

Department of
SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 306006189
Report Date: 09/01/2026
Date Signed: 09/01/2026 09:41:18 AM

Document Has Been Signed on 09/01/2026 09:41 AM - It Cannot Be Edited

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 770 THE CITY DR., SUITE 7100 ORANGE, CA 92868
FACILITY EVALUATION REPORT	

FACILITY NAME:	KAEGO'S RICHMAN GARDENS	FACILITY NUMBER:	306006189
ADMINISTRATOR/DIRECTOR:	SUSAN RUIZ HIDALGO	FACILITY TYPE:	740
ADDRESS:	317 N. RICHMAN AVENUE	TELEPHONE:	(714) 733-7518
CITY:	FULLERTON	STATE:	CA
CAPACITY:	26	ZIP CODE:	92631
TYPE OF VISIT:	Case Management - Other	CENSUS:	21
		DATE:	09/01/2026
		UNANNOUNCED TIME VISIT/INSPECTION	09:15 AM
		BEGAN:	
MET WITH:	Susan Ruiz Hidalgo	TIME VISIT/INSPECTION	10:00 AM
		COMPLETED:	

NARRATIVE	
1	Licensing Program Analyst (LPA) Kimberly Lyman arrived on September 1, 2026 for an unannounced
2	inspection to follow up on a substantiated complaint investigation. LPA Lyman met with Administrator
3	Susan Ruiz Hidalgo and reviewed the report.
4	On December 23, 2024, the Department concluded a complaint investigation regarding the following
5	allegations: Staff did not provide adequate supervision resulting in resident wandering away from facility
6	and causing resident to sustain multiple fractures and injuries, staff do not respond to facility alarm, staff
7	does not securely lock facility's exterior gate, and staff did not provide resident's authorized
8	representative with the correct information of incident.
9	The allegations were substantiated, and the licensee was cited under California Code of Regulations
10	(CCR) § 87464(f)(1) Basic Services, CCR § 87207 False Claims, CCR §87705(j) Care of Persons with
11	Dementia, and CCR §87705(h) Care of Persons with Dementia.
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13	At the time of the complaint visit on 12/23/2024, an immediate civil penalty of \$500 was issued and the
14	licensee was informed that an additional civil penalty might be assessed based on Health and Safety
15	Code § 1569.49.
16	The Department has concluded an analysis and has determined that a civil penalty is warranted for
17	serious bodily injury. The Welfare and Institutions Code Section § 15610.67 defines serious bodily injury
18	as "an injury involving extreme physical pain, substantial risk of death, or protracted loss or impairment
19	of a function of a bodily member, organ, or of mental faculty, or requiring medical intervention, including
20	but not limited to, hospitalization, surgery, or physical rehabilitation. This is evidenced by the licensee
21	not providing a safe environment, care and supervision that resulted in a CONTINUED ON LIC 809C
22	DATED 09/01/2026
23	
24	
25	

Alisa Ortiz
Kimberly Lyman

DATE: 09/01/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 09/01/2026

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

LIC809 (FAS) - (06/04)
California Health & Human Services Agency

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California Department of Social Services

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.

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
FACILITY EVALUATION REPORT (Cont)	COMMUNITY CARE LICENSING DIVISION
	CCLD Regional Office, 770 THE CITY DR., SUITE 7100
	ORANGE, CA 92868

FACILITY NAME: KAEGO'S RICHMAN GARDENS **FACILITY NUMBER:** 306006189
VISIT DATE: 09/01/2026

NARRATIVE	
1	resident sustaining multiple bruises in their body, fracture of alveolar maxilla, a missing tooth (protracted loss), organ injury, cardiac contusion, and a skull fracture, after eloping from the facility. Today, September 1, 2026, the Department will be issuing a civil penalty per Health and Safety Code § 1569.49(f) for a violation that the Department constitutes as serious bodily injury in the amount of \$10,000. However, since an immediate civil penalty of \$500 was previously issued on December 23, 2024, the amount of the civil penalty issued today will be \$9,500. An exit interview was conducted. A copy of the report was issued. Appeal Rights provided to Administrator Ruiz Hidalgo and signature on this report acknowledges receipt of the appeal rights, found on page two of LIC 421D.
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NAME OF LICENSING PROGRAM MANAGER: Alisa Ortiz	
NAME OF LICENSING PROGRAM ANALYST: Kimberly Lyman	
LICENSING PROGRAM ANALYST SIGNATURE:	DATE: 09/01/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 09/01/2026