

Department of

SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 197608506

Report Date: 02/09/2026

Date Signed: 02/09/2026 04:15:52 PM

Unsubstantiated

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

This is an official report of an unannounced visit/investigation of a complaint received in our office on **10/21/2025** and conducted by Evaluator Nadia Shahbazian

	COMPLAINT CONTROL NUMBER: 31-AS-20251021115416
--	---

FACILITY NAME: GLEN PARK AT GLENDALE - MARIPOSA ST	FACILITY NUMBER: 197608506
ADMINISTRATOR: SUSAN PARK	FACILITY TYPE: 740
ADDRESS: 1220 S MARIPOSA ST	TELEPHONE: (818) 242-9000
CITY: GLENDALE	ZIP CODE: 91205
CAPACITY: 120	DATE: 02/09/2026
MET WITH: Susan Park-Executive Director	UNANNOUNCED TIME BEGAN: 11:30 AM
	TIME COMPLETED: 04:15 PM

ALLEGATION(S):

1	Facility staff are insufficient to meet resident needs.
2	Licensee does not ensure that staff are adequately trained.
3	Licensee does not ensure that the facility has sufficient hygiene supplies.
4	
5	
6	
7	
8	
9	

INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Nadia Shahbazian conducted an unannounced subsequent complaint
2	visit to investigate the above allegations. LPA met with the Administrator Susan Park and explained the
3	reason for the visit. Initial complaint investigation was conducted by LPA Shahbazian on 10/28/2025.
4	
5	LPA obtained copies of pertinent information, such as LIC 500, Resident Roster, care staff job
6	descriptions. From 1:10pm to 2:00pm LPA interviewed residents. Today's visit concentrated mainly on
7	interviewing residents.
8	
9	Facility staff are insufficient to meet resident needs. It was alleged that the caregivers are being assigned
10	to care for up to 25 residents per shift. To investigate the allegation, LPA Shahbazian interviewed nine (9)
11	residents in random. Interviews with all nine (9) residents revealed that all residents were happy with the
12	services and staff. Two (2) residents stated that staff assist them with Activities of Daily Living (ADL)s,
13	assist with showering two times weekly and to assist with using the restroom. All nine (9) residents stated
	that staff check of them on regular basis, sometimes every 2-3 hours and that caregivers assist them in
	Continued on 9099-C

SUPERVISORS NAME: Troy Agard
LICENSING EVALUATOR NAME: Nadia Shahbazian
LICENSING EVALUATOR SIGNATURE:

DATE: 02/09/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/09/2026

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-20251021115416

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: GLEN PARK AT GLENDALE - MARIPOSA ST

FACILITY NUMBER: 197608506

VISIT DATE: 02/09/2026

NARRATIVE

1 their rooms and in the dining room; in addition Med Techs provide medications timely. During interviews
 2 with residents, six (06) out of nine (09) residents stated they have not called for assistance but three (3)
 3 residents stated that when pulling the cord, staff respond with five (05) to ten (10) minutes or sooner.
 4 LPA Shahbazian pulled the cord for the signal system in two rooms and one bathroom and in each
 5 incident, caregivers attended to residents within 2 minutes. LPA Shahbazian interviewed nine (9) care
 6 staff members, working in various shifts. All care staff members stated that they are assigned to assist
 7 16-20 residents during their daily shift but approximately 5-8 residents needs total care and others
 8 require assistance every 2-3 hours. Care staff stated they shower residents two times or more weekly,
 9 assist with ADLs, cleaning the rooms, taking out the trash and assisting residents in the dining room. All
 10 staff interviewed stated they feel they are short staffed, they all help each other to ensure residents are
 11 care for. Several staff members informed LPA that due to shortness of staff, facility is using caregivers
 12 from agencies, also Med Techs and LVN do assist caregiver when needed.
 13 Interview with Executive Director revealed that usually there are five (5) caregivers in the morning shift,
 14 four (4) assigned to pm shift and three (3) to graveyard shift and each caregiver is assigned to
 15 approximately sixteen (16) residents daily. Executive Director stated that currently one (1) caregiver is
 16 out on medical leave and residents for the caregiver are divided amongst the other caregivers, but there
 17 is enough coverage per shift. In addition Executive Director mentioned that caregivers, housekeepers
 18 and med techs all assist each other and communicate with each, to ensure residents are assisted as
 19 soon as possible or within seven (7) minutes. Executive Director stated that facility uses services from
 20 two (2) separate staffing agencies to complete any caregiver staff shortages. Records obtained by LPA
 21 from September 2025 through current, revealed that facility has been using caregivers from the staffing
 22 agencies, on regular basis, to cover staff during various shifts. During the initial complaint visit on
 23 10/28/2025 LPA had observed a banner hanging outside regarding hiring but during today's visit LPA did
 24 not see the banner. Executive Director stated that they have hired a Human Resources Manager at the
 25 facility, in order to concentrate on interviewing and hiring staff, including caregivers and housekeepers.
 26 Facility has hired five (5) caregivers and one (1) housekeeper in January 2026 and are still recruiting for
 27 more caregivers.
 28
 29 During facility visits, residents were observed to be appropriately supervised, and staff were present and
 30 engaged in resident care activities. Based on staff interviews and records review, it was revealed that
 31 facility is using staffing agencies and has hired multiple caregivers to address staff shortages. Therefore,
 32 the allegation is **UNSUBSTANTIATED** at this time.

SUPERVISORS NAME: Troy Agard
LICENSING EVALUATOR NAME: Nadia Shahbazian
LICENSING EVALUATOR SIGNATURE:

DATE: 02/09/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/09/2026

**COMPLAINT INVESTIGATION REPORT
(Cont)****FACILITY NAME:** GLEN PARK AT GLENDALE - MARIPOSA
ST**FACILITY NUMBER:** 197608506**VISIT DATE:** 02/09/2026**NARRATIVE**

1 Licensee does not ensure that staff are adequately trained. It was alleged that the caregivers do not
 2 have proper training to provide care to residents. To investigate the allegation, LPA Shahbazian
 3 interviewed nine (9) caregivers. All caregivers stated that they feel the training was sufficient in the
 4 beginning and there is always trainings and meetings to cover various topics. Caregivers stated that
 5 initial training is learning facility policies and online training specific for their duties. In addition, they
 6 stated for 2-3 weeks caregivers shadow other senior caregivers and med techs to learn their tasks.
 7 Based on interviews with staff, it was revealed that staff are satisfied with their training and facility
 8 provides continued training to all staff. Therefore, the allegation is **UNSUBSTANTIATED** at this time.
 9

10 Licensee does not ensure that the facility has sufficient hygiene supplies. It was alleged that facility does
 11 not have enough gloves or hygiene supplies such as shampoo or personal care items. To investigate the
 12 allegation, LPA Shahbazian interviewed staff who revealed that there is no shortage of personal or
 13 hygiene supplies. Staff informed LPA that they are always provided a supply of masks, gloves and any
 14 required items at the front desk but several caregivers stated the quality of the gloves are not good.
 15 Interview with Office Manager revealed that it is their responsibility to purchase supplies, including office
 16 and personal care items. Supplies are ordered every 2 weeks and there is available funds for any
 17 immediate purchases. LPA toured the facility with Office Manager and observed three storage areas
 18 filled with boxes of masks, alcohol pads, shampoos, gloves, incontinence supplies, office supplies and
 19 medical supplies. LPA also observed supplies in med room and front reception area. Based on
 20 interviews and observations, the allegation is **UNSUBSTANTIATED** at this time.
 21

22 Exit interview conducted and copy of the report was signed and given to the Administrator.
 23
 24
 25
 26
 27
 28
 29
 30
 31
 32

SUPERVISORS NAME: Troy Agard**LICENSING EVALUATOR NAME:** Nadia Shahbazian**LICENSING EVALUATOR SIGNATURE:****DATE:** 02/09/2026**I acknowledge receipt of this form and understand my licensing appeal rights as explained and
received.****FACILITY REPRESENTATIVE SIGNATURE:****DATE:** 02/09/2026