

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 292700174
Report Date: 08/04/2026
Date Signed: 08/04/2026 11:29:11 AM

Unfounded

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO NORTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/13/2026** and conducted by Evaluator Cassandra Mikkelson

	COMPLAINT CONTROL NUMBER: 59-AS-20260713152312
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FACILITY NAME:	BRUNSWICK VILLAGE	FACILITY NUMBER:	292700174
ADMINISTRATOR:	LAINE, KRISTIE	FACILITY TYPE:	740
ADDRESS:	316 OLYMPIA PARK CIRCLE	TELEPHONE:	(530) 274-1992
CITY:	GRASS VALLEY	ZIP CODE:	95945
CAPACITY:	100	DATE:	08/04/2026
	STATE: CA	UNANNOUNCED TIME BEGAN:	10:55 AM
	CENSUS: 61	TIME	11:40 AM
MET WITH:	Kristie Laine	COMPLETED:	

ALLEGATION(S):

1	Staff left resident in soiled diaper for an extended amount of time.
2	Due to lack of staffing residents' needs are not being met.
3	Facility is malodorous.
4	Staff do not follow proper food practices/preparations.
5	Staff do not follow proper sanitation practices.
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INVESTIGATION FINDINGS:

1	Licensed Program Analyst (LPA) Cassandra Mikkelson arrived at the facility unannounced and met with Kristie Laine to deliver findings for the above complaint allegation.
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3	
4	During the investigation, LPA conducted interviews, conducted a tour of the facility, and reviewed documentation pertinent to the investigation.
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7	The results of the investigation are as follows:
8	
9	*** Report continued on 9099-C***
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Unfounded	Estimated Days of Completion: 10
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SUPERVISORS NAME: Laura Munoz	
LICENSING EVALUATOR NAME: Cassandra Mikkelson	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/04/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/04/2026

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 59-AS-20260713152312

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: BRUNSWICK VILLAGE	FACILITY NUMBER: 292700174
	VISIT DATE: 08/04/2026

NARRATIVE	
1	<u>Staff left resident in soiled diaper for an extended amount of time.</u>
2	
3	Interviews conducted indicated that staff are checking on residents for incontinence support. Staff will
4	take residents to the restroom before or after meals, before and after activities and whenever requested
5	by the resident. Interviews with residents indicated that they feel their toileting needs are being met.
6	Residents stated that they do not have to wait long for assistance and are checked on frequently to see
7	if care assistance is needed. Residents interviewed did not have any complaints regarding toileting
8	needs. Therefore, the allegation staff left resident in soiled diaper for an extended amount of time is
9	unfounded.
10	
11	<u>Due to lack of staffing residents' needs are not being met.</u>
12	
13	Interviews conducted with residents indicated that their needs are being met and there are no
14	complaints regarding staff care. Staff are attentive and polite without issues. Interviews indicated that
15	there are plenty of staff to assist with toileting, bathing and activities. Observations indicated that staff
16	are assisting with residents care, cleaning rooms and checking on residents who are in their rooms.
17	Therefore, the allegation due to lack of staffing, residents' needs are not being met is unfounded.
18	
19	<u>Facility is malodorous.</u>
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21	Observations made during walk through on 07/21/2026 and 08/04/2026 of the building and grounds
22	indicated that no odors are present in common areas or resident rooms. Interviews conducted indicated
23	that there a occasional smells noted but it is only after changing a resident or if a resident has an
24	incontinence accident. Staff are constantly aware of any smells or odors that may arise and are quick to
25	clean up. Therefore, the allegation facility is malodorous is unfounded.
26	
27	<u>Staff do not follow proper food practices/preparations.</u>
28	
29	Records reviewed indicated that all kitchen staff are properly trained on food practices and preparations.
30	All food preparation staff have current certificates for food preparation and sanitation practices.
31	Observations indicated that staff in the kitchen were following food preparation practices and using
32	gloves when preparing food. Staff were seen passing out foods to residents seated at the dining tables
	in both Assisted Living and Memory Care units. Food came straight from the kitchen on covered carts
	and given straight to the residents at tables. Therefore, the allegation staff do not follow proper food
	practices/preparations is unfounded.
	 **Continued on 9099-C2 page

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COMPLAINT INVESTIGATION REPORT
(Cont)

FACILITY NAME: BRUNSWICK VILLAGE FACILITY NUMBER: 292700174
VISIT DATE: 08/04/2026

NARRATIVE	
1	<u>Staff do not follow proper sanitation practices.</u>
2	
3	Observations indicated that staff were actively cleaning resident rooms, common areas and bathrooms
4	used for resident or guest use. Housekeeping was seen cleaning resident rooms and ensuring no cross
5	contamination was occurring between rooms. Staff seen using gloves while assisting residents in care
6	and changing gloves for new use. Chairs and tables were clean and sanitary. Interviews conducted
7	indicated staff are trained in proper cleaning protocols and they feel that the facility is clean and sanitary.
8	Residents interviewed have no complaints regarding the cleanliness of the facility. Therefore, the
9	allegation staff do not follow proper sanitary practices is unfounded.
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11	Based on records reviewed and interviews, LPA finds the above allegations to be UNFOUNDED-
12	meaning that the allegations were false, could not have happened and/or is without reasonable basis.
13	Exit interview conducted with the Administrator. Copy of report was given to facility.
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