

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 197608401
Report Date: 07/14/2026
Date Signed: 07/14/2026 01:06:38 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION WOODLAND HILLS S.RO, 21731 VENTURA BLVD., STE. 250 WOODLAND HILLS, CA 91364
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 07/08/2026 and conducted by Evaluator Gina Saucedo

PUBLIC	COMPLAINT CONTROL NUMBER: 31-AS-20260708124426
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FACILITY NAME:	VICTOR ROYALE, LLC	FACILITY NUMBER:	197608401
ADMINISTRATOR:	VERONICA BEHAR	FACILITY TYPE:	740
ADDRESS:	120 E. LAUREL STREET	TELEPHONE:	(818) 243-7442
CITY:	GLENDALE	ZIP CODE:	91205
CAPACITY:	60	DATE:	07/14/2026
		UNANNOUNCED TIME BEGAN:	07:45 AM
MET WITH:	Alise Nazarian, Administrator	TIME COMPLETED:	01:10 PM

ALLEGATION(S):

1	Staff is over medicating residents
2	Staff does not ensure facility is free of hazardous odors
3	Staff yell at residents
4	Staff are interrupting the sleep of residents
5	Staff threatened residents in care
6	Staff does not ensure facility washing machines are in good repair
7	Staff do not provide adequate meal portions to residents
8	
9	

INVESTIGATION FINDINGS:

1	On 07/14/26, at 7:45am, Licensing Program Analyst (LPA) Gina Saucedo arrived at the facility to conduct
2	an unannounced, initial complaint visit and was greeted by Alise Nazarian, Administrator. LPA explained
3	the purpose of this visit was to gather information and deliver findings for this complaint.
4	
5	On 07/14/26, LPA Saucedo asked for the census, staff, and resident rosters. On 07/14/26, at 7:55am,
6	LPA Saucedo conducted a physical tour, interviewed both residents and staff.
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8	LIC 9099C-continued
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10	
11	
12	
13	

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Troy Agard	
LICENSING EVALUATOR NAME: Gina Saucedo	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/14/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/14/2026

This report must be available at Child Care and Group Home facilities for public review for 3 years.
LIC9099 (FAS) - (06/04) Page: 1 of 4
Control Number 31-AS-20260708124426

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION WOODLAND HILLS S.RO, 21731 VENTURA BLVD., STE. 250 WOODLAND HILLS, CA 91364
COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: VICTOR ROYALE, LLC	FACILITY NUMBER: 197608401
	VISIT DATE: 07/14/2026

NARRATIVE	
1	Regarding the allegation: Staff is over medicating residents. It is alleged that staff are administering
2	medications above the prescribed dosage. During LPA's physical tour, LPA reviewed five (5) random
3	resident medications that were in bubble packs, and the proper dosage was prescribed and the qualified
4	staff signed for it. In addition, the five (5) random resident medications that were reviewed were
5	prescribed by a pharmacist/doctor. LPA also interviewed five (5) residents that confirmed they do not
6	feel over medicated. Furthermore, the Glendale Police Department visited and interviewed residents on
7	07/08/26, and they are no complaints about medications. LPA interviewed nine (9) staff that confirmed
8	that residents are not over medicated. Three (3) out of the nine (9) staff interviewed are staff that provide
9	medication to residents, and they also confirmed that the medication is in bubble packs and giving over
10	medication to residents would be difficult and is not allowed. Therefore, based on the interviews
11	conducted and the medications reviewed the allegation(s) is UNSUBSTANTIATED at this time.
12	
13	Regarding the allegation: Staff does not ensure facility is free of hazardous odors. It is alleged that
14	staff clean with bleach and there is a strong smell in the resident's rooms. During LPA's physical tour,
15	LPA did smell and observe various cleaning supplies being used for cleaning in their original container,
16	but no residents were around when the cleaning supplies were being used. Furthermore, the cleaning
17	supplies are locked, stored and inaccessible to residents. LPA interviewed five (5) residents that
18	confirmed that the cleaning and the odor of the room does not bother them. During LPA's interview with
19	nine (9) staff they confirmed different cleaning supplies are used to clean but residents don't have
20	access to them. Therefore, based on the interviews conducted and the LPA's observation the
21	allegation(s) is UNSUBSTANTIATED at this time.
22	
23	Regarding the allegation: Staff yell at residents. It is alleged that staff #1 (S1) yell at residents. During
24	LPA's physical tour, LPA did not witness S1 and/or any of the other eight (8) staff that were interviewed
25	yelling at residents. LPA also interviewed five (5) residents that confirmed S1 does not yell at them.
26	Furthermore, the nine (9) staff interviewed including S1 confirmed they have never yelled at any of the
27	residents. In addition, the Glendale Police Department visited and interviewed residents on 07/08/26,
28	and did not observe any signs of abuse or neglect. Therefore, based on the interviews conducted the
29	allegation(s) is UNSUBSTANTIATED at this time.
30	
31	LIC 9099C-continued
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SUPERVISORS NAME: Troy Agard	
LICENSING EVALUATOR NAME: Gina Saucedo	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/14/2026
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FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/14/2026

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Control Number 31-AS-20260708124426

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION WOODLAND HILLS S.RO, 21731 VENTURA BLVD.,
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COMPLAINT INVESTIGATION REPORT
(Cont)

STE. 250
WOODLAND HILLS, CA 91364

FACILITY NAME: VICTOR ROYALE, LLC

FACILITY NUMBER: 197608401

VISIT DATE: 07/14/2026

NARRATIVE

1 **Regarding the allegation:** Staff are interrupting the sleep of residents. It is alleged that staff #1 (S1)
2 wake up residents at 4:30AM to clean their room. During LPA's review of the LIC 500, staff #1 comes in
3 at 6AM. LPA also interviewed S1 that confirmed they do not come in before 6AM. In addition, the other
4 eight (8) staff that were interviewed confirmed that S1 does not come in before 6AM. LPA also
5 interviewed five (5) residents that confirmed S1 does not interrupt their sleep and S1 does not start
6 cleaning their rooms until 6:30AM and/or 7:00AM. During LPA's physical tour at 7:55AM, LPA observed
7 S1 cleaning some rooms and the hallways of the facility without disturbing residents. Therefore, based
8 on the interviews conducted the allegation(s) is UNSUBSTANTIATED at this time.

10 **Regarding the allegation:** Staff threatened residents in care. It is alleged that the administration has
11 told residents that if they complain, they will be required to sign a letter and be removed from the facility.
12 During LPA's interview with nine (9) staff they confirmed that no residents have complained about being
13 threatened by the administration and if they complain they will be required to sign a letter and be
14 removed from the facility. One (1) out of the nine (9) staff confirmed that the residents do sign paperwork
15 that is given to them from the office but nothing regarding complaining it's paperwork like payments
16 received, Appraisals etc. During LPA's interview with five (5) residents they confirmed that they have not
17 been threatened by the administrator and/or anybody in the facility. In addition, the Glendale Police
18 Department visited and interviewed residents on 07/08/26, and did not observe any signs of abuse or
19 neglect. Therefore, based on the interviews conducted the allegation(s) is UNSUBSTANTIATED at this
20 time.

25 LIC 9099C-continued

SUPERVISORS NAME: Troy Agard

LICENSING EVALUATOR NAME: Gina Saucedo

LICENSING EVALUATOR SIGNATURE:

DATE: 07/14/2026

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 07/14/2026

LIC9099 (FAS) - (06/04)

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

COMPLAINT INVESTIGATION REPORT
(Cont)

CALIFORNIA DEPARTMENT OF SOCIAL
SERVICES
COMMUNITY CARE LICENSING DIVISION
WOODLAND HILLS S.RO, 21731 VENTURA BLVD.,
STE. 250
WOODLAND HILLS, CA 91364

FACILITY NAME: VICTOR ROYALE, LLC

FACILITY NUMBER: 197608401

VISIT DATE: 07/14/2026

NARRATIVE

1 **Regarding the allegation:** Staff does not ensure facility washing machines are in good repair. It is
2 alleged that the washing machine has not been working for the past two (2) weeks and residents are
3 wearing the same clothing. During LPA's physical tour of the facility, LPA observed two (2) washers and
4 two (2) dryers. LPA did not observe any dirty laundry in the laundry area. One (1) machine is also
5 available for use by residents who are able and who desire to do their own personal laundry. During
6 LPA's interview with five (5) residents they confirmed they do not do their own personal laundry, but the
7 facility staff does it for them. LPA also observed the five (5) residents interviewed to be wearing clean
8 clothing. LPA interviewed nine (9) staff, six (6) out of the nine (9) staff confirmed that they do not know if
9 the washing machines were ever broken because they do not go downstairs. Let it be noted, the laundry
10 room is downstairs. Three (3) out of the nine (9) staff confirmed that one (1) of the washers has not been

11 working but the others do work and there has been no issues doing laundry with one (1) machine
12 working. Furthermore, one (1) of the washers that is not working machine parts were ordered for it on
13 July 09, 2026 and the other three (3) machines are working properly. Therefore, based on the interviews
14 conducted the allegation(s) is UNSUBSTANTIATED at this time.

15

16 **Regarding the allegation:** Staff do not provide adequate meal portions to residents. It is alleged that
17 residents are not receiving the proper meals because staff do not want to change their diapers. During
18 LPA's physical tour, LPA took a picture of the food menu and the alternate menu at the entrance of the
19 dining hall. LPA also confirmed the menu and the breakfast they were providing to residents which was
20 French toast, cold cereal and choice of juice, coffee and/or milk which is an adequate breakfast portion.
21 LPA also interviewed five (5) residents that confirmed they do not have an issue receiving extra food if
22 they ask for it. LPA interviewed nine (9) staff that confirmed no residents have complained to them about
23 not receiving adequate meal portions. One (1) of the nine (9) staff stated, "if they ask for seconds they
24 will receive it." In addition, the Glendale Police Department visited and interviewed residents on
25 07/08/26 and residents had no complaints about the meal portions. Therefore, based on the interviews
26 conducted, the food menu and food observed the allegation(s) is UNSUBSTANTIATED at this time.

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29 An exit interview was conducted, no citation(s) were issue, and a copy of this report was given to the
30 Administrator.

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