

# Department of SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 371881418  
Report Date: 02/10/2026  
Date Signed: 02/10/2026 01:12:59 PM

### Unfounded

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
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **02/04/2026** and conducted by Evaluator Janira Arreola

<b>PUBLIC</b>	<b>COMPLAINT CONTROL NUMBER: 18-AS-20260204160956</b>
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<b>FACILITY NAME:</b> VILLA BERNARDO	<b>FACILITY NUMBER:</b> 371881418
<b>ADMINISTRATOR:</b> LYNN DRUMMOND	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 2960 BERNARDO AVE	<b>TELEPHONE:</b> (858) 925-8858
<b>CITY:</b> ESCONDIDO	<b>ZIP CODE:</b> 92029
<b>CAPACITY:</b> 10	<b>DATE:</b> 02/10/2026
<b>MET WITH:</b> Staff, Rommel Abedoza	<b>UNANNOUNCED TIME BEGAN:</b> 12:22 PM
	<b>TIME COMPLETED:</b> 01:20 PM

### ALLEGATION(S):

1	Staff would not release residents paperwork to authorized representative.
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### INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Janira Arreola, conducted an unannounced visit to the facility in order to investigate the above allegations. LPA met with Staff, Rommel Abedoza who was informed of the purpose of the visit. LPA spoke with Administrator and Licensee, Zayden Chen over the phone during the time of the visit. During the visit, LPA conducted interviews, conducted a walk through, and conducted records review.
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7	"Staff would not release residents paperwork to authorized representative."
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9	It was alleged that records such as Resident #1 (R1)'s LIC602 and medications list were requested by an authorized representative for R1 and were not provided. LPA conducted an interview with the administrator who revealed R1 is conserved. The administrator revealed an outside agency was requesting LIC602 and medications list for R1 who was not their authorized representative. Records review for R1 confirmed who R1's conservator is and confirmed that the conservator on file was not the person requesting R1's records. Additional internet search was conducted for the individual requesting records and it was found that they are working under a referral agency for senior care. Therefore, based on interview and record review the allegation that R1's authorized representative was not granted
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records is unfounded, meaning that the allegation was false, could not have happened and/or is without a reasonable basis. An exit interview was conducted, and a copy of this report was provided.

**Unfounded**

**Estimated Days of Completion:**

**SUPERVISORS NAME:** Carolyn Tuba

**LICENSING EVALUATOR NAME:** Janira Arreola

**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/10/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/10/2026

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