

Department of
SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 216804066
Report Date: 09/10/2025
Date Signed: 09/10/2025 03:19:40 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SANTA ROSA RO, 1450 NEOTOMAS AVENUE, STE. 100 SANTA ROSA, CA 95405
FACILITY EVALUATION REPORT	

FACILITY NAME:	BLUFFS AT HAMILTON HILL, THE	FACILITY NUMBER:	216804066
ADMINISTRATOR/LOMELI, LISA M		FACILITY TYPE:	740
DIRECTOR:		TELEPHONE:	(415) 889-8026
ADDRESS:	1 HAMILTON HILL DRIVE	ZIP CODE:	94949
CITY:	NOVATO	STATE: CA	
CAPACITY:	95	CENSUS: 85	DATE: 09/10/2025
TYPE OF VISIT:	Case Management - Incident	UNANNOUNCED TIME VISIT/INSPECTION	01:00 PM
MET WITH:	Karina Vasquez, Business Manager Jose Acumabig, Executive Director	BEGAN: TIME VISIT/INSPECTION	03:35 PM
		COMPLETED:	

NARRATIVE	
1	Licensing Program Analyst (LPA) Loera arrived unannounced to conduct a Case Management - Incident
2	Visit and met with Karina Vasquez, Business Manager and Jose Acumabig, Executive Director. The
3	purpose of the visit was to follow up on self-reported incident that was submitted to Community Care
4	Licensing (CCL).
5	
6	CCL received an incident report on 09/09/2025 Incident Report states on 09/03/2025 at approximately
7	1:55PM, a code silver was initiated for resident (R1) after R1 was found to be missing from both the
8	common area and their assigned room within memory care section of the community. A coordinated
9	response was launched involving approximately 12-18 staff members who assembled in the lobby and
10	divided into search teams. Staff conducted a thorough search of all floors within the community and
11	extended their efforts to surrounding outdoor areas, including the amphitheater and seashore landing -
12	locations where R1 is known to frequent visit with their daughter. Search teams utilized various
13	methods, including traveling on foot, in personal vehicles, and via the community transport bus. R1 was
14	located approximately 0.5 miles from the community by two care staff members. Upon approach, R1
15	displayed resistance and agitation, continuing to walk with staff following closely behind for an additional
16	0.5 miles. Staff were eventually able to redirect R1s attention and safely escort R1 back to the
17	community. Upon return, R1 was offered an antianxiety medication, which R1 accepted and tolerated
18	well with 120 ml of water. No difficulty swallowing was observed. R1 denied any pain or discomfort, and
19	no abnormalities in gait were noted during assessment. (Deficiency Cited)
20	
21	Per conversation with Business Manager and Health Care Director, they believe R1 got out from one of
22	the back doors in memory care. R1 was gone for approximately one hour without supervision. The door
23	alarm was activated when R1 left the facility. The alarm alerted staff, who went to go check the door and
24	didn't observe any residents near so staff closed the door and reset the alarm. Facility conducted an in
25	service training regarding elopement on 09/04/2025 and 09/09/2025.

Per R1s physician's report (LIC602) R1 is diagnosed with dementia and is unable to leave facility unassisted.

See LIC809-D for Deficiency. Exit interview conducted with Administrator and a copy of this report along with LIC811 (Confidential Names) was provided.

NAME OF LICENSING PROGRAM MANAGER: Kimberley Mota

NAME OF LICENSING PROGRAM ANALYST: Anthony Loera

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 09/10/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 09/10/2025

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

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.

LIC809 (FAS) - (09/23)

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Created By: Anthony Loera On 09/10/2025 at 02:49 PM

Link to Parent Document Below:

<p>STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY</p> <p>FACILITY EVALUATION REPORT (Cont)</p>	<p>CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION , 1450 NEOTOMAS AVENUE, STE. 100 SANTA ROSA, CA 95405</p>
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FACILITY NAME: BLUFFS AT HAMILTON HILL, THE

FACILITY NUMBER: 216804066

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 09/10/2025

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)	
Type A 09/10/2025 Section Cited	1 87705 Care of Persons with 2 Dementia:(d) The licensee shall 3 ensure that the facility has an 4 auditory device or other staff alert 5 feature to monitor exits on exterior 6 doors and perimeter fence gates 7 accessible to those residents who may be at risk for elopement, as defined in Section 87101, Definitions.		
	8 This requirement is not met as 9 evidenced by: Based on records 10 reviewed and interviews conducted, 11 Licensee did not ensure staff were 12 aware when R1 left the building 13 without assistance. This poses an 14 immediate Health, Safety or Personal Rights risk to persons in care.	8 9 10 11 12 13 14	
	1 2 3 4 5 6 7		
	1 2 3 4		

5
6
7

Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.

NAME OF LICENSING PROGRAM MANAGER:	Kimberley Mota
NAME OF LICENSING PROGRAM ANALYST:	Anthony Loera
LICENSING PROGRAM ANALYST SIGNATURE:	
	DATE: 09/10/2025

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

FACILITY REPRESENTATIVE SIGNATURE:	
	DATE: 09/10/2025