

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 331880550
Report Date: 07/15/2026
Date Signed: 07/15/2026 01:51:06 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION RIVERSIDE ASC, 1650 SPRUCE ST STE 200 MS29-27 RIVERSIDE, CA 92507
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/08/2026** and conducted by Evaluator Seo Jeon

PUBLIC	COMPLAINT CONTROL NUMBER: 18-AS-20260708082415
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FACILITY NAME: COTTAGES AT PALM SPRINGS	FACILITY NUMBER: 331880550
ADMINISTRATOR: EDDY, TAMMY	FACILITY TYPE: 740
ADDRESS: 1780 E BARISTO RD	TELEPHONE: (760) 322-3444
CITY: PALM SPRINGS	ZIP CODE: 92262
CAPACITY: 95	DATE: 07/15/2026
	UNANNOUNCED TIME BEGAN: 12:05 PM
MET WITH: Tammy Eddy, Executive Director	TIME COMPLETED: 02:05 PM

ALLEGATION(S):

1	Staff do not keep the facility free of insects
2	Staff do not ensure residents rooms are kept free of malodorous odors
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Seo Jeon conducted an unannounced visit to the facility to initiate the
2	investigation into the allegations listed above. The LPA met with Tammy Eddy, Executive Director, and
3	informed them of the purpose of the LPA's visit.
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5	On July 8, 2026, Community Care Licensing (The Department) received a complaint report with the
6	following allegation.
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8	It was alleged that staff do not keep the facility free of insects. Information received indicated that
9	Resident #1 (R1) moved into the facility in the first week of July 2026, and R1's room had insects
10	crawling on the walls and ceiling. R1 had to be moved to a different room immediately. LPA's records
11	review revealed that R1's room had insects crawling on the edges of celing on the first day of move-in.
12	Staff moved R1 into a different room in the same builing on the same day that insects were observed.
13	The facility maintenance staff treated the room on the same day. Continued on LIC9099-C....

Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Rikeshia Stamps	
LICENSING EVALUATOR NAME: Seo Jeon	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/15/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/15/2026

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 18-AS-20260708082415

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: COTTAGES AT PALM SPRINGS	FACILITY NUMBER: 331880550
	VISIT DATE: 07/15/2026

NARRATIVE	
1	LPA conducted interviews with four (4) residents, all of whom stated that they have not experienced any
2	insect infestation. LPA conducted interviews with two (2) staff members, both of whom stated that R1's
3	room did have insects, was treated on the same day, and is now free of insects. LPA conducted an
4	interview with R1 who stated that their current room did not have any insects. LPA conducted a tour of
5	the interior of the facility and did not observe any health and safety concerns, including insect
6	infestation. The evidence found during the investigation did not meet the preponderance of evidence
7	standard. Therefore, this allegation is unsubstantiated.
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9	It was alleged that staff do not ensure residents rooms are kept free of malodorous odors. Information
10	received indicated that Resident #2's (R2) room was observed to have strong odor. LPA conducted
11	interviews five (5) residents, all of whom stated that they did not notice any strong odor from any other
12	residents' rooms. All residents interviewed stated that their rooms have been cleaned once a week by
13	housekeepers and were satisfied with the cleaning services. LPA conducted interviews with two (2) staff
14	members, both of whom stated that R2's room had certain odor due to their physical and cognitive
15	condition. R2's room is cleaned once a week or more frequently after any incidents. The evidence found
16	during the investigation did not meet the preponderance of evidence standard. Therefore, this allegation
17	is unsubstantiated.
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19	A finding that the complaint is UNSUBSTANTIATED means the allegation may have happened or is
20	valid, but there is not a preponderance of the evidence to prove that the alleged violation occurred.
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22	An exit interview was conducted where a copy of this report was provided.
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SUPERVISORS NAME: Rikeshia Stamps	
LICENSING EVALUATOR NAME: Seo Jeon	
LICENSING EVALUATOR SIGNATURE:	DATE: 07/15/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 07/15/2026