



COMMONWEALTH OF PENNSYLVANIA  
**DEPARTMENT OF PUBLIC WELFARE**  
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HARRISBURG, PENNSYLVANIA 17105-2675

ADULT RESIDENTIAL LICENSING

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April 15, 2010

Dear Personal Care Home Provider:

I am writing to inform you about an important clarification regarding the requirements for telephone reporting of incidents pursuant to 55 Pa.Code § 2600.16(c) (relating to reportable incidents and conditions).

In addition to submitting a written incident report, personal care homes are required to make a telephone report of serious incidents involving:

- Unexpected death of a resident.
- An unexplained absence of a resident for 24 hours or more or any absence of a resident from a secured dementia unit.
- Fire or structural damage to the home making it uninhabitable overnight.
- An emergency in which the procedures under §2600.107 (relating to emergency preparedness) are implemented.
- An unscheduled closure of the home or relocation of residents.
- Termination of heat during the winter months, or the termination of water or electricity.

The current Licensing Measurement Instrument (LMI) explains that telephone reports must be made within 24 hours to the Department's personal care home regional office or to the personal care home complaint hotline. It does not, however, differentiate between when the regional office should be called and when the hotline should be called. As it is imperative that the Department be made aware of these serious situations in a timely manner, the following clarification is made, effective 30 days from the date of this letter:

All reportable incidents requiring a telephone report in accordance with § 2600.16© must be reported to the personal care home regional office during business hours (weekdays 8:30 a.m. to 5:00 p.m.) or to the personal care home complaint hotline, at 800-254-5164, during non-business hours (weekends, holidays, and between 5:00 p.m. and 8:30 a.m. on weekdays).

Please make appropriate revisions to your reporting practices and to your written policies and procedures on the prevention, reporting, notification, investigation and management of reportable incidents and conditions to reflect this clarification. Please feel free to contact Mr. Matthew J. Jones, Director of Operations, 717-772-4982, with any questions.

Sincerely,

*Karen E. Kroh*

Karen E. Kroh,  
Director