

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 197608505
Report Date: 08/12/2026
Date Signed: 08/12/2026 11:01:13 AM

Substantiated

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 **06/06/2025** and conducted by Evaluator Abeye Duguma

	COMPLAINT CONTROL NUMBER: 31-AS-20250606101944
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FACILITY NAME:	GLEN PARK AT GLENDALE - BOYNTON ST	FACILITY NUMBER:	197608505
ADMINISTRATOR:	SUSAN PARK	FACILITY TYPE:	740
ADDRESS:	1250 BOYNTON ST	TELEPHONE:	(818) 246-9000
CITY:	GLENDALE	ZIP CODE:	91205
CAPACITY:	98	DATE:	08/12/2026
	STATE: CA	UNANNOUNCED TIME BEGAN:	10:30 AM
	CENSUS: 67	TIME	11:30 AM
MET WITH:	Susan Park	COMPLETED:	

ALLEGATION(S):

1	Facility Staff did not provide resident with their medical device.
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INVESTIGATION FINDINGS:

1	This report supercedes the report dated July 10, 2026.
2	Licensing Program Analyst (LPA) Abeye Duguma conducted an unannounced subsequent complaint visit
3	to this facility to further investigate the above allegation. LPA met with Susan Park and explained the
4	reason for the visit.
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6	--- Facility Staff did not provide resident with their medical device.
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8	It was alleged that facility is not giving Resident #1 (R1) their sleep apnea machine which they have a
9	prescription for. To investigate the allegation, on June 12, 2025, LPA Melissa Spaeth interviewed three
10	(03) staff and seven (07) residents from around 11:20a.m. to 1:15p.m. LPA was unable to interview R1.
11	To further investigate the allegation, on November 13, 2025, LPA contacted Local Ombudsman office. On
12	April 10, 2026, LPA requested additional documents. On June 26, 2026, LPA requested additional
13	documents at around 12:45p.m. and interviewed one (01) additional staff. (CONT. on LIC9099-C)

Substantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Troy Agard	
LICENSING EVALUATOR NAME: Abeye Duguma	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/12/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/12/2026

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 3

Control Number 31-AS-20250606101944

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: GLEN PARK AT GLENDALE - BOYNTON ST	FACILITY NUMBER: 197608505
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VISIT DATE: 08/12/2026

NARRATIVE	
1	During interviews, all staff stated that R1 does not know how to operate the Continuous Positive Airflow Pressure (CPAP) machine so R1 does not use it. S1 and Staff #2 (S2) added that R1 has memory issues and cannot follow directions to use the CPAP. Staff #3 (S3) added they made multiple attempts to discuss the CPAP machine usage with the RP verbally and by email. During interviews with residents, all interviewed residents confirmed they do not use such medical devices. A review of Physician's Report states R1 has a primary diagnosis of Dementia. R1 had no known allergies, confused/disoriented, sundowning behavior, able to follow instructions and communicate their needs. R1 is not able to administer own medications, administer own oxygen or store own medications. A review of documents provided indicate that a CPAP machine was prescribed on May 28, 2025, with instructions and signed and dated on the bottom May 30, 2025, and another document with similar information dated June 12, 2025, acknowledging receipt informing facility of need for CPAP. A review of the email correspondence provided is dated June 30, 2025, explaining the facility does not have skilled professionals available at night. The Local Ombudsman stated they were not given authorization to release the information to the LPA. Based on interviews and record review, there is enough information to verify the allegation, therefore, the allegation will remain SUBSTANTIATED at this time. No health and safety hazards noted during the visit. Exit interview conducted. Copy of this report issued.
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LIC9099 (FAS) - (06/04) Page: 2 of 3

Control Number 31-AS-20250606101944

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: GLEN PARK AT GLENDALE - BOYNTON ST
DEFICIENCY INFORMATION FOR THIS PAGE:

FACILITY NUMBER: 197608505
VISIT DATE: 08/12/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES		PLAN OF CORRECTIONS(POCs)	
Type B 08/12/2026 Section Cited CCR 87619(b)(1)(2)	1 2 3 4 5 6 7	87619 Intermittent Positive Pressure Breathing (IPPB) Machine (b) In addition to Section 87611(b), the licensee shall be responsible for the following: (1)Monitoring of the resident's ongoing ability to operate the equipment in accordance with the physician's orders. (2)Ensuring that the procedure is	1 2 3 4 5 6 7	A new POC was not issued as the Administrator has submitted a written letter stating they have reviewed regulation CCR Title 22 87619 and will adhere to it.
	8 9 10 11 12 13 14	administered by an appropriately skilled professional should the resident require assistance. This requirement is not met as evidenced by; Based on interviews, all staff stated R1 does not know how to operate the CPAP so R1 is not using it. S1 and Staff #2 (S2) added that R1 has memory issues and cannot follow directions to use the CPAP which poses a potential health, safety and personal rights risk to residents in care.	8 9 10 11 12 13 14	
	1 2 3 4 5 6 7		1 2 3 4 5 6 7	
	1 2 3 4 5 6 7		1 2 3 4 5 6 7	

Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.

SUPERVISOR'S NAME: Troy Agard	
LICENSING EVALUATOR NAME: Abeye Duguma	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/12/2026
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