

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 306001408
Report Date: 08/19/2026
Date Signed: 08/19/2026 03:44:22 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION ORANGE COUNTY RO, 770 THE CITY DR., SUITE 7100 ORANGE, CA 92868
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **06/02/2026** and conducted by Evaluator Alvaro Ramirez Jr.

PUBLIC	COMPLAINT CONTROL NUMBER: 22-AS-20260602091919
FACILITY NAME: PARK PLAZA	FACILITY NUMBER: 306001408
ADMINISTRATOR: BENJAMIN DAVIS	FACILITY TYPE: 740
ADDRESS: 620 S. GLASSELL STREET	TELEPHONE: (714) 997-5355
CITY: ORANGE	ZIP CODE: 92866
CAPACITY: 115	DATE: 08/19/2026
	UNANNOUNCED TIME BEGAN: 08:45 AM
MET WITH: Kurt Knauer-Executive Director	TIME COMPLETED: 04:00 PM

ALLEGATION(S):

1	Staff do not respond to resident's health related requests for help in a timely manner
2	Staff do not follow doctor's orders for medication administration
3	Staff do not follow doctor's orders regarding ambulation assistance
4	Staff dropped medication on the floor and still distribute it to residents
5	Staff do not treat resident with respect
6	Staff do not remove trash from residents' room in a timely manner
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8	
9	

INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Alvaro Ramirez, Jr. conducted an unannounced visit to deliver findings
2	on the above allegations received on June 2, 2026. LPA was greeted and granted entry into the facility
3	and met with Executive Director (ED) Kurt Knauer. LPA explained the reason for the visit.
4	
5	This Department has investigated the complaint alleging that staff do not respond to resident's health
6	related requests for help in a timely manner. Regarding the allegation the following was revealed: During
7	the investigation LPA reviewed the Physician Report dated April 17, 2025, for Resident 1 (R1). Per
8	Physician Report, R1's primary diagnosis is listed as Diabetes Type 2, R1 is able to follow instructions
9	and is not at risk if allowed direct access to personal and grooming hygiene items. Per Physician Report,
10	R1 is able to administer and store own medications, able to administer own injections and is able to
11	perform own glucose testing. During the interviews with residents, Resident 1 (R1) reported that staff
12	assist them with their glucose monitoring and give them orange juice if needed. Per R2 and R3, staff will
13	assist them if they ask for help.
	CONTINUED ON LIC9099-C...

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Sheila Santos	
LICENSING EVALUATOR NAME: Alvaro Ramirez Jr.	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/19/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/19/2026

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 22-AS-20260602091919

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: PARK PLAZA	FACILITY NUMBER: 306001408
	VISIT DATE: 08/19/2026

NARRATIVE	
1	Regarding the allegation that staff do not follow doctor's orders for medication administration, the
2	following was revealed: During the investigation LPA reviewed the Park Plaza Care Plan dated June 4,
3	2026 for R1. Per Care Plan, R1 requires assistance with blood glucose checks and requires assistance
4	with insulin injections. LPA reviewed the Medication Administration Record (MAR) dated August 2026 for
5	R1. Per MAR, R1 was being administer their medications as prescribed. During the interviews with
6	residents, R1 reported that they are being administer their medications as prescribed. Per R2 and R3,
7	they manage their own medications and/or stated that they get their medications as prescribed. During
8	the interviews with staff, Staff 1 (S1)-S3 reported that the medications and insulin are given as
9	prescribed and/or stated that staff are following the Doctor's order for prescribed medications.
10	
11	Regarding the allegation that staff do not follow doctor's orders regarding ambulation assistance, the
12	following was revealed: During the investigation LPA reviewed the Park Plaza Care Plan for R1. Per
13	Care Plan under Escorts it states, aide to check and ensure R1 goes to all meals...may require escorting
14	during times of weakness. During the interviews with residents, R1 reported that staff assist them to go
15	to the dining room for their meals. R2 and R3 reported that staff will assist if they asks for help. During
16	the interviews with staff, S1 reported that R1 had intermittent weakness and staff was escorting them for
17	their meals and activities. S2 stated that staff was following the Doctor's order to assist the resident to
18	go from their bedroom to the dining room. Per S3, if a resident needs assistance to ambulate to the
19	dining room or about the facility it is part of their Care Plan.
20	
21	Regarding the allegation that staff dropped medication on the floor and still distribute it to residents, the
22	following was revealed: During the investigation LPA reviewed the in-service training on passing
23	Medications dated August 11 and 12, 2026. During the interviews with residents, R1 reported that they
24	have never seen staff dropped the medications and still distribute it to them. R1 stated that staff are
25	pretty professional. Per R2 and R3, they have never seen staff dropped the medications on the floor
26	and/or stated that if staff dropped a medication that they will destroy it. During the interviews with staff,
27	S1-S3 reported that if staff dropped a medication that the protocol is to discard the medication and give
28	the resident a new one.
29	
30	
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32	CONTINUED ON LIC9099-C...

SUPERVISORS NAME: Sheila Santos	
LICENSING EVALUATOR NAME: Alvaro Ramirez Jr.	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/19/2026
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FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/19/2026

LIC9099 (FAS) - (06/04) Page: 2 of 3
Control Number 22-AS-20260602091919

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**COMPLAINT INVESTIGATION REPORT
(Cont)**

7100
ORANGE, CA 92868

FACILITY NAME: PARK PLAZA

FACILITY NUMBER: 306001408

VISIT DATE: 08/19/2026

NARRATIVE

1 Regarding the allegation that staff do not treat resident with respect, the following was revealed: LPA
2 reviewed the staff training on Resident Rights dated February 26, 2026. Per Resident Rights it states, to
3 be accorded dignity in your personal relationship with staff, residents and other persons. During the
4 interviews with residents, R1 reported that staff treat them with respect. Per R2 and R3, staff are so
5 respectful and very helpful and/or stated that they treat them like a queen. During the interviews with
6 staff, S1-S3 reported that staff treat the residents with respect, respect their Personal Rights and/or
7 respect the residents' privacy.
8
9 Regarding the allegation that staff do not remove trash from residents' room in a timely manner, the
10 following was revealed: During the investigation LPA reviewed the Housekeeping schedule dated July
11 22, 2026. Per Housekeeping schedule, staff clean R1's bedroom every Thursday. During the initial visit
12 on June 9, 2026, and subsequent visit on August 19, 2026, LPA tour R1's bedroom and observed that
13 the trash cans were empty and the bedroom was clean and sanitary. During the interviews with
14 residents, R1 reported that their bedroom gets clean one time per week and stated that staff remove the
15 trash on time. During the interviews with staff, S1-S3 reported that staff empty the residents' trash twice
16 per day and/or stated that staff remove the residents' trash in a timely manner.
17
18 Based on the information gathered during the investigation and review of documents obtained, LPA is
19 unable to ascertain if the allegations occurred as reported due to conflicting information. Although the
20 allegations may have happened or are valid, there is not a preponderance of the evidence to prove or
21 refute the alleged violations occurred; therefore, these allegations are deemed UNSUBSTANTIATED.
22
23 For today's visit, there were no citations issued per Title 22, Division 6 of the California Code of
24 Regulations.
25 LPA conducted an exit interview with ED Knauer, and a copy of this report was provided to the facility.
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SUPERVISORS NAME: Sheila Santos
LICENSING EVALUATOR NAME: Alvaro Ramirez Jr.
LICENSING EVALUATOR SIGNATURE:

DATE: 08/19/2026

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 08/19/2026