

# Department of SOCIAL SERVICES

## Community Care Licensing

# FACILITY EVALUATION REPORT

Facility Number: 306006223  
Report Date: 09/22/2025  
Date Signed: 09/22/2025 03:33:48 PM

Document Has Been Signed on 09/22/2025 03:33 PM - It Cannot Be Edited

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
<b>FACILITY EVALUATION REPORT</b>	

FACILITY NAME: IVY PARK AT LAGUNA WOODS	FACILITY NUMBER: 306006223
ADMINISTRATOR/SYED, ZEHRA	FACILITY TYPE: 740
DIRECTOR:	
ADDRESS: 24441 CALLE SONORA	TELEPHONE: (949) 830-8057
CITY: LAGUNA WOODS	STATE: CA ZIP CODE: 92637
CAPACITY: 233	CENSUS: 175 DATE: 09/22/2025
TYPE OF VISIT: Case Management - Incident	UNANNOUNCED TIME VISIT/INSPECTION BEGAN: 02:40 PM
MET WITH: Zehra Syed	TIME VISIT/INSPECTION COMPLETED: 04:05 PM

NARRATIVE	
1	This unannounced case management visit is being conducted by Licensing Program Analyst (LPA) Ruth
2	Martinez to follow up on an incident reported to Community Care Licensing. LPA arrived at the facility
3	was greeted by receptionist and granted entry. LPA met with Zehra Syed, Executive Director and
4	explained the purpose of today's visit. Incidents were self-reported on August 25, 2025, regarding
5	resident (R1's) incidents on August 15, 2025.
6	
7	During today's visit, LPA completed resident file review, toured the physical plant of facility, and obtained
8	copies of pertinent documents.
9	
10	On August 15, 2025, resident (R1) was in their apartment when they called for assistance. Upon arrival
11	staff was advised by R1 that they were having severe chest pain and difficult breathing. R1 explained
12	pain might be due to the fall they had on August 13, 2025, in which staff were aware of. Staff were
13	aware of the fall that occurred on August 13, 2025, and at the time of fall R1 did not complain of pain or
14	discomfort. R1 was placed on monitoring and R1 did not complain of pain till two days later. Staff called
15	paramedics immediately and resident was sent out for further evaluation. R1 was noted to be doing well
16	and recovering. R1 has had no further incident since the date of the incident.
17	
18	LPA found that the facility acted appropriately and in a timely manner to address the incident and all
19	other immediate attention to injuries in question. LPA did not observe any immediate and/or safety risks
20	in or out of the facility.
21	
22	Based on the observations made during today's visit, no deficiencies were noted today per <b>Title 22</b>
23	<b>Division 6 of the California Code of Regulations.</b>
24	
25	This report was reviewed with Executive Director, and a copy of the report was furnished to the facility.

<b>NAME OF LICENSING PROGRAM MANAGER:</b> Armando J Lucero <b>NAME OF LICENSING PROGRAM ANALYST:</b> Ruth Martinez <b>LICENSING PROGRAM ANALYST SIGNATURE:</b> 	<b>DATE:</b> 09/22/2025
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**I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.**

<b>FACILITY REPRESENTATIVE SIGNATURE:</b> 	<b>DATE:</b> 09/22/2025
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**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.