

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 198603710
Report Date: 06/04/2026
Date Signed: 06/04/2026 11:23:38 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 04/01/2026 and conducted by Evaluator Daniel Konishi

PUBLIC	COMPLAINT CONTROL NUMBER: 28-AS-20260401120121
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FACILITY NAME: BAYSHIRE SAN DIMAS		FACILITY NUMBER: 198603710
ADMINISTRATOR: COLEMAN, CHAD		FACILITY TYPE: 741
ADDRESS: 1740 S SAN DIMAS		TELEPHONE: (909) 394-0304
CITY: SAN DIMAS	STATE: CA	ZIP CODE: 91773
CAPACITY: 119	CENSUS: 94	DATE: 06/04/2026
UNANNOUNCED		TIME BEGAN: 09:07 AM
MET WITH: Laura Sanchez, Health Services Director		TIME COMPLETED: 11:25 AM

ALLEGATION(S):

1	Facility staff abandoned resident at the hospital
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Daniel Konishi conducted a unannounced subsequent complaint visit in response to the above-mentioned allegation. LPA met with the Health Services Director, Laura Sanchez, and explained the reason for the visit. On 4/07/2026, the initial investigation visit was conducted. The investigation consisted of the following: LPA requested a copy of staff and resident rosters. LPA also requested copies from Resident#1 (R1's) file such as the Face Sheet, Physician's Report, Resident Assessment, and other pertinent documents. LPA interviewed the Staff #1 (S1) to Staff #5 (S5), and Resident #2 (R2) to Resident #9 (R9). LPA attempted to interview Resident #1 (R1) over the phone but LPA was unable to interview R1 since R1 did not answer any questions. LPA interviewed Witness #1 (W1) over the phone.
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Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: David Sicairos	
LICENSING EVALUATOR NAME: Daniel Konishi	
LICENSING EVALUATOR SIGNATURE:	DATE: 06/04/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 06/04/2026

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 28-AS-20260401120121

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: BAYSHIRE SAN DIMAS	FACILITY NUMBER: 198603710
	VISIT DATE: 06/04/2026

NARRATIVE	
1	On 4/7/2026, LPA interviewed Staff #6 (S6).
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3	On 6/3/2026, LPA contacted S1, S6 and W1 requesting documentation.
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5	During today's visit, the investigation consisted of the following: LPA interviewed S1. LPA obtained
6	pertinent documents.
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8	The investigation revealed the following: in regard to the allegation, "Facility staff abandoned resident at
9	the hospital" It is alleged that when R1 was ready to be discharged from the hospital, the facility would
10	not take R1 back despite previously agreeing to do so. LPA attempted to interview R1 over the phone
11	but LPA was unable to interview R1 since R1 did not answer any questions. R1 is no longer a resident of
12	the facility as of 3/29/2026. LPA interviewed five (5) out of eight (8) residents that denied the allegation
13	stating that when the resident was hospitalized and to be discharged from the hospital, the staff does
14	not abandon the resident as they ensure that the resident are able to return back to the facility. LPA
15	interviewed three (3) out of eight (8) residents stated that they have not been hospitalized during their
16	stay at the facility. However, those three (3) out of eight (8) residents stated that they have not heard
17	about staff abandoning residents at the hospital. LPA interviewed two (2) out of six (6) staff that denied
18	the allegation stating that R1 was not abandoned at the hospital as they stated that there were
19	discrepancies with R1's Physician's Report that the hospital physician filled out 3/27/2026 which did not
20	include R1's medication list and MRSA diagnosis which is a prohibited condition as it is a serious
21	infection that is easily transmittable. S1 and W1 stated that R1 was admitted to the hospital on
22	3/20/2026. Per W1, R1's MRSA isolation was cleared on 4/2/2026 which exceeded R1's 14-day respite
23	stay at the facility. Per W1 and one (1) staff, there was never an updated physician's report completed
24	by facility or hospital staff. Four (4) out of six (6) staff interviewed all stated they are not involved in R1's
25	matter being at the hospital. However, the four (4) out of six (6) staff indicated that they have not
26	experienced any residents abandoned at the hospital while they have worked at the facility. S1 also
27	stated that the facility did not refuse to accept R1 back to the facility since R1 was a resident on a
28	respite stay for 14 days which R1 signed on 03/16/2026 and expired on 03/29/2026. Per interview with
29	two (2) staff and record review, R1 did not pay for the respite stay as payment is provided prior to the
30	respite stay and no payment was received from R1 during or after R1's respite stay. There is not enough
31	evidence to substantiate.
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SUPERVISORS NAME: David Sicairos	
LICENSING EVALUATOR NAME: Daniel Konishi	
LICENSING EVALUATOR SIGNATURE:	DATE: 06/04/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 06/04/2026

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Control Number 28-AS-20260401120121

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**COMPLAINT INVESTIGATION REPORT
(Cont)**

DR. ST 500
MONTEREY PARK, CA 91754

FACILITY NAME: BAYSHIRE SAN DIMAS

FACILITY NUMBER: 198603710

VISIT DATE: 06/04/2026

NARRATIVE

1 Based on statements and interviews conducted with staff, residents, review of resident files and facility
2 file records, there was not enough supportive evidence to concur with the reported allegation. Although
3 the allegation may have happened or is valid, there is not a preponderance of evidence to prove the
4 alleged violation did or did not occur, therefore the allegations are UNSUBSTANTIATED.
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6 Exit interview was held, and a copy of this report was provided to the Health Services Director, Laura
7 Sanchez.
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