a particular staff person, the administrator shall assign a different staff person to provide these services in accordance with the resident's assessment and support plan.

Within 5 days of receipt of the plan of correction and weekly for at least 4 weeks: The administrator or designee shall privately interview resident #1 to ensure the resident is being treated with dignity and respect and that all personal care services needs are being met. Documentation of the interviews shall be kept.

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42v - Resident-Home Contract

2. Requirements

2600.
42.v. A resident has the right to receive services contracted for in the resident-home contract.

Description of Violation

Resident #2's resident home contract which [redacted] signed on 5/30/19 includes a statement that the home keeps half of the annual rent rebate check. It is the home's practice to cash the checks when the home receives them and disperse the residents' portion when all the checks are delivered to the home.

The home received resident #2's rent rebate check, and [redacted] endorsed it, on or about 7/10/26; however, the home has not given [redacted] portion of the rebate as of 10/30/26.

Plan of Correction ***Directed [redacted] - 11/23/2026)***

Within 5 days of receipt of the plan of correction: The Administrator or designee shall disperse resident rebate checks, including the one for resident #2.

Within 15 days of receipt of the plan of correction: All staff persons shall be trained in regulation 2600.42v, that the resident has the right to receive services contracted for in the resident-home contract, including a prompt dispersion of a portion of the rent-rebate that is owed to him/her. Documentation of the training shall be kept.