

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 197802563
Report Date: 08/25/2026
Date Signed: 08/26/2026 08:33:58 AM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION MONTEREY PARK ASC, 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **05/18/2026** and conducted by Evaluator Sanjay Vaid

PUBLIC	COMPLAINT CONTROL NUMBER: 28-AS-20260518121219
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FACILITY NAME: EL DESCANSO RETIREMENT HOME		FACILITY NUMBER: 197802563
ADMINISTRATOR:BOUSERI, CLEMENCIA		FACILITY TYPE: 740
ADDRESS: 21020 E. CIENEGA AVENUE		TELEPHONE: (626) 967-2868
CITY: COVINA	STATE: CA	ZIP CODE: 91724
CAPACITY: 15	CENSUS: 12	DATE: 08/25/2026
	UNANNOUNCED	TIME BEGAN: 03:15 PM
MET WITH: Administrator, Clemencia Bousheri		TIME COMPLETED: 04:15 PM

ALLEGATION(S):

1	Staff took videos of residents without consent
2	Staff did not intervene when outside vendor took videos and pictures of residents without consent
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INVESTIGATION FINDINGS:

1	***This licensing report supersedes the report delivered on 08/20/2026, the reason for the superseded report is to clarify information listed on the initial report. The findings will remain unsubstantiated. ***
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4	On today's visit LPA Vaid met with Administrator Clemencia Bousheri and discussed purpose of visit. LPA
5	Vaid and Bousheri toured the facility and did not observe any health and safety concerns.
6	On 08/20/26, Licensing Program Analyst (LPA) Vaid conducted a subsequential visit for the above-
7	mentioned allegations and was allowed entry by Caregiver, Norma Salazar. Facility Manager, Escarling
8	Godoy, arrived shortly after, and the reason for the visit was discussed. LPA obtained staff and residents'
9	rosters. LPA Vaid and Manager Godoy toured the facility and did not observe any health and safety
10	concerns. Administrator Bousheri arrived shortly after.
11	On 05/26/2026, LPA Vaid conducted initial visit and obtained the following documents: staff roster,
12	resident roster, Resident #1 (R1) Face-Sheet, Admissions Agreement, photo release and confidentiality
13	agreement. Interviewed staff, residents and witnesses.
	Continued on 9099C.....

Unsubstantiated	Estimated Days of Completion: 0
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SUPERVISORS NAME: Fernando Fierros	
LICENSING EVALUATOR NAME: Sanjay Vaid	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/25/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/25/2026

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 2
Control Number 28-AS-20260518121219

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION MONTEREY PARK ASC, 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754
COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: EL DESCANSO RETIREMENT HOME	FACILITY NUMBER: 197802563
	VISIT DATE: 08/25/2026

NARRATIVE	
1	***This licensing report supersedes the report delivered on 08/20/2026, the reason for the superseded
2	report is to clarify information listed on the initial report. The findings will remain unsubstantiated. ***
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4	Regarding the allegation: Staff took videos of residents without consent. It is alleged that the staff
5	took videos of residents without their consent. Interviews with three (3) of three (3) staff deny the
6	allegation, staff state that the facility does not consent to the residents or resident's representatives use
7	of recording equipment in the facility, the only exception is when informed consent and full knowledge is
8	applied. Residents' Representatives can utilize the facility patio areas for private parties. In November of
9	2025, R1's family held a party for R1 in the facility's patio area. R1's family hired the
10	Entertainer/Videographer (EV) for R1's party and the EV also recorded the event using video/audio. In
11	the video recordings, the individuals identified by staff and witnesses are not facility residents, and were
12	identified as R1's family members who agreed to be video recorded and agreed to participate with
13	holding the recording device. The investigation revealed that the facility staff did not take photos/videos
14	of R1 or any facility residents. Additionally, the facility staff did not hire the entertainer for R1's party.
15	Interviews with R1's family members acknowledge that R1's family hired the entertainer, however, R1's
16	family members were not aware of the content of the videos posted on social media. Fifteen (15) of
17	fifteen (15) residents interviewed could not corroborate the allegation, residents stated they were not
18	aware of staff video recording residents without consent. Based on interviews with residents, staff and
19	witnesses, review of videos and pictures, although the allegation may have happened or is valid, there is
20	not a preponderance of evidence to prove the alleged violation did or did not occur, therefore the
21	allegation is unsubstantiated.
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23	Regarding the allegation: Staff did not intervene when an outside vendor took videos and
24	pictures of residents without consent. It is alleged that the facility staff did not prevent an outside
25	vendor from taking pictures and videos of residents without their consent and posting the videos on
26	social media. Three (3) of three (3) staff deny the allegation, according to interviews with staff #1 (S1),
27	the entertainment company was not hired by the facility. S1 reported the entertainment company was
28	hired by R1's family and R1's family sought facility permission to hold the party in the patio area of the
29	facility. According to R1's family members, all the individuals shown in the videos were R1 and R1's
30	family members, and no residents or staff were shown in the videos. R1's family members stated having
31	hired the entertainer for R1's party and R1s family members were not aware of the content posted on
32	social media. Fifteen (15) of fifteen (15) residents interviewed could not corroborate the allegation,
	residents stated they were not aware of an outside vendor video recording residents without consent.
	Therefore, the investigation revealed that staff did not hire the outside vendor and staff did not organize
	or participate in R1's party. Based on interviews with residents, staff and witnesses, review of videos and
	pictures, although the allegation may have happened or is valid, there is not a preponderance of
	evidence to prove the alleged violation did or did not occur, therefore the allegation is unsubstantiated.
	An exit interview was conducted and copy of this report was provided to Administrator Clemencia Bousheri.

SUPERVISORS NAME: Fernando Fierros	
LICENSING EVALUATOR NAME: Sanjay Vaid	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/25/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	

