

Department of
SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 019200922
Report Date: 08/07/2026
Date Signed: 08/07/2026 12:03:03 PM

Document Has Been Signed on 08/07/2026 12:03 PM - It Cannot Be Edited

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY		CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 1515 CLAY STREET, STE. 310 OAKLAND, CA 94612	
FACILITY EVALUATION REPORT			

FACILITY NAME: IVY PARK AT HAYWARD		FACILITY NUMBER: 019200922	
ADMINISTRATOR/JOSEPH VILLANUEVA		FACILITY TYPE: 740	
DIRECTOR:			
ADDRESS: 1200 RUSSELL WAY	STATE: CA	TELEPHONE: (510) 727-1700	
CITY: HAYWARD	ZIP CODE: 94541		
CAPACITY: 170	CENSUS: 144	DATE: 08/07/2026	
TYPE OF VISIT: Case Management - Other	UNANNOUNCED	TIME VISIT/INSPECTION	11:20 AM
MET WITH: Rickie Wattanakasaem/Business Office Director		BEGAN:	
		TIME VISIT/INSPECTION	12:00 PM
		COMPLETED:	

NARRATIVE	
1	Licensing Program Analyst Alicia Delmundo arrived on 08/07/2026 for an
2	unannounced inspection to follow up on a substantiated complaint investigation. LPA
3	met with Business Office Director Rickie Wattanakasaem and explained the purpose
4	of the visit. LPA also spoke over the phone with Regional Operations Specialist
5	Caroline Frangieh who authorized Rickie Wattanakasaem to sign and receive this
6	report.
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9	On June 4, 2025, the Department concluded a complaint investigation and
10	substantiated allegation that a resident (R1) sustained a fracture while in care,
11	resident had multiple falls during transfers and staff is not providing appropriate
12	assistance during transfers.
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15	On June 4, 2025, the Licensee was cited for violating Health and Safety Code
16	§1569.269(a)(6) Enumerated rights; severability, Health and Safety Code
17	§1569.269(a)(5) Enumerated rights; severability, and Title 22 California Code of
18	Regulations (CCR) 87464(f)(2) Basic Services.
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22	At the time of a complaint visit on July 17, 2026, an immediate civil penalty of \$500
23	was issued and the Licensee was informed that an additional civil penalty might be
24	assessed based on Health and Safety Code § 1569.49(f).
25	
.....continued on 809C	

Bennett Fong
Alicia Delmundo



DATE: 08/07/2026

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 08/07/2026

This report must be available at Child Care and Group Home facilities for public review for 3 years.

LIC809 (FAS) - (06/04)
California Health & Human Services Agency

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California Department of Social Services

FACILITY EVALUATION REPORT California law requires a public report of each licensing visit/inspection. This report is a record for the facility and the licensing agency. This report is available for public review; therefore, care is taken not to disclose personal or confidential information. Inquiries concerning the location, maintenance, and contents of these reports may be directed to the Licensing Program Analyst or Regional Office whose address and telephone number are listed on the front of this form.

DEFICIENCIES A deficiency is an instance of noncompliance with licensing requirements, including applicable statutes, regulations, interim licensing standards, operating standards, and written directives. Applicants/ licensees must be notified in writing of all licensing deficiencies. Deficiencies are listed on the left side of this form, and the applicable licensing requirement upon which the deficiency is identified. There are two types of deficiencies:

- Type A deficiencies are violations of licensing requirements that, if not corrected, have a direct and immediate risk to the health, safety, or personal rights of persons in care.
- Type B deficiencies are violations of licensing requirements that, without correction, could become a risk to the health, safety, or personal rights of persons in care, a recordkeeping violation that could impact the care of said persons and/or protection of their resources, or a violation that could impact those services required to meet the needs of persons in care.

PLANS OF CORRECTION (POCs) The licensing agency is required to establish a reasonable length of time to correct a deficiency. In order to set the time, the licensing agency must take into consideration the seriousness of the violation, the number of persons in care involved, and the availability of equipment and personnel necessary to correct the violation. Applicants/licensees are requested to provide a specific plan for each violation on the right side of the form across from each deficiency. The more specific the plan, the less chance exists for any misunderstanding in setting time limits and reviewing corrections. The applicant/licensee who encounters problems beyond their control in completing the corrections within the specified time frame may request and may be granted an extension of the correction due date by the licensing agency.

CORRECTION NOTIFICATION The applicant/licensee is responsible for completing all corrections and promptly notifying the licensing agency of corrections. Applicants/licensees are advised to keep a dated copy of any correspondence sent to the licensing agency concerning corrections, or if corrections are telephoned to the licensing agency, the date, person contacted, and information given.

CIVIL PENALTIES The licensing agency is required by law to issue a Penalty Notice, when applicable, to all facilities holding a license issued by the licensing agency, or subject to licensure, except Certified Family Homes, Resource Families, and Foster Family Homes, or any governmental entity.

PENALTY NOTICE GIVEN The statement concerning civil penalties serves as a penalty notice on this Licensing Report and failure to correct cited licensing deficiencies will result in civil penalties. Applicants/ licensees are required to pay civil penalties when administrative appeals have been exhausted and in accordance with any payment arrangements made with the licensing agency.

APPEAL RIGHTS The applicant/licensee has a right without prejudice to discuss any disagreement in this report with the licensing agency concerning the proper application of licensing requirements. The applicant/ licensee may request a formal review by the licensing agency to amend or dismiss the notice of deficiency and/ or civil penalty. Requests for review shall be made in writing within 15 business days of receipt of a deficiency notification or civil penalty assessment. Licensing deficiencies may be appealed pursuant to the

AGENCY REVIEW The licensing agency review of an appeal may be conducted based upon information provided in writing by the applicant/licensee. The applicant/licensee may request an office meeting to provide additional information. The applicant/licensee will be notified in writing of the results of the agency review within 60 business days of the date when all necessary information has been provided to the licensing agency.

EMAIL REQUIREMENT Adult Community Care Facilities, Residential Care Facilities for the Chronically Ill, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.

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FACILITY EVALUATION REPORT (Cont)	

FACILITY NAME: IVY PARK AT HAYWARD	FACILITY NUMBER: 019200922
	VISIT DATE: 08/07/2026

NARRATIVE	
1	The Department has concluded an analysis and has determined that a civil penalty is warranted for serious bodily injury. The Welfare and Institutions Code Section 15610.67 defines serious bodily injury as “an injury involving extreme physical pain, substantial risk of death, or protracted loss or impairment of a function of a bodily member, organ, or of mental faculty, or requiring medical intervention, including but not limited to, hospitalization, surgery, or physical rehabilitation.” This is evidenced by the facility not providing appropriate assistance during transfers in which R1 sustained a fracture of the left femur requiring hospitalization and surgery. Today, 08/07/2026, the Department will be issuing a civil penalty per Health and Safety Code § 1569.49(f) for a violation that the Department constitutes as serious bodily injury in the amount of \$10,000. However, since an immediate civil penalty of \$500 was previously issued on June 4, 2025, the amount of the civil penalty issued today will be \$9,500. Exit interview conducted. A copy of the report issued. Appeal rights provided. Rickie Wattanakasaemand signature on this report acknowledge receipt of the appeal rights, found on page two of the LIC 421D.
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NAME OF LICENSING PROGRAM MANAGER: Bennett Fong	
NAME OF LICENSING PROGRAM ANALYST: Alicia Delmundo	
LICENSING PROGRAM ANALYST SIGNATURE:	DATE: 08/07/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/07/2026