

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 374600675
Report Date: 08/04/2026
Date Signed: 08/04/2026 08:14:12 AM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SAN DIEGO RO, 7575 METROPOLITAN DR. #109 SAN DIEGO, CA 92108
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **07/24/2026** and conducted by Evaluator Natasha Persaud

	COMPLAINT CONTROL NUMBER: 08-AS-20260724154741
FACILITY NAME: VI AT LA JOLLA VILLAGE	FACILITY NUMBER: 374600675
ADMINISTRATOR:BOUDREAU, STEPHANIE	FACILITY TYPE: 741
ADDRESS: 8515 COSTA VERDE BLVD	TELEPHONE: (888) 674-4036
CITY: SAN DIEGO	STATE: CA
CAPACITY: 783	ZIP CODE: 92122
	CENSUS: 547
	DATE: 08/04/2026
	UNANNOUNCEDTIME BEGAN: 08:05 AM
MET WITH: Executive Director, Stephanie Boudreau	TIME COMPLETED: 08:12 AM

ALLEGATION(S):

1	Staff did not provide reasonable accommodation
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Natasha Persaud conducted a telephone visit to conclude the complaint investigation. LPA spoke with Executive Director, Stephanie Boudreau.
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4	During the investigation, records were reviewed, and interviews were conducted with staff and resident. It was alleged that staff did not provide reasonable accommodation. It was reported Resident #1 (R1) was not allowed to self-park in the facility's parking garage structure. The facility uses LAZ parking management company services and has valet attendants on site. All resident and visitor cars are parked by the attendants due to safety reasons. The residents have assigned parking spots to make it easier for valet attendants to locate their car for prompt service. Only staff are allowed to self park. The Executive Director (ED) stated the decision to eliminate self-parking was implemented in September of 2014. Residents were notified of the change on 7/11/2014 indicating the change will be effective as of 09/01/14. R1 was previously provided with a garage door remote and returned the remote without any objections to the change. However, as of 09/02/14, R1 has had objections and would like to self park. Continued on LIC 9099C.
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Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Lizzette Tellez	
LICENSING EVALUATOR NAME: Natasha Persaud	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/04/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.	
FACILITY REPRESENTATIVE SIGNATURE:	DATE: 08/04/2026

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 08-AS-20260724154741

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: VI AT LA JOLLA VILLAGE	FACILITY NUMBER: 374600675
	VISIT DATE: 08/04/2026

NARRATIVE	
1	R1 reported they have a disabled placard, along with an assigned disabled parking spot, but not allowed to self park. The ED explained R1's request has been denied multiple times due to safety reasons and facility policy. Staff interviews revealed residents can call up to 15 minutes prior to needing their vehicle and the attendants will have them promptly brought to the front of the building. On 07/31/26, LPA observed the parking attendants using their radios to communicate with one another for safety. The attendants also honked the horn on the vehicle as turning the corners to alert the other attendants. The residents are not trained to professionally navigate the parking structure with narrow turns. LPA also cross reported to building code enforcement. In addition, ADA compliance is regulated for city owned buildings. During the course of the investigation, interviews were conducted, and records were reviewed. Investigation revealed inconsistent statements and information obtained did not present a preponderance of evidence to support or corroborate the allegations. The allegations are deemed unsubstantiated. An exit interview was conducted and a copy of this report along with Licensee Rights (LIC 9058 03/22) were emailed to Executive Director, Stephanie Boudreau.
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LICENSING EVALUATOR NAME: Natasha Persaud	
LICENSING EVALUATOR SIGNATURE:	DATE: 08/04/2026
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