

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 306006247
Report Date: 05/29/2026
Date Signed: 05/29/2026 09:17:27 AM

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 01/03/2024 and conducted by Evaluator Jerome Haley

PUBLIC	COMPLAINT CONTROL NUMBER: 22-AS-20240103144033
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FACILITY NAME: FAMILY CHOICE SENIOR LIVING		FACILITY NUMBER:	306006247
ADMINISTRATOR: JUNG, PAMELA		FACILITY TYPE:	740
ADDRESS:	3105 W. ORANGE AVENUE	TELEPHONE:	(714) 229-0069
CITY:	ANAHEIM	ZIP CODE:	92804
CAPACITY:	30	DATE:	05/29/2026
MET WITH: Pamela Jung		UNANNOUNCED TIME BEGAN:	08:35 AM
		TIME COMPLETED:	09:25 AM

ALLEGATION(S):

1	Staff hit resident resulting in multiple injuries.
2	Staff does not provide nutritious meals to residents.
3	Staff withholding food from resident.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Jerome Haley made an unannounced visit to the facility to deliver
2	findings on the allegations listed above. LPA was greeted and granted entry by staff after introducing
3	himself and stating the purpose of the visit.
4	
5	The complaint investigation was initiated by LPA Jerome Haley on January 4, 2024, regarding a
6	complaint filed on January 3, 2024. The investigation consisted of a tour of the physical plant, interviews
7	with facility staff, residents and document review.
8	
9	Regarding the allegation: Staff hit resident resulting in multiple injuries
10	8 of 10 individuals denied the allegation and no one was able to provide any information or evidence that
11	supports the complaint allegation. During interviews, three different facility residents including Resident
12	(R1) denied any problems with the staff members and denied being handled in a rough manner.
13	Continued on LIC9099C

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Kevin Saborit-Guasch	
LICENSING EVALUATOR NAME: Jerome Haley	
LICENSING EVALUATOR SIGNATURE:	DATE: 05/29/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 05/29/2026

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 4
Control Number 22-AS-20240103144033

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: FAMILY CHOICE SENIOR LIVING	FACILITY NUMBER: 306006247
	VISIT DATE: 05/29/2026

NARRATIVE	
1	During interviews, Resident 2 (R2) was asked if staff have handled them in a rough manner and R2
2	said, Oh no... They're great. When R1 was asked about how the staff treated them R1 answered,
3	"Okay." When asked if they like it at the facility, R1 responded with "Okay."
4	
5	All but one facility staff who were interviewed denied seeing R1 or any other resident get hit by anyone
6	or handled in a rough manner. Executive Director Pamela Junge denied seeing any bruising on any of
7	the residents; however, ED Junge explained she does have a couple residents who are on blood
8	thinners so they may suffer from occasional bruising. ED Junge explained R1 is on blood thinners and
9	has sustained bruising on the arms in the past as a result of moving around the facility in their
10	wheelchair. ED Junge says R1 may have bruising as a result of moving in and out of tight spots and
11	bumping their arms on the sides of doors.
12	
13	All but one of the staff members interviewed denied seeing any resident be treated without respect or
14	handled in a rough manner.
15	
16	Document review supported Executive Director Junge's statement. R1 was prescribed to take a 20mg
17	Xarelto tablet every morning at 8:00AM. Some of the common side effects of the medication: bruising at
18	the top of the list, followed by nose bleeds, bleeding gums, stomach pain, dizziness, and fatigue.
19	
20	
21	
22	A family member of R1 was interviewed and explained the bruising was first observed on the right
23	forearm and then about a week later the left forearm. The family member explained the bruising healed
24	and has not came back since first observed. The family member could not give a reason why the
25	bruising was observed in September 2023 and not reported until January 2024.
26	
27	Anaheim Police were called to the Family Choice Senior Living on September 12, 2023, for a welfare
28	check call for service, regarding an elderly resident (R1). Anaheim PD arrived on the scene, conducted
29	interviews with Resident 1 (R1), facility staff, and documented their observations.
30	
31	According to Anaheim Police Report/Incident Report number 23-136935: it could not be determined if a
32	crime occurred, Resident (R1) was allowed to reside in the facility after alleged abuse was reported.
Continued on LIC9099C page 2 of 4	

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**COMPLAINT INVESTIGATION REPORT
(Cont)****FACILITY NAME:** FAMILY CHOICE SENIOR LIVING**FACILITY NUMBER:** 306006247**VISIT DATE:** 05/29/2026**NARRATIVE**

1 Anaheim PD Observations: Resident appeared well taken care of, resident room was clean and taken
2 care of.
3
4 Regarding the allegation: Staff does not provide nutritious meals to residents
5
6 9 of 10 individuals were not able to provide any information or evidence that supports the complaint
7 allegation. All three residents were asked about the food and did not have any problems with the food.
8 When R1 was asked about the food, R1 said it's okay. R2 said the food is really good and there are no
9 complaints from them. R3 was asked about the food and said it's good for the most part.
10
11 When speaking to a family member of R1, they visit R1 daily and the family member expressed
12 displeasure with the food and drinks being served. The family member explained they bring/donate to
13 the facility every month. However, the family member did not elaborate on what exactly was wrong with
14 the food other than repeat things they've heard from another resident who was not pleased with the
15 food. The family member also denied that R1 was on any special diet.
16
17 S6 was asked if the food served was adequate and the staff said, the food is always the same... always
18 the same pasta and the same meat. S6 added the facility had a cook, but did not know the cook's name
19 before the cook quit.
20
21 The facility uses Grove Menus, a dietitian approved menu program for Assisted Living and Memory Care
22 Facilities. Sample menus were provided.
23
24 Regarding the allegation: Staff withholding food from resident
25
26 8 of 10 individuals were not able to provide any information or evidence that supports the complaint
27 allegation. According to R1, the food is okay and R1 said they get enough to eat. R2 also denied the
28 allegation. When R2 was asked if they get enough food to eat, the resident said, oh yeah!
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32 Continued on LIC9099C page 3 of 4

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LIC9099 (FAS) - (06/04)

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Control Number 22-AS-20240103144033**COMPLAINT INVESTIGATION REPORT
(Cont)****FACILITY NAME:** FAMILY CHOICE SENIOR LIVING**FACILITY NUMBER:** 306006247**VISIT DATE:** 05/29/2026**NARRATIVE**

1 S3 stated they think R1 was getting the same size portions as everyone else and explained R1's spouse
2 would come to the facility and forcefully feed the resident. S3 explained the spouse bought R1 special
3 ice cream and would get upset if the resident didn't eat it.
4
5 S4 stated they have not observed any resident get served a smaller portion of food due to their weight.
6 S4 says if a resident is given less food, it's because they eat less. S4 explained residents are allowed to
7

8 eat what they want and talked about a resident that eats multiple times a day. S4 says the residents
9 likes to snack, so they (staff) provide the food for them. According to Staff 5 (S5), R1's food intake was
10 not restricted at all. S5 explained they actually encouraged R1 to eat more.
11

12 Based on the information gathered during the investigation through interviews and document review, the
13 Department is unable to ascertain if the allegation occurred as reported. Although the allegations may
14 have happened or are valid, there is not a preponderance of evidence to prove or refute the alleged
15 violations occurred; therefore, the allegations are deemed unsubstantiated.
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