

Department of
SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 415601015
Report Date: 06/30/2026
Date Signed: 06/30/2026 02:08:06 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY		CALIFORNIA DEPARTMENT OF SOCIAL SERVICES	
FACILITY EVALUATION REPORT		COMMUNITY CARE LICENSING DIVISION	
		SAN BRUNO RO, 851 TRAEGER AVE., SUITE 360	
		SAN BRUNO, CA 94066	
FACILITY NAME: TROUSDALE, THE		FACILITY NUMBER:	415601015
ADMINISTRATOR/SALVADOR GOMEZ-OROZCO		FACILITY TYPE:	740
DIRECTOR:			
ADDRESS:	1600 TROUSDALE DR	TELEPHONE:	(650) 443-3700
CITY:	BURLINGAME	STATE: CA	ZIP CODE: 94010
CAPACITY: 140		CENSUS: 117	DATE: 06/30/2026
TYPE OF VISIT:	Case Management - Incident	UNANNOUNCEDTIME VISIT/	
		INSPECTION	01:00 PM
		BEGAN:	
MET WITH:	Administrator, Sal Gomez- Orozco	TIME VISIT/	
		INSPECTION	02:20 PM
		COMPLETED:	

NARRATIVE	
1	On June 30, 2026, Licensing Program Analyst (LPA) Murial Han conducted an unannounced Case
2	Management visit to follow-up on an incident that was reported by the facility. LPA met with the
3	administrator and explained the purpose of today's visit.
4	
5	On June 9, 2026, the facility reported that at 12:58PM, facility staff observed R1 was on the floor in the
6	common area and noted with bleeding from his/her left eyebrow and nose. Subsequently, the
7	administrator viewed the camera footage and observed resident #2 (R1) touched R2, R2 reacted by
8	pushing R1 resulting in R1 fell on the floor and sustained the injuries.
9	
10	During today's visit, LPA toured the Memory Care Unit where R1 and R2 resides. LPA observed R1 was
11	eating and R2 was actively participating in activities. LPA observed both residents appeared with bright
12	affect and both of them stated that they did not remember the incident.
13	
14	LPA interviewed staff members and they reported that they were aware of the incident and they were
15	monitoring both residents more closely and separate them when necessary. They also reported that
16	there were no additional incidents between R1 and R2 after the incident on 6/9/2026.
17	
18	
19	After the incident, the facility obtained medical attention for R1, informed both resident's responsible
20	parties of the incident.
21	
22	No deficiency is cited.
23	
24	This report is reviewed and discussed with the administrator and a copy is provided.
25	

NAME OF LICENSING PROGRAM MANAGER: April Cowan
NAME OF LICENSING PROGRAM ANALYST: Murial Han

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 06/30/2026

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 06/30/2026

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

FACILITY EVALUATION REPORT California law requires a public report of each licensing visit/inspection. This report is a record for the facility and the licensing agency. This report is available for public review; therefore, care is taken not to disclose personal or confidential information. Inquiries concerning the location, maintenance, and contents of these reports may be directed to the Licensing Program Analyst or Regional Office whose address and telephone number are listed on the front of this form.

DEFICIENCIES A deficiency is an instance of noncompliance with licensing requirements, including applicable statutes, regulations, interim licensing standards, operating standards, and written directives. Applicants/ licensees must be notified in writing of all licensing deficiencies. Deficiencies are listed on the left side of this form, and the applicable licensing requirement upon which the deficiency is identified. There are two types of deficiencies:

- Type A deficiencies are violations of licensing requirements that, if not corrected, have a direct and immediate risk to the health, safety, or personal rights of persons in care.
- Type B deficiencies are violations of licensing requirements that, without correction, could become a risk to the health, safety, or personal rights of persons in care, a recordkeeping violation that could impact the care of said persons and/or protection of their resources, or a violation that could impact those services required to meet the needs of persons in care.

PLANS OF CORRECTION (POCs) The licensing agency is required to establish a reasonable length of time to correct a deficiency. In order to set the time, the licensing agency must take into consideration the seriousness of the violation, the number of persons in care involved, and the availability of equipment and personnel necessary to correct the violation. Applicants/licensees are requested to provide a specific plan for each violation on the right side of the form across from each deficiency. The more specific the plan, the less chance exists for any misunderstanding in setting time limits and reviewing corrections. The applicant/licensee who encounters problems beyond their control in completing the corrections within the specified time frame may request and may be granted an extension of the correction due date by the licensing agency.

CORRECTION NOTIFICATION The applicant/licensee is responsible for completing all corrections and promptly notifying the licensing agency of corrections. Applicants/licensees are advised to keep a dated copy of any correspondence sent to the licensing agency concerning corrections, or if corrections are telephoned to the licensing agency, the date, person contacted, and information given.

CIVIL PENALTIES The licensing agency is required by law to issue a Penalty Notice, when applicable, to all facilities holding a license issued by the licensing agency, or subject to licensure, except Certified Family Homes, Resource Families, and Foster Family Homes, or any governmental entity.

PENALTY NOTICE GIVEN The statement concerning civil penalties serves as a penalty notice on this Licensing Report and failure to correct cited licensing deficiencies will result in civil penalties. Applicants/ licensees are required to pay civil penalties when administrative appeals have been exhausted and in accordance with any payment arrangements made with the licensing agency.

APPEAL RIGHTS The applicant/licensee has a right without prejudice to discuss any disagreement in this report with the licensing agency concerning the proper application of licensing requirements. The applicant/ licensee may request a formal review by the licensing agency to amend or dismiss the notice of deficiency and/ or civil penalty. Requests for review shall be made in writing within 15 business days of receipt of a deficiency notification or civil penalty assessment. Licensing deficiencies may be appealed pursuant to the procedures in the LIC 9058 Applicant/Licensee Rights.

AGENCY REVIEW The licensing agency review of an appeal may be conducted based upon information provided in writing by the applicant/licensee. The applicant/licensee may request an office meeting to provide additional information. The applicant/licensee will be notified in writing of the results of the agency review within 60 business days of the date when all necessary information has been provided to the licensing agency.

EMAIL REQUIREMENT Adult Community Care Facilities, Residential Care Facilities for the Chronically Ill, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.