

# Department of SOCIAL SERVICES

## Community Care Licensing

# COMPLAINT INVESTIGATION REPORT

Facility Number: 198603267  
Report Date: 10/27/2022  
Date Signed: 10/27/2022 01:17:40 PM

## Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 1000 CORPORATE CNTR DR. ST 500 MONTEREY PARK, CA 91754
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **02/01/2022** and conducted by Evaluator Christine Wong

<b>PUBLIC</b>	<b>COMPLAINT CONTROL NUMBER: 28-AS-20220201132645</b>
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<b>FACILITY NAME:</b> SILVERADO SENIOR LIVING-SIERRA VISTA	<b>FACILITY NUMBER:</b> 198603267
<b>ADMINISTRATOR:</b> GWINN, VIDA	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 125 E. SIERRA MADRE AVE	<b>TELEPHONE:</b> (949) 240-7200
<b>CITY:</b> AZUSA	<b>STATE:</b> CA
<b>CAPACITY:</b> 87	<b>ZIP CODE:</b> 91702
<b>MET WITH:</b> Selene Rangel	<b>CENSUS:</b> 53
	<b>DATE:</b> 10/27/2022
	<b>UNANNOUNCED TIME BEGAN:</b> 09:00 AM
	<b>TIME COMPLETED:</b> 01:45 PM

### ALLEGATION(S):

1	Staff have stolen resident's personal belongings.
2	Staff stole the resident's dog.
3	Staff do not treat the resident with dignity.
4	Staff have hit the resident.
5	
6	
7	
8	
9	

### INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Christine Wong conducted a "Subsequent" visit to ascertain additional
2	information regarding the above-mentioned allegation(s) and for the purpose of rendering the findings.
3	LPA met with RN Selene Rangel and explained the reason of the visit and also assisted LPA with the
4	visit.
5	
6	The investigation consisted of the following: On 2/2/2022, LPA Sicairos conducted the initial 10 days
7	complaint visit and obtained copies of Staff and Resident Rosters. LPA requested copies from Resident
8	#1 (R1's) file. On today's date, LPA also interviewed the administrator, four staff (S1-S4) and five
9	residents (R2-R6).
10	
11	(See LIC 9099C for continuation)
12	
13	

**Unsubstantiated**

**Estimated Days of Completion:**

**NAME OF LICENSING PROGRAM MANAGER:** Christine Yee  
**NAME OF LICENSING PROGRAM ANALYST:** Christine Wong  
**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 10/27/2022

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 10/27/2022

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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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
CCLD Regional Office, 1000 CORPORATE CNTR  
DR. ST 500  
MONTEREY PARK, CA 91754

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** SILVERADO SENIOR LIVING-SIERRA VISTA

**FACILITY NUMBER:** 198603267

**VISIT DATE:** 10/27/2022

### NARRATIVE

- 1 The investigation revealed of the following: In regards to the allegation "Staff have stolen resident's  
2 personal belongings" LPA interviewed residents and all denied the allegation and reported no staff ever  
3 stole their personal belongings and they never missed or lost anything in the facility. LPA interviewed  
4 staff and reported when R1 first moved into the facility. R1 only came in with few clothes and a fanny  
5 pack. The facility and conservator had to buy her extra items that R1 needed. R1 also has a court  
6 appointed conservator for her finances and medical decision.  
7  
8 In regards to the allegation "Staff stole the resident's dog." LPA interviewed administrator and staff and  
9 all reported R1 did not have a dog when R1 moved into the facility. The dog chewy is the facility dog and  
10 he's a therapy dog for the residents in the facility. All residents can play with the facility dog. Staff also  
11 stated that R1 would even claim chewy as her own dog.  
12  
13 In regards to the allegation "Staff do not treat the resident with dignity." LPA interviewed residents and all  
14 denied the allegation and reported all staff are nice to them and respect them and they are happy living  
15 in the facility. LPA interviewed staff and all denied the allegation and reported no staff ever witness any  
16 staff being disrespectful to residents in the facility. Staff also reported only R1 was being disrespectful to  
17 the staff. R1 would yell and scream and curse at staff and other residents in the facility.  
18  
19 In regards to the allegation "Staff have hit the resident." LPA interviewed residents and all denied the  
20 allegation and reported they never witnessed any staff hit residents and reported all staff are nice and its  
21 never happened in the facility. LPA interviewed staff and all denied the allegation. It had never happened  
22 in the facility. The facility would not allow staff doing it and they are all mandated reporter. Staff also  
23 stated that no staff even want to get near to R1 due to her behaviors.  
24  
25 Based on statements and interviews conducted with staff, residents, review of resident files and facility  
26 file records, there was not enough supportive evidence to concur with the reported allegations. Although  
27 the allegations may have happened or are valid, there is not a preponderance of evidence to prove the  
28 alleged violations did or did not occur, therefore the allegations are UNSUBSTANTIATED.  
29  
30  
31 Exit interview conducted. A copy of the report and appeal right was provided to the RN Selene Rangel  
32

**NAME OF LICENSING PROGRAM MANAGER:** Christine Yee  
**NAME OF LICENSING PROGRAM ANALYST:** Christine Wong  
**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 10/27/2022

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 10/27/2022