

# LEBANON COUNTY PERSONAL CARE HOMES



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To The Reader:

The Lebanon County Area Agency on Aging recognizes the difficult decisions that must be made by older individuals and their families when considering placement in a long-term care facility. This directory has been compiled in order to provide information about the many alternatives available and to better enable individuals and their families to make those decisions.

In some situations, in-home services from community agencies may provide the help needed to maintain an individual in his or her home. In other instances, however, it may be clear that a personal care home is the more appropriate choice. We hope that this directory will help to provide enough information to make an informed decision about this difficult choice. However, we suggest that individual personal care homes be contacted directly for more specific information prior to making any final decisions.

Although every effort has been made to provide sufficient information on the different personal care homes, this is not intended to be an exhaustive or all inclusive directory. It is important to note that a small number of personal care homes in Lebanon County have chosen not to be included in this publication. The directory will be reprinted periodically and information will be revised accordingly.

For more information on anything mentioned in this publication, please contact the Lebanon County Area Agency on Aging, 710 Maple Street, 2<sup>nd</sup> Floor, Lebanon, PA 17046 or phone 717-273-9262. Collect calls are also accepted.

## INTRODUCTION

The purpose of this directory is to provide a single consolidated source of information about personal care homes in Lebanon County. Information on each facility was furnished by its administrator or owner during an interview. Drafts of this information were also submitted to the administrators or owners for their approval prior to printing.

This directory is not meant to provide an evaluation of each facility. Nor is it intended to take the place of an actual visit to a personal care home. The information was gathered to provide current facts and descriptive information to individuals and families so that their choices about long-term care can be more informed ones.

It is also important to note that there are many differences between the personal care homes represented in this directory. Some provide strictly personal care services, while others exist as part of a larger complex that includes a variety of care alternatives and living arrangements. Furthermore, there is likely to be great variation among facilities regarding staffing.

Personal care homes are required to have an administrator, or a designee who is 21 years of age or older appointed by the administrator, to be on the premises on a 24 hour basis. They are required to maintain a sufficient number of trained staff persons to provide the necessary level of care required by the residents, and to ensure a safe and efficient evacuation of the facility in case of an emergency. The staffing of each facility is based upon the number of residents and their particular needs. Some facilities have various types of staff present on a regular basis (either full-time or part-time), while others might have arrangements for staff to be present on an on-call basis through contractual arrangements with outside agencies. In addition, the manner in which meal preparation, housekeeping and maintenance services are provided varies between homes. In any case, staffing decisions are made at the discretion of each personal care home administrator or owner in accordance with the Personal Care Home Licensing Rules and Regulations. Specific questions about any personal care home should be addressed to its administrative or admissions staff. It is also advisable that individuals, their families and caregivers request a tour of any facility in which they are interested. For more information on the regulations, please visit the Department of Welfare's website at [www.dpw.state.pa.us](http://www.dpw.state.pa.us).

## CHOOSING A FACILITY

### \*Selecting a Personal Care Home or Nursing Home

Selecting a personal care or nursing home is a very important and often difficult decision. However, with proper planning and adequate information, a decision can be made that will best suit each person's personal needs. The following checklist has been included to help evaluate and choose a personal care home or nursing home objectively.

<b>SELECTION CRITERIA</b>	<b>NAME OF FACILITY</b>	<b>NAME OF FACILITY</b>
For each facility visited or being considered, you may want to rate and compare the following factors on this basis: "2" for Outstanding; "1" for Acceptable; or "0" for Unacceptable		
<b>APPEARANCE AND GENERAL ATMOSPHERE</b> Does it have a homelike atmosphere: Comfortable? Attractively furnished? Nicely decorated? Are the patients well groomed and neatly dressed? Are their rooms clean and comfortable? Are the grounds well cared for?		
<b>GENERAL ADMINISTRATION</b> Does the administrator have a current license? How recently was the home inspected? Were there any deficiencies? Were they willing to show you around and let you look on your own?		
<b>STAFF MEMBERS</b> Are the nurses and/or staff members friendly and courteous? Are they attentive and conscientious? Is there high staff morale? Do they enjoy their work? Do they show a caring and positive attitude? Does the nursing home offer career growth opportunities to enhance the quality of their services?		
<b>MEDICAL SERVICES</b> Who is the physician available for emergencies? Can a resident choose his own physician for routine care? How are the resident and family involved in plans for care? Does the resident have a choice of where prescriptions are purchased? Does the home have a transfer agreement with a nearby hospital and, if so, which one? Will family be notified immediately of a transfer?		

	NAME OF FACILITY	NAME OF FACILITY
<p><b>RECREATIONAL THERAPY/ACTIVITIES</b></p> <p>Are arts and crafts available? Reading and letter writing? Group activities? Social events? Holiday celebrations? Trips and concerts? Visits home? Games? Volunteer visiting programs? Monthly published activities calendar?</p>		
<p><b>DIETARY SERVICES</b></p> <p>Does the facility offer nutritious and appetizing meals? Snacks between meals? Registered Dietician? Special Diets? Do patients seem to enjoy the food? Good kitchen facility? Are meals served in the dining room?</p>		
<p><b>FINANCIAL ASPECTS</b></p> <p>What is the basic rate for care? Are there additional charges for other services such as hair care, laundry, transportation, therapy, etc? What will happen to the resident when private money runs out? How does the home handle personal finances? What happens to any admission deposit, etc., if the resident leaves or dies? Is there any financial assistance available (such as Medicare or Medical Assistance)?</p>		
<p><b>RELIGIOUS PROGRAMS</b></p> <p>Is there a staff chaplain? Pastoral counseling? Religious services? Group counseling? Community pastors' program? Youth Group visits? Bible Study? Goal planning sessions? Positive, uplifting atmosphere?</p>		
<p><b>SECURITY</b></p> <p>Is the facility safe? Fire resistant? Meets local, state and federal fire safety requirements (ask to see their current Fire Safety Inspection document)? Are there around-the-clock fire safety procedures?</p>		
<p><b>ODOR</b></p> <p>Is there an odor problem? Should odors occur, are they eliminated quickly through adequate ventilation?</p>		
<p><b>ADD SCORES AND COMPARE TOTALS</b></p>		

## DECIPHERING A STATE SURVEY OF A PERSONAL CARE HOME

Once a year, the Department of Public Welfare conducts an on-site re-licensing survey of each of the state's nearly 1500 personal care homes. During these inspections, surveyors review resident records and other documentation, paying special attention to the following:

- That resident records are complete and include:
  - The current and previous two years physician's examination reports, including copies of the medical evaluation forms.
  - A copy of the written agreement between the facility and the resident
  - A list of prescribed medications
  - Dietary restrictions, if any
  - An inventory of the resident's personal property as voluntarily declared by the resident upon admission and voluntarily updated
  - A list of allergies, if known
- Unusual incident reports
- Documents which verify employee work schedules to ensure that required staffing levels are met
- A copy of the home's rules
- A weekly activity calendar
- Permits and Certificates
- Waivers (if any have been granted)
- A record of monthly fire drills and fire safety records
- Adherence to posted menus and nutritionally balanced meals
- Administration training and orientation documentation
- Personal care home non-discrimination services, admission and employment policies

If the Department surveyor finds that the personal care home is not in compliance with the licensing regulations, it may issue a Class I, Class II, or a Class III citation. These classifications are based upon the severity, duration, and the adverse effect on the health and safety of residents.

Class I violations have a substantial probability of resulting in death or serious mental or physical harm to a resident

Class II violations have a substantial adverse effect upon the health, safety or well-being of a resident

Class III violations are minor violations which have an adverse effect upon the health, safety or well-being of a resident.

Depending on the nature and classification of a violation of the Personal Care Home Licensing Regulations, the administrator of the home may be required to:

- Pay a fine for each day the violation is left uncorrected
- Give each resident oral and/or written notification of the violation

In addition, the Department of Public Welfare is required to provide immediate written notification of Class I violations to the appropriate long-term care Ombudsman. To review a home's most recent survey, simply ask the administrator or contact the Pennsylvania Department of Public Welfare.

## FINANCIAL CONSIDERATIONS FOR PERSONAL CARE HOMES

It is very important to have a clear understanding of the financial requirements of any facility before proceeding with admission. Costs and financial arrangements vary greatly among personal care homes, and each home under consideration should be contacted directly to get specific information.

Depending upon the size, character and services of the home, daily rates will vary. In addition, there may be hidden costs which are not reflected in the daily rate but may add substantially to the bill. For example, medications, medical supplies and appliances, and personal laundry may be extra. Specific items included in the daily rate will vary depending upon an individual's payment source, so it is advisable to discuss coverage with administrative or admissions staff of facilities being considered.

There are typically three ways of paying for personal care home charges: Private Pay, Supplemental Security Income (SSI) supplement, and Long-Term Care Insurance.

- **PRIVATE PAY.** This means paying the personal care home fees out of one's own pocket, utilizing personal resources.
- **SUPPLEMENTAL SECURITY INCOME (SSI) SUPPLEMENT.** SSI is a federal program administered by the Social Security Administration; but SSI is **not** the same as Social Security. The SSI supplement will pay for personal care for persons who need such care and whose income and resources are within certain limits. Eligible persons usually do not need additional insurance because they receive a Medicaid card as well. Not all personal care homes will accept the SSI supplement; therefore, it is important to inquire about this when selecting a personal care home, even if a person expects to enter on a private pay basis. It should be determined whether the personal care home will continue to provide care when a patient's resources are depleted.

Persons receiving the SSI supplement in a personal care home also receive a nominal monthly sum for personal use. In many homes this sum may be used to pay for items not included in the regular charges, such as laundry services, hair care, particular brands of soap and shampoo.

When a person applies for the SSI supplement, an assessment is required to determine if personal care is the proper level of care. This will be done by OPTIONS staff of the Area Agency on Aging.

- **LONG-TERM CARE INSURANCE.** The need for long-term care insurance arises in part from the fact that Medicare does not pay for custodial care, the kind of care that older people need. (Medicare assists only with skilled nursing care).

When a long-term care insurance policy refers to custodial care, it is referring to assistance with activities of daily living (such as bathing, dressing, eating, walking, etc.) which can be provided by someone without special medical skills.

Policies are available to cover the cost of assistance for custodial care and nursing care. Anyone in the market for long-term care insurance should probably purchase insurance that will cover personal care and nursing care, as well as care in the home. It is advisable to thoroughly discuss available policies with an insurance agent to be sure that any policy being considered covers the cost of a personal care home.

Questions and concerns about long-term care insurance can be addressed by the **APPRISE** program. **APPRISE** is a free service provided for persons 60 years of age and over who need help with their Medicare and other health care insurance questions and claims. Lebanon County Area Agency on Aging administers the **APPRISE** program. For further information, call the Area Agency on Aging at 717-273-9262. Collect calls are also accepted.

This program does not endorse any one company or policy and cannot advise the purchase of any particular coverage. **APPRISE** counselors assist with an understanding of the coverage and benefits of a number of policies for purpose of comparison. All decisions as to which policy to carry is made by the consumer.

## PERSONAL CARE HOME RESIDENT'S RIGHTS

The patient and his family should be aware of his basic rights as a resident of a personal care home before being admitted. The personal care home resident has the right to:

- A resident may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, sexual orientation, national origin, age or sex.
- A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.
- A resident shall be treated with dignity and respect.
- A resident shall be informed of the rules of the home and given 30 days written notice prior to the effective date of a new home rule.
- A resident shall have access to a telephone in the home to make calls in privacy. Non-toll calls shall be without charge to the resident.
- A resident has the right to receive and send mail.
- Outgoing mail may not be opened or read by staff persons unless the resident requests.
- Incoming mail may not be opened or read by staff persons unless upon the request of the resident or the resident's designated person.
- A resident has the right to communicate privately with and access the local ombudsman.
- A resident has the right to practice the religion or faith of the resident's choice, or not to practice any religion or faith.
- A resident shall receive assistance in accessing health services.
- A resident shall receive assistance in obtaining and keeping clean, seasonal clothing.
- A resident has the right to access, review and request corrections to the resident's record.
- A resident has the right to furnish his room and purchase, receive, use and retain personal clothing and possessions.
- A resident has the right to leave and return to the home at times consistent with the home rules and the resident's support plan.
- A resident has the right to relocate and to request and receive assistance, from the home, in relocating to another facility
- A resident has the right to freely associate, organize and communicate with others privately.
- A resident shall be free from restraints.
- A resident shall be compensated in accordance with State and Federal labor laws for labor performed on behalf of the home.
- A resident has the right to receive visitors for a minimum of 12 hours daily, 7 days per week.

- A resident has the right to privacy of self and possessions.
- A resident has the right to file complaints with any individual or agency and recommend changes in policies, home rules and services of the home without intimidation, retaliation or threat of discharge.
- A resident has the right to remain in the home, as long as it is operating with a license.
- A resident has the right to receive services contracted for in the resident-home contract.
- A resident has the right to use both the home's procedures and external procedures to appeal involuntary discharge.
- A resident has the right to a system to safeguard money and property.
- A resident has the right to choose his own health care providers.

***Commonwealth of Pennsylvania***  
***Assisted Living Resident Rights***

1. The resident, or a designated person, has the right to rescind the contract for up to 72 hours after the initial dated signature of the contract.
2. Either party has a right to rescind the informed consent agreement within 30 days of execution of the agreement.
3. Upon admission, each resident and, if applicable, the resident's designated person, shall be informed of resident rights and the right to lodge complaints without intimidation, retaliation or threats of retaliation by the residence or its staff persons against the reporter. Retaliation includes transfer or discharge from the residence.
4. Notification of rights and complaint procedures shall be communicated in an easily understood manner and in a language understood by or mode of communication used by the resident, and if applicable, the resident's designated person.
5. The Department's poster of the list of resident's rights shall be posted in a conspicuous and public place in the residence.
6. A copy of the resident's rights and complaint procedures shall be given to the resident and, if applicable, the resident's designated person upon admission.
7. A statement signed by the resident and, if applicable, the resident's designated person acknowledging receipt of a copy of the resident's rights and complaint procedures, or documentation of efforts made to obtain signature, shall be kept in the resident's record.
8. A resident may not be discriminated against because of race, color, religious creed, disability, ancestry, sexual orientation, national origin, age or sex.
9. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way. A resident must be free from mental, physical, and sexual abuse and exploitation, neglect, financial exploitation and involuntary seclusion.
10. A resident shall be treated with dignity and respect.
11. A resident shall be informed of the rules of the residence and given 30 days written notice prior to the effective date of a new residence rule.
12. A resident shall have access to a telephone in the residence to make calls in privacy. Nontoll calls must be without charge to the resident.
13. A resident has the right to receive and send mail. Outgoing mail may not be opened or read by staff persons unless the resident requests. Incoming mail may not be opened

or read by staff persons unless upon the request of the resident or the resident's designated person.

14. A resident has the right to communicate privately with and access the local ombudsman.
15. A resident has the right to practice the religion or faith of the resident's choice, or not to practice any religion or faith.
16. A resident shall receive assistance in accessing health care services, including supplemental health care services.
17. A resident shall receive assistance in obtaining and keeping clean, seasonal clothing. A resident's clothing may not be shared with other residents.
18. A resident and the resident's designed person, and other individuals upon the resident's written approval shall have the right to access, review and request corrections to the resident's record.
19. A resident has the right to furnish his living unit and purchase, receive, use and retain personal clothing and possessions.
20. A resident has the right to leave and return to the residence at times consistent with the residence rules and the resident's support plan.
21. A resident has the right to relocate and to request and receive assistance, from the residence, in relocating to another facility. The assistance must include helping the resident get information about living arrangements, making telephone calls and transferring records.
22. A resident has the right to freely associate, organize and communicate privately with his friends, family, physician, attorney and other persons.
23. A resident shall be free from restraints.
24. A resident shall be compensated in accordance with State and Federal labor laws for labor performed on behalf of the residence. Residents may voluntarily and without coercion perform tasks related directly to the resident's personal space or common areas of the residence.
25. A resident has the right to receive visitors at any time provided that the visits do not adversely affect other residents. A residence may adopt reasonable policies and procedures related to visits and access. If the residence adopts those policies and procedures, they will be binding on the residence.
26. A resident has the right to privacy of self and possessions. Privacy shall be provided to the resident during bathing, dressing, changing and medical procedures.

27. A resident has the right to file complaints, grievances or appeals with any individual or agency and recommend changes in policies, residence rules and services of the residence without intimidation, retaliation or threat of discharge.
28. A resident has the right to remain in the residence, as long as it is operating with a license, except as specified in §2800.228 (relating to transfer and discharge).
29. A resident has the right to receive services contracted for in the resident-residence contract.
30. A resident has the right to use both the residence's procedures and external procedures to appeal involuntary discharge.
31. A resident has the right to a system to safeguard a resident's money and property.
32. To the extent prominently displayed in the written resident-residence contract, a residence may require residents to use providers of supplemental health care services as provide in §2800.142 (relating to assistance with medical care and supplemental health care services). When the residence does not designate, the resident may choose the supplemental health care service provider. The actions and procedures utilized by a supplemental health care service provider chosen by a resident must be consistent with the residence's systems for caring for residents. This includes the handling and assisting with the administration of resident's medications, and shall not conflict with Federal laws governing residents.
33. The resident has the right to choose his primary care physician.
34. A resident may not be deprived of his rights.
35. A resident's rights may not be used as a reward or sanction.
36. Waiver of any resident right shall be void.
37. Prior to admission, the residence shall inform the resident and the resident's designated person of the right to file and the procedure for filing a complaint with the Department's Assisted Living Residence Licensing Office, local ombudsman or protective services unit in the area agency on aging, the Disability Rights Network or law enforcement agency.
38. The residence shall permit and respond to oral and written complaints from any source regarding an alleged violation of resident rights, quality of care of other matter without retaliation or the threat of retaliation.
39. If a resident indicates that he wished to make a written complaint, but needs assistance in reducing the complaint to writing, the residence shall assist the resident in writing the complaint.

40. The residence shall ensure investigation and resolution of complaints. The residence shall designate the staff person responsible for receiving complaints and determining the outcome of the complaint. The residence shall keep a log of all complaint and the outcomes of the complaints.
41. Within 2 business days after the submission of a written complaint a status report shall be provided by the residence to the complainant, the resident and the resident's designated person shall receive the status report unless contraindicated by the support plan. The status report must indicate the steps that the residence is taking to investigate the address the complaint.
42. Within 7 days after the submission of a written complaint, the residence shall give the complainant and, if applicable, the designated person, a written decision explaining the residence's investigation findings and the action the residence plans to take to resolve the complaint. If the resident is not the complainant, the affected resident shall receive a copy of the decision unless contraindicated by the support plan. If the residence's investigation validates the complaint allegations, a resident who could potentially be harmed or his designated person shall receive a copy of the decision, with the name of the affected resident removed, unless contraindicated by the support plan.
43. The telephone number of the Department's Assisted Living Residence Licensing Office, the local ombudsman or protective services unit in the Area Agency on Aging, the Disability Rights Network, the local law enforcement agency, the Commonwealth Information Center and the assisted living residence complaint hotline shall be posted in large print in a conspicuous and public place in the residence.
44. Nothing in §2800.44 (relating to complaint procedures) shall affect in any way the right of the resident to file suit or claim for damages.
45. Residents have the right to purchase groceries and prepare their own food in addition to the three meal plan required in §2800.220(b) (relating to service provision) in their living units unless it would be unsafe for them to do so consistent with their support plan.
46. The residence shall educate the resident of the right to question or refuse a medication if the resident believes there may be a medication error. Documentation of this resident education shall be kept.
47. A resident or a designated person has a right to request the review and modification of his support plan.
48. If the legal entity chooses to voluntarily close the residence or if the Department has initiated legal action to close the residence, the Department working in conjunction with appropriate local authorities, will offer relocation assistance to the residents. Except in the case of an emergency, each resident may participate in planning the transfer, and shall have the right to choose among the available alternatives after an opportunity to visit the alternative residences. These procedures apply even if the resident is placed in a temporary living situation.

49. If the relocation of residents is due to the failure of the residence to apply for a license, the Department will offer relocation assistance to the residents. This assistance will include each resident's involvement in planning the relocation, except in the case of an emergency. Each resident shall have the right to choose among the available alternatives after an opportunity to visit the alternative residences. These procedures will occur even if the residents are placed in a temporary living situation.

**[http://www.portal.state.pa.us/portal/server.pt?open=space&name=Dir&psname=SearchResult&psid=14&cached=true&in\\_hi\\_userid=2&control=OpenSubFolder&subfolderID=161934&DirMode=1](http://www.portal.state.pa.us/portal/server.pt?open=space&name=Dir&psname=SearchResult&psid=14&cached=true&in_hi_userid=2&control=OpenSubFolder&subfolderID=161934&DirMode=1)**

## AFTER PLACEMENT INFORMATION

### Handling Complaints

Careful selection of a personal care home should minimize the likelihood of problems. However, at times problems may arise and should be addressed. It is best to first follow the procedures established by the facility. If the issue cannot be resolved through this channel, the Area Agency on Aging's Long-Term Care Ombudsman program may be contacted.

#### What is an Ombudsman?

- A trained individual who investigates complaints on behalf of residents in nursing facilities, personal care homes, and domiciliary care homes. The Ombudsman will also address problems with in-home services provided to those living in the community.
- A resident advocate who works to resolve these complaints to the satisfaction of both the resident and the facility.

#### How does it work?

- The resident, family members or friends, call the Area Agency on Aging Information and Referral Unit to register a complaint about the treatment or care of an individual.
- The Ombudsman considers each complaint to determine what steps, if any, have been taken to resolve this issue with the personal care home or nursing facility administrator, director of nursing or social worker.
- With the consent of the resident, or responsible party if resident is unable to give consent, the Ombudsman contacts all parties involved and attempts to objectively resolve the complaint.
- If resolution at the local level is impossible, the complaint is referred to the State Long-Term Care Ombudsman at the Pennsylvania Department of Aging.

## **IN-HOME SERVICES**

Lebanon County Area Agency on Aging provides services primarily for county residents, 60 years of age and over, which enable them to remain independent within their own homes. Area Agency on Aging services includes care management, assessment of needs and services.

Services typically include assistance with meals, personal care, housekeeping and laundry; financial assistance with caregiving expenses; and Adult Day Care services. More intensive services may be offered to persons who are appropriate for nursing home care, to enable them to remain in their own homes. Nursing facility eligible persons who are 60 years of age and over and meet criteria for Medical Assistance eligibility may be served through the PDA Waiver program.

## **DEFINITIONS OF CARE**

### Personal Care Home

Personal Care is a term meaning the supervisory care received by guests who need a protective facility mostly as an overseer for financial affairs, supervision of medication, diet, and other personal needs which they are beginning to have problems handling independently. Personal Care residents may have assistance with their personal care, and some of the exhausting tasks of independent living (i.e. laundry, cleaning, meal preparation, scheduling of appointments, etc.) which are performed by trained facility staff. The Personal Care resident is under the care of the staff physician, or his own physician in the community. The home provides food, shelter, and supervision for four or more adults. Residents do not require the level of care offered in a hospital or nursing home, Personal care is the right choice when, for reasons of comfort, safety and peace of mind, a senior and his/her relatives realize that professional assistance in a residential setting is appropriate.

### Assisted Living Residence

Assisted Living Residence licensure is more stringent than Personal Care regulations and the facility can use the title "Assisted Living Residence" only if they have been approved for licensure.

For more information on Personal Care or Assisted Living Residence licensure and regulations, you may refer to the PA Department of Public Welfare website, [www.dpw.state.pa.us](http://www.dpw.state.pa.us).

**PERSONAL CARE HOME PER DIEM RATE CHART RATES, AS OF 1/1/11**

FACILITY NAME	PRIVATE ROOM	2 BEDS PER ROOM	3 BEDS PER ROOM	4 BEDS PER ROOM	OTHER
<b>American House</b>	RATES VARY UPON INDIVIDUAL BASIS				
<b>Columbia Cottage</b>	Starts at \$103	RATES VARY UPON SIZE AND LOCATION OF UNITS			
<b>Cornwall Manor</b>	\$115-\$185	N/A	N/A	N/A	Couples-\$243-\$251
<b>Countryside Christian Community</b>	\$119-\$127	N/A/	N/A	N/A	2 room suite w/ kitchenette - \$165 for 1 Person \$205 for 2 People
<b>Dowhower PC Home</b>	RATES VARY UPON INDIVIDUAL BASIS				
<b>Elmcroft</b>	3 levels of care E - \$99-\$116 L - \$115-\$132 M - \$134-\$151	RATES VARY UPON SIZE OF UNITS			2 <sup>nd</sup> person \$45/day
<b>Hearthstone Manor</b>	Starts at \$100	\$82- \$92	N/A	N/A	N/A
<b>Bethel Pointe at Hill Farm Estate</b>	\$85 - \$115	\$65 - 75	N/A	N/A	Couples = \$145 - 160
<b>Lebanon Valley Brethren Home</b>	\$151	\$110	N/A	N/A	\$197 - large, private
<b>Lebanon Valley Home</b>	All private rooms	N/A	N/A	N/A	Residential - \$108 Level I - \$118 Level II - \$128
<b>Linden Village</b>	\$125/month -- Full Bath \$125/month - ½ Bath				\$150 for Dementia Cottages
<b>Spang Crest Manor of Luthercare</b>	\$145	\$120	N/A	N/A	2 <sup>nd</sup> person - \$50 \$190 large suite
<b>StoneRidge Retirement Living-Poplar Run</b>	\$146				
<b>StoneRidge Retirement Living - StoneRidge Towne Centre</b>	Level I - \$88 - \$175 - Rates vary depending on type of room and size Level 2 - \$140 - \$243 - Rates vary depending on type of room and size				
<b>Twin Oaks Nursing Center</b>	\$105/day	\$75/day	N/A	N/A	\$105/day Single Suite Other rooms @ various rates
<b>Willow Square Personal Care</b>	RATES VARY UPON SIZE & LOCATION OF UNIT/ON INDIVIDUAL BASIS				
<b>York Street PC Home</b>	RATES VARY UPON INDIVIDUAL BASIS				

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**FAX: 717-272-7149**  
**E-mail:**  
[american\\_house@comcast.net](mailto:american_house@comcast.net)



*Luis Hummel*  
*Cindy Simpson*  
*Melissa Young*  
 Co-Administrators

The American House is a privately owned and operated Personal Care Home for Individuals who need assistance with activities of daily living such as personal care, laundry, meals, medication administration and financial management.

The American House is located in the center city of Lebanon on 9<sup>th</sup> Street, within a short walking distance of community businesses.

**The Facility**

Number of Beds – 74  
 Visiting Hours (Suggested)  
 9 am to 8 pm  
 3 levels, no elevator

**Staffing: 3 Administrators**

Personal Care Assistants  
 Housekeeping  
 Maintenance  
 Dietary Staff

**Resident Programs**

Arts and Crafts  
 Bingo  
 Ice Cream Socials

**Admissions/Payment Information**

Average Waiting Time for Admission  
 Depends on bed availability & suitability  
 Accepts SSI Supplement  
 No Admission Fee  
 Payments Due on a Monthly Basis

**Special Features**

Resident Lounge w/TV, DVD  
 Recreation Room w/TV, DVD, Radio  
 Smoking permitted outside, only in designated smoking areas

**Columbia Cottage**  
103 N Larkspur Drive  
Palmyra, PA 17078  
PHONE: 717-832-2900

[www.columbiacottages.com](http://www.columbiacottages.com)

**Christine Horn, LSW**  
Managing Director



Columbia Cottage is a licensed Assisted Living Community nestled on the edge of the Thistledown Development on Route 322 (3 miles from the Hershey Medical Center). Along with three other communities in Pennsylvania, it is owned and operated by The Horst SeniorCare Group from Lancaster. Columbia Cottage is unique in having seven levels of individualized care and in being the first in PA to have multiple communities. Licensed as Assisted Living under the State's new regulations.

### **The Facility**

Number of Units - 53  
Open Visiting

### **Admission/Payment Information**

Admission upon unit availability  
Private Pay community  
Monthly payment depending on size  
and location of unit

### **Staffing**

Managing Director  
Resident Services Director  
Coordinators  
Homemakers  
Food Services Director and Assistant

### **Services**

3 Home Cooked Meals daily  
Assistance with Medications  
Housekeeping  
Laundry  
Transportation

### **Special Features**

Country Kitchen  
2 Enclosed Courtyards  
Beauty Shop  
Home-like Environment  
Library  
Communal Areas  
53 Private Units

### **Resident Programs**

Unique 7 Levels of Care  
Daily Activities  
Church Services  
Wellness Clinic  
Intergenerational Programs  
Outings

**Cornwall Manor**  
**PO Box 125**  
**Cornwall, PA 17016-0125**  
**PHONE: 717-273-2647**  
**FAX: 717-274-8052**

**Mr. Steven D. Hassinger**  
 President

**Debra Ritter, LPN**  
 Personal Care Manager



**Cornwall Manor** was founded in 1949 in mission with the Eastern Pennsylvania Conference of the United Methodist Church. As a non-profit home, it is part of a Continuing Care Retirement Community (CCRC). In addition to the residential lifestyle options in a wide variety of houses and apartments, a full scope of health services are available on the 200 acre campus.

Located a short distance from Mt. Gretna, the campus is surrounded by beautiful woodland scenery.

**The Facility**

Number of Beds – 35  
 Visiting Hours (Suggested) -  
 Anytime  
 Nursing Care Facility Available

**Admission/Payment Information**

Average Waiting Time for Admission  
 Depends on Availability

No Admission Fee

Payments Due on a Monthly Basis

**Staffing**

LPNs  
 Nurse Aides  
 Social Worker  
 Activities Coordinator  
 Physical Therapist  
 Speech Therapist  
 Occupational Therapist  
 Dietician

**Special Features**

Activity Rooms  
 Chapel  
  
 Laundry Rooms  
 Beauty Shop  
 Resident Lounge w/TV  
 VCR

**Resident Programs**

Arts & Crafts  
 Bible Study  
 Bingo  
 Musical Events  
 Exercise  
 Cooking  
 Movies  
 Cards  
 Outside Bus Trips

**Other**

Community Health Services  
 Visiting Physicians Office:  
 On-Site access to  
 Physicians  
  
 The Wright Family Wellness  
 Center  
 Indoor Pool, Spa, Fitness  
 Equipment



**Dowhower Personal Care Home**  
120 South 10<sup>th</sup> Street  
Lebanon, PA 17042  
PHONE: 717-274-1474



***Susan Dowhower, Administrator***  
M.Ed. Counselor

***Lauren Dowhower, Administrator***  
B.S.

**Dowhower Personal Care Home** offers a home-like atmosphere, located a few blocks from Downtown Lebanon.

**The Facility**

Number of Beds - 37  
Visiting Hours (Suggested): 8 am to 8 pm

**Admission/Payment Information**

***Average Waiting Time for Admission  
Depends on Bed Availability***

Accepts SSI Supplement

Private Pay Beds Available

Payments Due on a Monthly Basis

No Admission Fee

**Staffing**

Counselors  
CNAs on staff

**Resident Programs**

Halcyon Activity Center  
Trips to local events  
Shopping Malls  
Picnics

**Elmcroft**  
**860 Norman Drive**  
**Lebanon, PA 17042**  
**PHONE: 717-228-0909**  
**FAX: 717-228-2719**

***Doug Fouché***  
 Executive Director

***Linda Higgins***  
 Community Relations Director



**Elmcroft**, established in Lebanon in September 2007, is part of Senior Care Corporation, Louisville, Kentucky. Elmcroft is dedicated to providing a new outlook on life for seniors with the emphasis on living.

**The Facility**

Number of Beds – 57 Private Apts.  
 Visiting Hours (Suggested)

**Admission/Payment Information**

Average Waiting Time for Admission  
 depends on Bed Availability

Payments Due on a Monthly Basis

**Staffing**

LPNs and Resident Assistants provide  
 direct care on every shift

PT/OT/SP in house with Genesis Rehab

**Special Features**

Laundry Services  
 Pantry Area  
 Beauty Shop  
 Restaurant Style Fine  
 Dining  
 Medical Transportation  
 Guest Lectures  
 Spa/Whirlpool  
 Activity Room  
 Living Room w/Fireplace  
 Weekly Group Outings  
 Cable Television  
 Housekeeping  
 Maintenance  
 Eye Glass Maintenance  
 Clinics  
 Yearly Hearing Screenings  
 Spa  
 Small Pets Allowed  
 Electric Scooter Allowed

**Resident Programs**

Arts & Crafts  
 Workshop  
 Bingo  
 Tai Chai  
 Baking  
 Day Trips  
 Mall/Restaurant  
 Gardening  
 Sing-A-Long  
 Happy Hour  
 Family Nights  
 Musical  
 Entertainment  
 Church Services  
 Bible Study  
 Devotions  
 Exercise classes  
 Painting Classes  
 Cards/Dominoes  
 Painting Classes  
 Wii Tournaments



**Hearthstone Manor and  
The Village at Hearthstone Manor**

1125 Birch Road, Lebanon, Pennsylvania 17042  
(717) 272-8782 Fax: (717) 272-8809  
[www.hearthstonemanorpa.com](http://www.hearthstonemanorpa.com)

**Jeff and Sandy Bricker, Owners**  
**Joan-Marie Norman, Administrator**

**Hearthstone Manor** is owned and managed by Jeff and Sandy Bricker, owners of The Bricker Group, which is located in Lancaster, PA. Opened in May of 1996, the single-story, barrier-free construction allows easy access to all parts of the building.

**Special Features:** Stone Fireplaces, Buffet Style Dining, Beauty Shop, Personal Laundry Facilities, Activity Rooms, Enclosed Perennial Gardens and On-site Physical, Occupational and Speech Therapy through Sundance Rehabilitation

**Total Units: 137**

**71 Personal Care Units (Hearthstone Manor  
And Hearthsides Personal Care )  
Dependent on unit size)**

12 Memory Support (Hearthstone Manor)

All personal care units have private bathrooms, kitchenettes, individually controlled heat and air and wall-to-wall carpeting.

**Fees**

**Private PC Studio: \$100 to \$132/day**  
**Semi-private: \$82 to \$92/day (Pricing**

Private Studio: \$118/day



*Independent Living*

*Garden Apartments 54  
rental (see below)*

<b>Unit Type</b>	<b>Entrance Fee</b>	<b>Monthly Service Fee</b>
<b>Garden Apartments:</b>		
One Bedroom	None	\$1,250 to \$1,970
Two Bedroom	None	\$1,480 to \$2,190

All utilities included in Garden apartments (electric, gas, water, trash collection; maintenance of all appliances, light fixtures, and outside maintenance such as snow removal, grass mowing and attention to flower beds).

**Hill Farm Estate**  
**200 Kauffman Road**  
**Annville, PA 17003**  
**PHONE: 717-867-5176**



**Saundra Hamilton**  
 Executive Director

**Hill Farm Estate** was originally the private home of Aaron S. Kreider, a former U.S. Congressman and prominent industrial leader. The large Federal Mansion was a spacious and comfortable home for Congressman Kreider and his family. In 1982, the mansion was restored, a wing added, and now as a personal care residence, offers a beautiful home-like setting for retired individuals. In 2002, an additional wing was added. Currently Hill Farm is a non-profit organization.

**Located** less than a mile north of Lebanon Valley College on Route 934 in Annville as you turn left onto Kauffman Road, the estate sits high on a hill overlooking the Annville Community.

**The Facility**

Number of Beds - 54  
 Visiting Hours: Anytime

**Admission/Payment Information**  
*Average Waiting Time for Admission*

Depends on Bed Availability

Application Fee

Payment Due on a Monthly Basis,  
 One Month Advance on Admission

**Respite Care**

Depends on Bed Availability

**Staffing**

LPNs  
 CNAs  
 Personal Care Aides  
 Cooks  
 Dietary Aides  
 Activities Director  
 Housekeeping Personnel  
 Maintenance Personnel  
 Laundry Technician

**Special Features**

Library  
 Beauty Shop  
 Scenic Flower Garden  
 Outside Terrace  
 Resident Lounges  
 Recreational/Activities Room

**Resident Programs**

Arts & Crafts  
 Bible Study & Daily Devotions  
 Live Music  
 Exercise  
 Movies  
 Cards  
 Shopping/Bus Trips  
 Bingo

**Lebanon Valley Brethren Home**  
**1200 Grubb Street**  
**Palmyra, PA 17078**  
**PHONE: 717-838-5406**

**Michelle Smith, LPN**  
**Karen Bugg, RN**  
 Personal Care Administrator

**Alice Kreider, LPN**  
 Admission Coordinator



**Lebanon Valley Brethren Home** is a Christian Community of elderly persons. The Home is an outreach ministry of the Church of the Brethren. In addition to personal care, other options available are independent living (apartments, cottages, duplexes) and nursing care.

**Located** south of Forge Road from Route 422, then approximately 2 miles, then left onto Londonderry Boulevard and turn right onto Grubb Street.

**The Facility**

Number of Beds - 58  
 Visiting Hours (Suggested):  
 10:00 am to 8:00 pm  
 Nursing Care Facility Available

**Admission/Payment Information**

*Average Waiting Time for Admission*

Depends on Bed Availability

Payments Due on a Monthly Basis

**Staffing**

LPNs  
 Personal Care Assistants  
 Therapeutic Recreation  
 Chaplain  
 Housekeeping  
 Dietary

**Special Features**

Activities Room  
 Laundry Room  
 Resident Lounge w/TV  
 Snack Shop  
 Therapeutic Pool  
 Gift Shop  
 Library  
 Exercise Room  
 Convenience Store  
 Thrift Shop  
 Bank  
 Pharmacy  
 Hair Care Shop

**Resident Programs**

Arts & Crafts  
 Bible Study  
 Bingo  
 Musical Events  
 Exercise  
 Movies  
 Cooking  
 Sewing  
 Cards  
 Outside Bus Trips

**Other**

Adult Day Care (AAA)  
 Massage Therapy  
 Speech, Occupational & Physical Therapies

**Lebanon Valley Home**  
 550 East Main Street  
 Annville, PA 17003  
 PHONE: 717-867-4467  
 FAX: 717-867-7060



**Danielle R. Reed, LSW, NHA**  
 Executive Director

**Dodie J. Houtz, BSW, PCHA**  
 Personal Care Home Administrator

**Lebanon Valley Home**, in addition to Licensed Personal Care, has a 55 bed, skilled nursing care facility available and 12 Independent Living cottages.

**Located** on Main Street (Route 422) in Annville.

**The Facility**

Number of Beds – 40  
 Visiting Hours (Suggested):  
 Anytime  
 Nursing Care Facility Available

**Admission/Payment Information**  
*Average Waiting Time for Admission*

Depends on Bed Availability

No Admissions Fee

No Application Fee

Payment Due on a Monthly Basis

**Staffing**

Resident Asst 24 hrs/day  
 Social Worker  
 Activities Director  
 Chaplain  
 Physical, Occupational  
 and Speech Therapist  
 LPN Daily  
 Daytime & Evening

**Special Features**

Activities Room  
 Chapel  
 Laundry Room  
 Beauty Shop  
 Locker Rooms (for  
 additional storage)  
 Private Dining Room  
 Patio  
 Fireplace  
 Private Rooms  
 Resident Lounges w/Big  
 Screen Televisions  
 Internet Access

**Resident Programs**

Arts & Crafts  
 Bible Study/Worship  
 Bingo  
 Musical Events  
 Exercise  
 Movies  
 Cooking  
 Birthday Meal Program  
 Cards  
 Coffee/Snack Stations  
 Special Meals/Programs  
 Computers w/Internet  
 Out of House Trips  
 Holiday Happenings  
 Pet Visits  
 Wii  
 Manicures  
 Library  
 (books/audiobooks)  
 Resident Council  
 Puzzle Table

**Other**

Respite Care Available  
 \*dependent on bed  
 availability

**Linden Village**  
100 Tuck Court  
Lebanon, PA 17042  
PHONE: 717-274-7400  
FAX: 717-274-8800



**Margie Hoffman**  
Executive Director

**Linden Village** is a Personal Care Community which opened in October of 1998. The campus consists of cottages connected by pathways and courtyards where residents can enjoy fresh air and exercise. We are committed to helping our residents pursue individually satisfying lifestyles and to giving their families peace of mind by providing quality assisted living services in a secure, supportive, and comfortable setting. Linden Village is a special community founded on over 35 years of experience at HCR ManorCare. Linden Village also specializes in the care of residents with Alzheimer's Disease and other memory related impairments.

**The Facility**

Number of Beds - 64  
Visiting Hours: Anytime  
Our campus offers a continuum of care - on a "space available" basis with HCR-ManorCare

**Admission/Payment Information**

*Average Waiting Time for Admission*

We are able to accommodate appropriate residents within a short period of time

We Accept Weekend Admissions

Move-In Fee

Payment Due on a Monthly Basis

**Staffing**

RNs - On-call  
LPNs  
Caregivers - 24 hr/day in each cottage  
Program Services Coordinator  
Resident Services Coordinator  
Maintenance  
Housekeeping

**Special Features**

Great Room for Community Events  
Beauty/Barber Shop  
Home-like Décor  
Family Room  
Family-style meals  
All Rooms are private with full or half bath  
Laundry Room  
Living Room w/TV

**Resident Programs**

Arts & Crafts  
Men's/Women's Clubs  
Bingo  
Musical Events  
Daily Exercise  
Daily Devotions  
Cards/Board Games  
Intergenerational Programming  
Heart's Desire  
Resident Council  
Engagement Therapy  
Programming  
Guardian Angel

**Richland Christian Home  
Richland Christian Home, Inc.  
211 South Race Street  
PO Box 735  
Richland, PA 17087  
Phone: 717-628-1530  
Fax:**

***Mary Cater***  
Administrator

**The Facility**

**Staffing**

**Resident Programs**

*Admission/Payment Information*

**Services Provided:**

**Riles Home - Aide Haven, Inc.**  
409 E. Lincoln Ave.  
Myerstown, PA 17067  
Phone: 717-866-7989  
Fax: 717-274-3191

***Veronica Rile***  
LPN, Administrator

**The Facility**

Number of Beds 6

*Admission/Payment Information*

Daily Rates Available

**Staffing**

LPN  
CNA  
Home Health Aides

\*\*Staff Background  
checks are completed

**Resident Programs**

**Services Provided:**

**Spang Crest Manor of Luthercare**  
945 Duke Street  
Lebanon, PA 17042  
PHONE: 717-274-1495



**Michele Metzler, NHA**  
Executive Director SCM

**Lisa Garman, LPN, PCHA**  
Personal Care Manager

**Spang Crest Manor Personal Care Christman Memory Center** offers personal care services through its 14 Personal Care units for early stage memory support care.

**The Facility**

10 Private Rooms  
3 Large Private Suites  
1 Semi-Private Suite

**Admission/Payment Information**

Average Waiting Time for Admission:  
1 month

**Special Features**

Secured Courtyard  
Secured Memory Support Unit  
Transition to Skilled Care, if needed

**Staffing**

24 Hour Staffing  
LPNs  
CNAs  
Companions  
Activity Coordinator

**Resident Program**

Assistance w/Activities of Daily Living  
Medication Management  
Specialized Activities  
- Social & Recreational  
Hairdresser on-site  
On-site:  
Physical Therapy  
Occupational Therapy  
Speech Therapy  
Podiatry Care available  
Special Diets available

**StoneRidge Retirement Living**  
**StoneRidge Poplar Run**  
 Personal Care  
 450 East Lincoln Avenue  
 Myerstown, PA 17067  
 PHONE: 717-866-3208  
 FAX: 717-866-3286



**Sharon Hoke, RN**  
 Person Care Administrator

**StoneRidge – Poplar Run** offers personal care services through its Personal Care unit. In addition to personal care, the community offers a variety of services from independent living through skilled nursing.

**Located** along Route 422 on 26 acres in rural Myerstown.

**The Facility**

Number of Beds – 30  
 Visiting Hours – Anytime  
 Nursing Care Facility Available

**Admissions/Payment Information**  
 Payments Due on Monthly Basis

**Average Waiting Time for Admission:**  
 Depends on Bed Availability

**Staffing**

RN  
 Nurses Aide  
 Activities  
 Physical Therapy  
 Occupational Therapy  
 Speech Therapy  
 Transportation  
 Chaplain  
 Dietary  
 Housekeeping  
 Maintenance

**Special Features**

Activities Room  
 Beauty Shop  
 Resident Lounge w/TV  
 Library  
 Gift Shop  
 Spacious Patios

**Resident Programs**

Arts & Crafts  
 Bible Study  
 Bingo  
 Musical Events  
 Exercise  
 Cooking/Baking  
 Movies  
 Bus Trips  
 Discussion  
 Reminisce  
 Trivia

**StoneRidge Retirement Living**  
**StoneRidge Towne Centre**  
 Personal Care  
 7 W Park Avenue  
 Myestown, PA 17067  
 PHONE: 717-866-6541, ext. 2213  
 FAX: 717-866-3485



***Steven Reiter, CPA***  
 President/CEO

***Jeremy Keiter, NHA***  
 Nursing Home Administrator

***Jennifer Illyes, LPN***  
 Personal Care Home Administrator

The **StoneRidge Retirement Living, StoneRidge Towne Centre** Campus offers Personal Care Services in private rooms. In addition to personal care, the campus offers a variety of services from independent living through skilled nursing.

**Located** along Route 501 in Myerstown.

**The Facility**

Number of Beds - 49  
 Visiting Hours - Anytime  
 Nursing Care Facility Available

**Admissions/Payment Information**  
 Payments Due on Monthly Basis

**Average Waiting Time for Admission:**  
 Depends on Bed Availability

**Staffing**

Nurse  
 Nurse Aide  
 Activities  
 Physical Therapy  
 Occupational Therapy  
 Speech Therapy  
 Transportation  
 Chaplain  
 Dietary  
 Housekeeping  
 Maintenance  
 Laundry

**Special Features**

Activities Room  
 Beauty Shop  
 Resident Lounge w/TV  
 Library  
 Gift Shop  
 Garden Area

**Resident Programs**

Arts & Crafts  
 Bible Study  
 Bingo  
 Musical Events  
 Electronic Games (Wii)  
 Movies  
 Bus Trips  
 Discussion  
 Reminisce  
 Trivia

**Twin Oaks Nursing Center**  
**2880 Horseshoe Pike**  
**Palmyra, PA 17078**  
**PHONE: 717-838-2231**  
**FAX: 717-832-1381**



***Christopher Fisher***  
 Administrator

***Diana Shearer***  
 Personal Care Home Administrator

**Twin Oaks Nursing Care** is a personal care facility as well as a skilled nursing unit. The newly renovated and redecorated single-story construction of the building allows easy access to all parts of the building.

**Located** along Route 322 in the center of Campbelltown.

**The Facility**

Number of Beds – 20  
 Visiting Hours (Suggested)  
 24 Hours/Day  
 Nursing Care Facility Available

**Admission/Payment Information**

*Average Waiting Time for Admission*

Depends on Bed Availability

No Admission Fee

Payments Due One Month in Advance

**Staffing**

Personal Care Aide  
 Social Worker  
 Activities Coordinator  
 Therapy Services Avail.  
 Dietician  
 Podiatrist  
 Psychiatrist  
 Optometrist Available  
 Audiologist

**Special Features**

Activities Room  
 Outdoor Courtyard, which is surrounded by buildings for security  
 Sun Room  
 Resident Lounge w/TV  
 Laundry Room  
 Library  
 Beauty Shop

**Resident Programs**

Arts & Crafts  
 Bible Study  
 Bingo  
 Exercise  
 Movies  
 Shopping Trips  
 Church Service every Sunday  
 Pet Therapy  
 Variety of Musical Programs

**Other**

Respite Care on Assisted Living/ Personal Care wing, depending on availability

**York Street Personal Care Home**  
970 York Street  
Lebanon, PA 17042  
PHONE: 717-272-1124

***Adrienne Lancia***  
Administrator



**York Street Personal Care Home** is a corporately owned personal care home where residents can enjoy an informal and homey atmosphere.

**Located** 1 block east of Route 72, close to restaurants and shopping.

**The Facility**

Number of Beds – 8  
Visiting Hours (Suggested)  
10:00 am to 7:00 pm

**Staffing**

Housekeeping  
Maintenance  
Personal Care Assistants

**Resident Programs**

Summer Cookouts  
Outside Bus Trips  
Residents attend Integrating & Sustaining Center on daily basis  
Daily In-house Activities

**Admission/Payment Information**

*Average Waiting Time for Admission*

Depends on Bed Availability

Accepts SSI Supplement

Payments Due on a Monthly Basis

No Admission Fee