

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 306006311
Report Date: 07/03/2026
Date Signed: 07/03/2026 10:34:35 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 06/30/2026 and conducted by Evaluator Samer Haddadin

	COMPLAINT CONTROL NUMBER: 22-AS-20260630114736
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FACILITY NAME: KAYLA'S BOARD & CARE		FACILITY NUMBER:	306006311
ADMINISTRATOR: RINGOR, ELVIE B.		FACILITY TYPE:	740
ADDRESS:	6593 E CALLE DEL NORTE	TELEPHONE:	(714) 600-7269
CITY:	ANAHEIM HILLS	ZIP CODE:	92807
CAPACITY:	6	DATE:	07/03/2026
		UNANNOUNCED TIME BEGAN:	08:33 AM
MET WITH: Elvie Ringor-AD		TIME COMPLETED:	02:41 PM

ALLEGATION(S):

1	Staff are not qualified to provide medications to residents.
2	Staff are not providing resident nutritious meal options.
3	Staff are not properly storing food.
4	Staff are not background cleared.
5	Staff do not ensure facility is free of pests.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Samer Haddadin conducted an unannounced complaint investigation
2	visit to the facility regarding the above-mentioned allegations. Upon arrival, LPA was greeted by Licensee
3	Elvie Ringor, who granted entry into the facility. LPA explained the purpose of the visit.
4	The Department received a complaint on 06/30/2026 alleging that "Staff are not qualified to provide
5	medications to residents," "Staff are not providing resident nutritious meal options," "Staff are not properly
6	storing food," "Staff are not background cleared," and "Staff do not ensure facility is free of pests."
7	During the investigation, LPA interviewed three staff members. LPA also attempted to interview all five
8	residents in care; however, LPA was unable to obtain reliable statements due to the residents' cognitive
9	abilities. LPA toured the interior and exterior of the facility and reviewed facility training records,
10	Medication Administration Records (MARs), the facility food menu, and staff criminal record clearance
11	information through Guardian.
12	{***CONTINUE9099C***}
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Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Alisa Ortiz	
LICENSING EVALUATOR NAME: Samer Haddadin	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/03/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/03/2026

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 2
Control Number 22-AS-20260630114736

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: KAYLA'S BOARD & CARE	FACILITY NUMBER: 306006311
	VISIT DATE: 07/03/2026

NARRATIVE	
1	Regarding the allegations that “Staff are not qualified to provide medications to residents” and “Staff are
2	not background cleared,” it was alleged that staff were administering medications without proper training
3	and that some staff were not properly cleared. During the investigation, three out of three staff
4	interviewed denied the allegations. LPA reviewed staff training records and observed that staff have
5	Basic Medication training certificates dated January 15, 2026. LPA also reviewed staff criminal record
6	clearance information through Guardian and confirmed that all facility employees are fingerprinted and
7	cleared.
8	Regarding the allegations that “Staff are not providing resident nutritious meal options,” “Staff are not
9	properly storing food,” and “Staff do not ensure facility is free of pests,” it was alleged that residents
10	were primarily provided canned and processed foods, food was being stored in the garage despite high
11	temperatures, and there was a cockroach infestation, particularly in the kitchen where resident meals
12	are prepared. During the investigation, three out of three staff interviewed denied the allegations. LPA
13	attempted to interview all five residents in care; however, reliable statements could not be obtained due
14	to the residents’ cognitive abilities. LPA reviewed the facility food menu and observed that the menu
15	included a variety of nutritionally based food options. LPA also reviewed staff training records, which
16	showed that staff completed certified training in the principles of good nutrition, food preparation, and
17	food storage on February 5, 2026. In addition, LPA conducted an interior and exterior walk-through of
18	the facility, including resident bedrooms, restrooms, the kitchen, living room, and garage. LPA did not
19	observe insects, bugs, cockroaches, or any evidence of pest infestation during the visit.
20	Based on interviews, attempted resident interviews, record review, LPA observation, and information
21	obtained during the investigation, the above allegations are deemed Unsubstantiated. Although the
22	allegations may have happened or may be valid, there is not a preponderance of evidence to prove that
23	the alleged violations occurred.
24	An exit interview was conducted with Licensee Elvie Ringor, and a copy of this report was provided.
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SUPERVISORS NAME: Alisa Ortiz	
LICENSING EVALUATOR NAME: Samer Haddadin	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/03/2026
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