

Department of Human Services  
Bureau of Human Service Licensing

February 25, 2021

[REDACTED] MANAGER  
THE HAVEN AT NORTH HILLS LLC  
1080 SW MT. BACHELOR DR, STE 200  
C-O SUNSHINE RETIREMENT  
BEND, OR 97702

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

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 02/16/2021 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,  
Larry Mazza

Enclosure  
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

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

Facility Information

Name: THE HAVEN AT NORTH HILLS      License #: 44938      License Expiration Date: 11/01/2021  
Address: 1 WINDSOR WAY, PITTSBURGH, PA 15237  
County: ALLEGHENY      Region: WESTERN

Administrator

Name: [REDACTED]      Phone: 4123646411      Email: [REDACTED]

Legal Entity

Name: THE HAVEN AT NORTH HILLS LLC  
Address: 1080 SW MT. BACHELOR DR, STE 200, C-O SUNSHINE RETIREMENT, BEND, OR, 97702  
Phone: 4123646411      Email: [REDACTED]

Certificate(s) of Occupancy

Type: I-2      Date: 06/21/1998      Issued By: Ross Township

Staffing Hours

Resident Support Staff: 0      Total Daily Staff: 55      Waking Staff: 41

Inspection

Type: Partial      Notice: Unannounced      BHA Docket #: [REDACTED]  
Reason: Complaint      Exit Conference Date: 02/17/2021

Inspection Dates and Department Representative

02/16/2021 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: 90      Residents Served: 43

Secured Dementia Care Unit

In Home: Yes      Area: 1st floor      Capacity: 24      Residents Served: 11

Hospice

Current Residents: 7

Number of Residents Who:

Receive Supplemental Security Income: 0      Are 60 Years of Age or Older: 43

Diagnosed with Mental Illness: 0      Diagnosed with Intellectual Disability: 0

Have Mobility Need: 12      Have Physical Disability: 0

Inspections / Reviews

02/16/2021 Partial

Lead Inspector: [REDACTED]

Follow-Up Type: POC Submission

Follow-Up Date: 03/04/2021

Inspections / Reviews (*continued*)

2/24/2021 - POC Submission

Lead Reviewer: [REDACTED]

Follow Up Type: *Document Submission*

Follow-Up Date: 02/25/2021

2/25/2021 Document Submission

Lead Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

## 251e - Records Availability

### 1. Requirements

2600.

251.e. Resident records shall be made available to the resident and the resident's designated person during normal working hours.

### Description of Violation

*Resident #1's designated person requested access to the resident's record in writing on or around 12/15/20, then by telephone on 12/31/20. However, the records were not provided to the designated person until 2/16/21.*

### Plan of Correction

Accept

*It is our policy and procedure that all records are always available to residents and resident designees. This resident does not reside here. Records during Covid-19 pandemic are not to leave the building and families are not permitted in the community to eliminate the chance of Covid-19 transfer and or exposure.*

2/16/2021

*Records were made available via email to past residents designee.*

*Administrator and designee will review regulation 2600.251e and 2600.252*

*Now and ongoing- resident records will always be available to residents and residents designee during normal business hours that fall in line with Covid-19 infection control measures.*

Completion Date: 02/16/2021

### Document Submission

Implemented

2/16/2021

*Records were made available via email to past residents designee.*

*Administrator and designee reviewed regulation 2600.251e and 2600.252*

*Now and ongoing- resident records will always be available to residents and residents designee during normal business hours that fall in line with Covid-19 infection control measures.*