

Department of
SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 197609632
Report Date: 07/25/2026
Date Signed: 07/26/2026 06:05:04 PM

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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: RESERVE AT THOUSAND OAKS, THE		FACILITY NUMBER:	197609632
ADMINISTRATOR/SPENCER, ELIZABETH DIRECTOR:		FACILITY TYPE:	740
ADDRESS:	3575 N. MOORPARK ROAD	TELEPHONE:	(805) 492-2471
CITY:	THOUSAND OAKS	STATE: CA	ZIP CODE: 91360
CAPACITY: 170	CENSUS: 158	DATE:	07/25/2026
TYPE OF VISIT: Required - 1 Year	UNANNOUNCED	TIME VISIT/INSPECTION	10:28 AM
MET WITH: Elizabeth Spencer, Executive Director		BEGAN: TIME VISIT/INSPECTION	04:00 PM
		COMPLETED:	

NARRATIVE	
1	Licensing Program Analyst (LPA) Zabel Chochian conducted an annual inspection today. At
2	approximately 2:15 p.m. LPA met with staff Nancy Burns and introduced self. Staff contacted Executive
3	Director (ED) Elizabeth Spencer and LPA explained the reason for the visit.
4	
5	At approximately 3:00 p.m., the LPA and Executive Director and Maintenance Director, toured the
6	physical plant areas inside and outside to ensure there are no health and safety hazards and facility is in
7	compliance with Title 22 Regulations. The following was observed: Facility dining room and commercial
8	kitchen were inspected and found to be in compliance with Title 22 regulations. The LPA observed
9	sufficient perishable and non-perishable foods to meet the minimum requirement for two day perishable
10	and seven day non-perishable food supply; emergency food and water supply for 72 hours. Refrigerator
11	and food storage areas were checked for proper labels and expiration dates and food labels; opened
12	food items were sealed properly and had expiration date clearly marked. Common spaces on the first
13	floor include the theater, salon, secured pool, and spa. The second floor includes the reception
14	area/lobby, library, activity rooms, fitness room, and physical therapy room. The third floor includes the
15	kitchen/dining services, and activity rooms. Fire extinguishers were checked and observed full charged.
16	The pool was observed to locked and inaccessible to residents in care. There were no obstructions
17	and/or tripping hazards throughout the facility.
18	
19	The main facility structure is a three story building. There are resident rooms on all three floors. In
20	addition, there are additional resident units in six (6) stand-alone buildings. LPA observed six (6)
21	resident rooms randomly chosen in the main building. All resident rooms observed were furnished
22	appropriately, with furnishings and clean linens. The bathrooms were sufficiently stocked with supplies
23	and paper towels. Hot water temperature was measured between 116.2 – 127.8 degrees Fahrenheit.
24	Assistant Maintenance Director adjusted the boiler during the visit. The outer building were not toured
25	during today's visit.
Due to time constraints the annual will continue to another date. Exit interview held.Copy of report	

provided.

Desaree Perera
Zabel Chochian



DATE: 07/25/2026

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 07/25/2026

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 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.