

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 306006452
Report Date: 06/15/2026
Date Signed: 06/15/2026 03:44:19 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 **04/14/2026** and conducted by Evaluator Alvaro Ramirez Jr.

PUBLIC	COMPLAINT CONTROL NUMBER: 22-AS-20260414084036	
FACILITY NAME:	HARBOR HEIGHTS ASSISTED LIVING AND MEMORY CARE	FACILITY NUMBER: 306006452
ADMINISTRATOR:	DUSUN LEE	FACILITY TYPE: 740
ADDRESS:	525 W. LA PALMA AVE	TELEPHONE: (714) 459-3353
CITY:	ANAHEIM	ZIP CODE: 92801
CAPACITY:	199	DATE: 06/15/2026
	STATE: CA	TIME BEGAN: 12:16 PM
	CENSUS: 196	TIME
	UNANNOUNCED	COMPLETED: 04:00 PM
MET WITH:	Susan Lee-Executive Director	

ALLEGATION(S):

1	Staff do not serve residents nutritious meals
2	Staff do not provide adequate laundry services
3	Staff are not able to communicate effectively with residents
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Alvaro Ramirez, Jr. conducted an unannounced visit to deliver findings
2	on the above allegations received on April 14, 2026. LPA was greeted and granted entry into the facility
3	and met with Executive Director (ED) Susan Lee. LPA explained the reason for the visit.
4	
5	This Department has investigated the complaint alleging that staff do not serve residents nutritious
6	meals. Regarding the allegation the following was revealed: During the interviews conducted five of nine
7	individuals interviewed denied the allegation. During the investigation LPA reviewed the Harbor Heights
8	Assisted Living and Memory Care American and Korean food menus dated April 20, 2026, through April
9	26, 2026, and June 15, 2026, through June 21, 2026. Per food menus, the residents are offered a variety
10	of meals such as pancakes, turkey sandwich, BBQ chicken, kimchi, rice, pasta, grilled fish, shrimp fried
11	rice, fruit and salad. During the interviews with residents, Resident 1 (R1) reported that meals are good
12	and stated that she can choose a Korean or American meal. Per R2 and R3, staff serve nutritious meals
13	and reported that
	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: 06/15/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 06/15/2026

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-20260414084036

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: HARBOR HEIGHTS ASSISTED LIVING AND MEMORY CARE	FACILITY NUMBER: 306006452
VISIT DATE: 06/15/2026	

NARRATIVE	
1	they eat enough vegetables and protein. During the interviews with staff, Staff 1 (S1) reported that staff
2	are serving the residents nutritious meals. During the interviews the ED reported that the residents are
3	provided with nutritious meals and stated that the meals have enough vegetables and protein.
4	
5	Regarding the allegation that staff do not provide adequate laundry services, the following was revealed:
6	During the investigation LPA reviewed the Harbor Heights Assisted Living and Memory Care laundry
7	schedule. Per laundry schedule, the residents are provided with laundry services every week. During the
8	interviews with residents, R1 reported that her clothes are cleaned good and stated that some clothes
9	go missing but she is not sure. Per R2, he has never been missing clothes. R3 stated that staff provide
10	good laundry services. During the interviews with staff, S2 reported that staff provide adequate laundry
11	services. S3 stated that staff use a magnetic tag to identify each load of clothes. Per S2, the clothes can
12	get misplaced by the residents.
13	
14	Regarding the allegation that staff are not able to communicate effectively with residents, the following
15	was revealed: During the initial visit on April 22, 2026, and subsequent visit on June 15, 2026, LPA tour
16	the facility and observed the residents communicating effectively with staff. During the interviews with
17	residents, R1 reported that she is able to communicate with staff. Per R2 and R3, staff are able to
18	communicate effectively with residents and/or stated that they have no issues. During the interviews
19	with staff, S1 reported that staff can communicate with the residents and stated that some staff speak
20	both English and Korean. Per S2 and S5, staff are able to communicate effectively with the residents.
21	S4 reported that staff can communicate with the residents perfectly fine.
22	
23	Based on the information gathered during the investigation and review of documents obtained, LPA is
24	unable to ascertain if the allegations occurred as reported due to conflicting information. Although the
25	allegations may have happened or are valid, there is not a preponderance of the evidence to prove or
26	refute the alleged violations occurred; therefore, these allegations are deemed UNSUBSTANTIATED.
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28	
29	For today's visit, there were no citations issued per Title 22, Division 6 of the California Code of
30	Regulations.
31	LPA conducted an exit interview with ED Lee, 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: 06/15/2026
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