

Department of
SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 197607372
Report Date: 05/08/2026
Date Signed: 05/12/2026 11:36:55 AM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364
FACILITY EVALUATION REPORT	

FACILITY NAME:	OAKVIEW	FACILITY NUMBER:	197607372
ADMINISTRATOR/DIRECTOR:	JAMES MACKAY	FACILITY TYPE:	740
ADDRESS:	3557 CAMPUS DR.	TELEPHONE:	(805) 241-2000
CITY:	THOUSAND OAKS	STATE:	CA
CAPACITY:	63	ZIP CODE:	91360
TYPE OF VISIT:	Case Management - Incident	CENSUS:	52
		DATE:	05/08/2026
		UNANNOUNCED TIME VISIT/INSPECTION	01:15 PM
		BEGAN:	
MET WITH:	James MacKay, Executive Director and Shaulett Dela Cruz, Assisted Living Director	TIME VISIT/INSPECTION	03:30 PM
		COMPLETED:	

NARRATIVE	
1	Licensing Program Analyst (LPA) Zabel Chochian conducted an unannounced Case Management – Incident visit for the purpose of investigating a self reported incident by the facility. Upon arrival LPA met with Executive Director (ED) James MacKay and Assisted Living Director (ALD) Shaulett Dela Cruz. Reason for the visit was discussed.
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6	On 05/06/2026 late afternoon, it was discovered of a possible psychological abuse. It was reported that on 05/2/2026, night shift staff (S1) refused to assist R1 stating "you can do it yourself". In addition it was reported that S1 would not assist R1 with care needs and made R1 fearful. ED and ALD cross reported incident to law enforcement and the Long Term Care Ombudsman. Law enforcement arrived to the facility on 05/6/2026 and spoke with R1. ADL and ED also interviewed R1. Initially R1 reported that S1 pushed resident down on the toilet and later recanted and stated that S1 did not touch R1. R1 reported that S1 would not assist R1 with toileting needs and said to R1 "you can do it yourself". S1 is placed on leave pending facility internal investigation.
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16	At approximately 1:30pm, LPA interviewed staff, reviewed and obtained copies of pertinent documentation relevant to the incident in question. From approximately 2:00pm-3:30pm, LPA and ALD toured the facility and LPA interviewed a total of nine (9) residents. Based on interviews and records review no immediate or potential health and safety concerns were observed during the visit. ADL reported that they will be conducting an in-service training for all caregivers on better approach technics on encouraging residents independence. No deficiencies cited at this time. LPA has determined should further investigation be warranted, LPA will return at a later date. Exit interview conducted. A copy of the report was issued.
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NAME OF LICENSING PROGRAM MANAGER:	Desaree Perera
NAME OF LICENSING PROGRAM ANALYST:	Zabel Chochian

LICENSING PROGRAM ANALYST SIGNATURE:

DATE: 05/08/2026

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.**FACILITY REPRESENTATIVE SIGNATURE:**

DATE: 05/08/2026

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 AgencyPage: 1 of 2
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 procedures in the LIC 9058 Applicant/Licensee Rights.

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.