

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 415601114
Report Date: 08/06/2025
Date Signed: 08/06/2025 10:26:16 AM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SAN BRUNO RO, 851 TRAEGER AVE., SUITE 360 SAN BRUNO, CA 94066
FACILITY EVALUATION REPORT	

FACILITY NAME:	OAKMONT OF REDWOOD CITY	FACILITY NUMBER:	415601114
ADMINISTRATOR/SIOBHAN SURRACO DIRECTOR:		FACILITY TYPE:	740
ADDRESS:	1 EAST SELBY LANE	TELEPHONE:	(650) 885-7992
CITY:	REDWOOD CITY	STATE: CA	ZIP CODE: 94063
CAPACITY:	127	CENSUS: 69	DATE: 08/06/2025
TYPE OF VISIT:	Case Management - Incident	UNANNOUNCED TIME VISIT/ INSPECTION	BEGAN: 08:40 AM
MET WITH:	Interim Executive Director, Kathleen Olson	TIME VISIT/ INSPECTION	COMPLETED: 10:35 AM

NARRATIVE	
1	On August 6, 2025, Licensing Program Analyst (LPA) Komal Curley conducted an unannounced case
2	management visit to follow up on a visit that was conducted on 7/22/25. LPA met with Interim Executive
3	Director, Kathleen Olson and explained the purpose of the visit.
4	
5	On 7/12/25, the Licensee reported that on 7/9/25, it was alleged that Staff 1 (S1) took an unauthorized
6	video of Resident 1 (R1) on S1's personal phone while R1 was sleeping in only his/her pull ups. It was
7	heard on the video that S1 was laughing at R1 and called R1 a mermaid. In the video it was observed
8	that S1 physically abused R1. On 7/12/25, Staff 2 (S2) reported this incident to management and
9	indicated that S1 showed S2 the video.
10	
11	The facility was made aware of this incident on 7/12/25, however the administrator did not notify LPA of
12	this incident until 7/17/25 via telephone. An SOC341 was not submitted to CCLD until 7/18/25 and an
13	incident report was not submitted to CCLD until 7/21/25. The administrator failed to notify CCLD of the
14	alleged abuse incident for 5 days after being aware of the incident. According to the administrator, there
15	was a delay in reporting due to the incident being a hearsay incident and wanted to conduct an
16	investigation prior to reporting to CCLD.
17	
18	Deficiencies of the California Code of Regulations, Title, 22 cited on the LIC809-D. Failure to correct the
19	deficiencies may result in civil penalties. Report is reviewed with the Interim Executive Director and a
20	copy is provided with appeal rights.
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22	
23	
24	
25	

NAME OF LICENSING PROGRAM MANAGER: April Cowan

NAME OF LICENSING PROGRAM ANALYST: Komal Charitra

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 08/06/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 08/06/2025

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.

LIC809 (FAS) - (09/23)

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Created By: Komal Charitra On 08/06/2025 at 09:33 AM
Link to Parent Document Below:

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY FACILITY EVALUATION REPORT (Cont)	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION , 851 TRAEGER AVE., SUITE 360 SAN BRUNO, CA 94066
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FACILITY NAME: OAKMONT OF REDWOOD CITY

FACILITY NUMBER: 415601114

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 08/06/2025

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)		
Type A 08/07/2025 Section Cited	1 87405 Administrator - Qualifications 2 and Duties: (d) The administrator 3 shall have the qualifications specified 4 in Sections 87405(d)(1) through (7). 5 If the licensee is also the 6 administrator, all requirements for an 7 administrator shall apply. (2) Knowledge of and ability to conform to the applicable laws, rules and regulations. This requirement is not met as evidenced by:			
	8 Based on interviews and record 9 review, the administrator failed to 10 notify CCLD of a alleged abuse 11 incident that occurred on 7/9/25 and 12 was made aware on 7/12/25, 13 however did not notify CCLD for 5 14 days after being aware of the incident. Administrator did not submit an incident report to CCLD until 7/21/25 which poses and immediate health and safety risk to residents in care.	8 9 10 11 12 13 14		
	1 2 3 4 5 6 7			
	1 2 3 4			

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6
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Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.

NAME OF LICENSING PROGRAM MANAGER:	April Cowan
NAME OF LICENSING PROGRAM ANALYST:	Komal Charitra
LICENSING PROGRAM ANALYST SIGNATURE:	
	DATE: 08/06/2025

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

FACILITY REPRESENTATIVE SIGNATURE:	
	DATE: 08/06/2025