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Department of

SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 374604232
Report Date: 08/30/2026
Date Signed: 08/30/2026 08:13:26 PM

Unsubstantiated

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

This is an official report of an unannounced visit/investigation of a complaint received in our office on **06/19/2026** and conducted by Evaluator Nacole Patterson

	COMPLAINT CONTROL NUMBER: 08-AS-20260619141822

FACILITY NAME:	REMINGTON CLUB II			**FACILITY NUMBER:**	374604232
ADMINISTRATOR:	SAHAR MOSALLA			**FACILITY TYPE:**	740
ADDRESS:	16922 HIERBA DRIVE			**TELEPHONE:**	(858) 673-6333
CITY:	SAN DIEGO	**STATE:** CA		**ZIP CODE:**	92128
CAPACITY:	140	**CENSUS:** 75		**DATE:**	08/30/2026
		UNANNOUNCED		**TIME BEGAN:**	07:14 PM
MET WITH:	Director of Health and Wellness Raquel Mathews			**TIME COMPLETED:**	08:15 PM

ALLEGATION(S):

1	Staff were not adequetely trained for emergency procedures.
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INVESTIGATION FINDINGS:

1	The following determination of findings have been made by Licensing Program Analyst (LPA) Nacole
2	Patterson. The findings were delivered to Director of Health and Wellness Raquel Mathews via phone.
3	
4	On 06/19/2026 it was alleged that staff were not adequately trained for emergency procedures,
5	specifically the evacuation chairs for the stairwells. The Department's investigation consisted of an
6	unannounced facility visit, interviews with facility staff, resident, and records review.
7	
8	Staff informed that quarterly fire drills were conducted for all shifts; the facility elevators were both out
9	simultaneously for approximately 2-3-days before one elevator was repaired and back operational. Staff
10	informed that all resident services were adjusted to accommodate this, such as free tray service,
11	activities being brought to each floor, and ambulatory residents being assisted down the stairs by
12	caregivers.
13	(Continued on LIC9099 p.2)

Unsubstantiated	**Estimated Days of Completion: 0**

SUPERVISORS NAME: Sabel Martinez

LICENSING EVALUATOR NAME: Nacole Patterson
LICENSING EVALUATOR SIGNATURE:
DATE: 08/30/2026

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

FACILITY REPRESENTATIVE SIGNATURE:
DATE: 08/30/2026

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

Control Number 08-AS-20260619141822

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 (Cont)	

FACILITY NAME: REMINGTON CLUB II **FACILITY NUMBER:** 374604232
VISIT DATE: 08/30/2026

NARRATIVE

(Continued from LIC9099 p.1)

Staff informed that only 1 resident was taken down the stairs by evacuation chair - they were taken down by paramedics, not staff. Staff informed that the Quarter 2 fire drill training was arranged to be trained by the evacuation chair vendor/contractor. Staff provided records of the training as well as photos of paramedics taking the resident in question down the stairs in the evacuation chair, which corroborated statements.

The resident in question who was taken down the stairs in the evacuation chair affirmed that the paramedics took them down the stairs with no issue. The resident informed that staff did not take them down the stairs.

Relevant records were reviewed for the investigation. The records showed that the facility conducted quarterly fire/emergency drills, per requirement. The drills contained signatures from staff of all shifts. Photos were taken of the resident in question being taken down the stairs by two paramedics in an evacuation chair. Fire Drill training records corroborated staff statements that drills were conducted quarterly for all shifts.

During an unannounced facility visit LPA directly observed evacuation chairs at the top of each stairwell in the building. The chairs contained a cover with written instructions and images on how to operate the chairs. The quarterly fire drill training records state that "Location of life safety equipment & emergency shut offs" are included in the fire drills.

Evidence shows that the resident who was taken down the stairs in an evacuation chair was not taken down by staff, but EMS. Evidence also showed that the facility conducted quarterly fire drills, as required, which addressed the evacuation chairs. The evidence additionally showed that the instructions on use of the chairs was written on the cover of each evacuation chair, in the event staff needed to use it in lieu of the paramedics.

Based on interviews, direct LPA observations and records review, a preponderance of evidence does not exist to prove that the alleged violation occurred, therefore the allegation is UNSUBSTANTIATED. An exit interview was conducted with Raquel Mathews, to whom a copy of this report and the Licensee/Appeal Rights (LIC9058 03/22) were provided via email. A copy of this report will be mailed to the Licensee.

SUPERVISORS NAME: Sabel Martinez
LICENSING EVALUATOR NAME: Nacole Patterson
LICENSING EVALUATOR SIGNATURE:
DATE: 08/30/2026

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

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DATE: 08/30/2026