

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198320315
Report Date: 08/11/2026
Date Signed: 08/11/2026 04:49:06 PM

Substantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION EL SEGUNDO ASC, 1000 CORPORATE DR #100 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 08/03/2026 and conducted by Evaluator Socorro Leandro

	COMPLAINT CONTROL NUMBER: 11-AS-20260803114449
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FACILITY NAME:	BAY TOWERS AT BIXBY KNOLLS	FACILITY NUMBER:	198320315
ADMINISTRATOR:	MCDONALD, DON	FACILITY TYPE:	740
ADDRESS:	3747 ATLANTIC AVENUE	TELEPHONE:	(562) 426-6123
CITY:	LONG BEACH	STATE:	CA
CAPACITY:	65	ZIP CODE:	90807
		CENSUS:	49
		DATE:	08/11/2026
		UNANNOUNCED TIME BEGAN:	08:50 AM
MET WITH:	Executive Director - Don McDonald	TIME COMPLETED:	05:00 PM

ALLEGATION(S):

1	The facility does not maintain hot water temperatures between 105 to 120 degrees fahrenheit.
2	The facility is not in good repair.
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INVESTIGATION FINDINGS:

1	On 08/11/2026, Licensing Program Analyst (LPA) Socorro Leandro conducted an unannounced
2	complaint investigation visit regarding the allegations listed above. LPA met with the Executive Director,
3	Don McDonald, and the purpose of the visit was explained. LPA was granted entry to the facility.
4	
5	Investigation consisted of the following:
6	
7	On 08/11/2026, interviews were conducted, a facility tour was conducted, and records were gathered.
8	Interviews conducted consisted of Resident 1 (R1) to Resident 15 (R15) and Staff 1 (S1) to Staff 3 (S3).
9	Records were gathered and reviewed which consisted of resident roster, personnel roster, invoice dated
10	08/06/2026, and email dated 08/11/2026.
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Substantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Ulysses Coronel

LICENSING EVALUATOR NAME: Socorro Leandro
LICENSING EVALUATOR SIGNATURE:

DATE: 08/11/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/11/2026

This report must be available at Child Care and Group Home facilities for public review for 3 years.

LIC9099 (FAS) - (06/04)

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Control Number 11-AS-20260803114449

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

COMPLAINT INVESTIGATION REPORT (Cont)

CALIFORNIA DEPARTMENT OF SOCIAL
SERVICES
COMMUNITY CARE LICENSING DIVISION
EL SEGUNDO ASC, 1000 CORPORATE DR #100
MONTEREY PARK, CA 91754

FACILITY NAME: BAY TOWERS AT BIXBY KNOLLS

FACILITY NUMBER: 198320315

VISIT DATE: 08/11/2026

NARRATIVE

1 Investigation revealed the following:
2
3 Allegation: "The facility does not maintain hot water temperatures between 105 to 120 degrees
4 Fahrenheit."
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6 Interviews conducted with S1 to S3 revealed the following: Staff indicated that last week there was a
7 maintenance emergency in the boiler room and pump seals; the issues were addressed and fixed the
8 same day.
9
10 Interviews conducted with R1 to R15 revealed the following: 9 out of 15 residents agreed with the
11 allegation. 6 out of 15 residents denied the allegation, furthermore, residents indicated that in the past
12 they have had hot water issues, but the facility fixed the problems.
13
14 Record reviewed of the invoice dated 08/06/2026 revealed the following: On 08/06/2026, "pump failed at
15 main building and is leaking:...Found water leaking from the mechanical seal area...After completing the
16 repair, both boilers were started and tested. The heating system was confirmed to be operating
17 properly..."
18
19 On 08/11/2026 at approximately 9:54 AM to approximately 11:40 AM, hot water temperatures were
20 checked in residents' bathrooms which revealed the following:
21
22 • Room 408 hot water temperature measured 103 degrees Fahrenheit.
23 • Room 419 hot water temperature measured 102.4 degrees Fahrenheit.
24 • Room 601 hot water temperature measured 102.2 degrees Fahrenheit.
25 • Room 602 hot water temperature measured 90.7 degrees Fahrenheit.
26 • Room 605 hot water temperature measured 102.6 degrees Fahrenheit.
27 • Room 608 hot water temperature measured 103.5 degrees Fahrenheit.
28 • Room 609 hot water temperature measured 103.9 degrees Fahrenheit.
29 • Room 610 hot water temperature measured 103.7 degrees Fahrenheit.
30
31 Substantiated: Based on observations and interviews, the preponderance of evidence standard has
32 been met, therefore the above allegation is found to be substantiated. California Code of Regulations,
Title 22, Division 6 and Chapter 8 are being cited on the attached LIC 9099D.

SUPERVISORS NAME: Ulysses Coronel

LICENSING EVALUATOR NAME: Socorro Leandro

LICENSING EVALUATOR SIGNATURE:

DATE: 08/11/2026

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/11/2026

LIC9099 (FAS) - (06/04)

Page: 2 of 5

Control Number 11-AS-20260803114449

FACILITY NAME: BAY TOWERS AT BIXBY KNOLLS

FACILITY NUMBER: 198320315
VISIT DATE: 08/11/2026

NARRATIVE	
1	Allegation: "The facility is not in good repair," it is being alleged that the facility's Air Conditioning System (AC), plumbing, and so on are in disrepair. Interviews conducted with S1 to S3 revealed the following: Staff indicated that they are waiting for parts from the manufacture to fix to the air-cooling system. Moreover, staff indicated that last week there was a maintenance emergency with the pump seals giving out and water splashing everywhere; the issues were addressed and fixed the same day. Furthermore, staff indicated that the elevators have a continuous ringing sound to it, stating that maybe the elevators need oil. Interviews conducted with R1 to R15 revealed the following: 12 out of 15 residents agreed with the allegation, furthermore, residents indicated that the AC's do not work properly and it can get hot in their apartments, moreover, a resident stated that they had a leak in their room for a couple of months, additionally, residents stated that staff provided them with fans when they requested them. Records reviewed revealed the following: The invoice dated 08/06/2026 states "Found water leaking from the mechanical seal area...After completing the repair...confirmed to be operating properly...recommends replacing the pump volute and bearing assembly to prevent future failures. A proposal will be provided for the recommended repairs." The email dated 08/11/2026 with the subject line HVAC Update states that the third party vendor (maintenance company that works with the facility) is currently working directly with the HVAC manufacturer to source parts needed to fix HVAC units in rooms 417, 514, 609, and 610.
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SUPERVISORS NAME: Ulysses Coronel	
LICENSING EVALUATOR NAME: Socorro Leandro	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/11/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/11/2026

FACILITY NAME: BAY TOWERS AT BIXBY KNOLLS

FACILITY NUMBER: 198320315
VISIT DATE: 08/11/2026

NARRATIVE	
1	On 08/11/2026, a tour of the facility was conducted, and the following was observed (pictures of observations were taken): • Rooms 514, 417, and 606 did not have a comfortable temperature. • Room 601 – There was a leak on the ceiling with a screen and directly under there was a towel with a bucket of water. • Room 607's faucet was in disrepair. Facility staff addressed the problem and fixed the issue. • Room 619 – The water from the bathtub faucet came out brown and rusty.
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8 • The dining room did not have a comfortable temperature, staff and residents in the dining indicated
9 that it was hot and the AC had been in disrepair. The dining room had a leak coming from the ceiling
10 with a trash can underneath it and a cup of water inside the trash can.
11 • Facility elevators have a constant loud ringing sound to them.
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13 Substantiated: Based on observations, interviews, and records reviewed, the preponderance of
14 evidence standard has been met, therefore the above allegation is found to be substantiated. California
15 Code of Regulations, Title 22, Division 6 and Chapter 8 are being cited on the attached LIC 9099D.
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17 An exit interview was conducted, a civil penalty was provide regarding repeat violation, appeal rights
18 were reviewed, and plans of corrections were developed. A copy of this report was left with the Resident
19 Service Director, MaryLou Escobedo.
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SUPERVISORS NAME: Ulysses Coronel	
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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: BAY TOWERS AT BIXBY KNOLLS

FACILITY NUMBER: 198320315

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 08/11/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type B 09/01/2026 Section Cited CCR 87303(e)(2)	1 Maintenance and Operation (e) Water 2 supplies and plumbing fixtures shall be 3 maintained as follows: (2) Faucets used 4 by residents for personal care such as 5 shaving and grooming shall deliver hot 6 water. Hot water temperature controls 7 shall be maintained to automatically regulate the temperature of hot water used by residents to attain a temperature of not less than 105 degree F (41 degree C) and not more than 120 degree F (49 degree C). This requirement was not met as evidence by:	1 The Executive Director has agreed to 2 maintain the boilers/pumps in good 3 repair and create a plan to maintain hot 4 water temperatures between 105 to 120 5 degrees F. 6 7 Email plan to Socorro.Leandro@dss.ca.gov
	8 Based on interviews conducted and 9 observations the licensee did not 10 comply with the section above by not 11 having hot water temperatures 12 measuring 105 to 120 degrees F which	8 The department will have to come back 9 and check hot water temperatures and 10 then clear POC. 11 12

	13 14	poses/posed an immediate health or personal rights risk to persons in care.	13 14	
Type B 09/01/2026 Section Cited CCR 87303(a)	1 2 3 4 5 6 7	Maintenance and Operation (a) The facility shall be clean, safe, sanitary and in good repair at all times. Maintenance shall include provision of maintenance services and procedures for the safety and well-being of residents, employees and visitors. This requirement was not met as evidence by:	1 2 3 4 5 6 7	The Executive Director has agreed to fix the leak in room 601 and the dining room; fix and maintain the HVAC and boilers/pipes/pumps in good repair; and provide maintenance to the elevators.
	8 9 10 11 12 13 14	Based on observations, interviews, and records reviewed the licensee did not comply with the section cited above by not having the facility safe, sanitary, and in good repair at all times which poses/posed an immediate health, safety or personal rights risk to persons in care.	8 9 10 11 12 13 14	Email pictures, invoices, and plan to Socorro.Leandro@dss.ca.gov

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: Ulysses Coronel LICENSING EVALUATOR NAME: Socorro Leandro LICENSING EVALUATOR SIGNATURE: DATE: 08/11/2026	
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FACILITY REPRESENTATIVE SIGNATURE: DATE: 08/11/2026	