

# Department of SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 366413245

Report Date: 12/05/2025

Date Signed: 12/05/2025 02:03:55 PM

### Unsubstantiated

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

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/03/2023** and conducted by Evaluator Renese Howell-Small

	<b>COMPLAINT CONTROL NUMBER: 56-AS-20230703150533</b>
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<b>FACILITY NAME:</b> STERLING COMMONS	<b>FACILITY NUMBER:</b> 366413245
<b>ADMINISTRATOR:</b> DEBORAH STAGGS	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 17797 LINDERO ROAD	<b>TELEPHONE:</b> (760) 245-3300
<b>CITY:</b> VICTORVILLE	<b>STATE:</b> CA
<b>CAPACITY:</b> 70	<b>ZIP CODE:</b> 92392
	<b>CENSUS:</b> 49
	<b>DATE:</b> 12/05/2025
<b>MET WITH:</b> Executive Director, Deborah Staggs	<b>UNANNOUNCED TIME BEGAN:</b> 10:20 AM
	<b>TIME COMPLETED:</b> 02:10 PM

### ALLEGATION(S):

1	Staff does not safeguard resident's property.
2	Staff does not adequately supervise residents, resulting in residents going into other resident's rooms.
3	Staff does not ensure that the residents have a way to contact staff for assistance or in an emergency.
4	Staff does not ensure that resident's room was at a comfortable temperature.
5	Staff does not ensure that resident's clothing was clean and free of stains.
6	Staff does not frequently wash resident's clothing.
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### INVESTIGATION FINDINGS:

1	On 12/05/2025 at 10:20AM Licensing Program Analyst (LPA) Renese Howell-Small conducted an unannounced visit to the facility in order to deliver findings for the above allegations. LPA discussed the purpose of the visit with Executive Director, Deborah Staggs. The investigation consisted of interviews, observation and record review. Resident 1 (R1) passed away on 11/10/2023.
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6	In regards to the allegation of staff does not safeguard resident's property:
7	At the request of family, a lock was installed on R1's room door. Staff denied the allegation and stated that if resident items are taken by other residents, those items are returned. Based on interviews and record review, this allegation is UNSUBSTANTIATED.
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11	In regards to the allegation of staff does not adequately supervise residents, resulting in residents going into other resident's rooms: Staff stated that residents are checked on hourly. The resident that was wandering was relocated. The Admission's Agreement states that there is a risk of residents wandering. Based upon interviews and record review, this allegation is UNSUBSTANTIATED.
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<b>Unsubstantiated</b>	<b>Estimated Days of Completion:</b>
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**SUPERVISORS NAME:** Karen Clemons  
**LICENSING EVALUATOR NAME:** Renese Howell-Small  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 12/05/2025

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 12/05/2025

This report must be available at Child Care and Group Home facilities for public review for 3 years.

LIC9099 (FAS) - (06/04)

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**Control Number** 56-AS-20230703150533

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
SAN BERNARDINO ASC, 1650 SPRUCE ST STE  
200 MS29-27  
RIVERSIDE, CA 92507

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** STERLING COMMONS

**FACILITY NUMBER:** 366413245

**VISIT DATE:** 12/05/2025

### NARRATIVE

- 1 In regards to the allegation of staff does not ensure that the residents have a way to contact staff for
- 2 assistance or in an emergency: LPA observed that there were pull cords mounted to the wall in the
- 3 resident's rooms. Staff stated that some of the residents also have safety pendants and are checked on
- 4 hourly. Based on observation and interview, this allegation is UNSUBSTANTIATED.
- 5
- 6 In regards to the allegation of staff does not ensure that resident's room was at a comfortable
- 7 temperature:
- 8 LPA observed the hallway thermometer to read 70 degrees Fahrenheit. LPA observed two (2) operable
- 9 fire places. Residents in care appeared to be content, comfortable and wearing appropriate clothing.
- 10 Staff stated that they will assist residents with securing blankets or sweaters and will adjust the overall
- 11 temperature when needed. Based upon observation and interview, this allegation is
- 12 UNSUBSTANTIATED.
- 13
- 14 In regards to the allegation of staff does not ensure that resident's clothing was clean and free of stains:
- 15 LPA observed an operational washer and dryer in the laundry room. LPA toured resident bedrooms and
- 16 clean laundry was observed in closets. Staff stated that laundry is completed several times during each
- 17 shift. Based upon observation and interview, this allegation is UNSUBSTANTIATED.
- 18
- 19 In regards to the allegation of staff does not frequently wash resident's clothing:
- 20 Staff stated that laundry is completed when a resident has an accident, after eating, after
- 21 showering/grooming and other times as needed. Based upon interview, this allegation is
- 22 UNSUBSTANTIATED.
- 23
- 24 UNSUBSTANTIATED is defined as the allegation may have happened or is valid, but there is not a
- 25 preponderance of the evidence to prove that the alleged violation(s) occurred.
- 26
- 27
- 28 An exit interview was conducted where this report LIC9099 and LIC9099C was discussed and copies
- 29 were provided to Executive Director, Deborah Staggs.
- 30
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**SUPERVISORS NAME:** Karen Clemons  
**LICENSING EVALUATOR NAME:** Renese Howell-Small  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 12/05/2025

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 12/05/2025

LIC9099 (FAS) - (06/04)

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