

Department of
SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 425801995
Report Date: 03/02/2026
Date Signed: 03/02/2026 02:33:16 PM

Substantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on 01/15/2026 and conducted by Evaluator Kristin Kontilis

	COMPLAINT CONTROL NUMBER: 29-AS-20260115090140
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FACILITY NAME: ALEXANDER GARDENS	FACILITY NUMBER: 425801995
ADMINISTRATOR: LEICHTER, MITCHELL	FACILITY TYPE: 740
ADDRESS: 2120 SANTA BARBARA ST	TELEPHONE: (805) 682-9644
CITY: SANTA BARBARA	ZIP CODE: 93105
CAPACITY: 36	DATE: 03/02/2026
	UNANNOUNCED TIME BEGAN: 12:10 PM
MET WITH: Mitch Leichter, Administrator	TIME COMPLETED: 01:45 PM

ALLEGATION(S):

1	Staff do not ensure resident is allowed to have visits from family or friends.
2	Staff do not allow resident to have access to a telephone.
3	Staff take away resident's personal belongings.
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) Kristin Kontilis conducted an unannounced subsequent complaint visit
2	to issue final findings for the above stated complaint allegations.
3	Upon arrival, LPA Kontilis met with Administrator Mitch Leichter and explained the purpose of the visit.
4	On 1/20/2026, LPA Kontilis conducted an initial complaint visit to obtain documents and conduct
5	interviews from 12:10 pm to 2:45 pm,. On 2/3/2026, LPA conducted a subsequent complaint visit to
6	conduct additional interviews from 11:40 am to 3:45 pm. On 2/11/2026, LPA conducted a subsequent
7	complaint visit to conduct additional interviews from 10:48 am to 1:10 pm. LPA conducted additional
8	interviews on 2/26/2026 and 2/27/2026.
9	On the allegation, Staff do not ensure resident is allowed to have visits from family or friends: It has been
10	alleged that facility staff isolated and restricted Resident 1 (R1) from certain visitors and staff "turned
11	away" certain visitors of R1. Records reviewed and interviews conducted revealed staff screened R1's
12	calls when
13	Please continue to 9099-C, Pg 2.

Substantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Kelly Burley LICENSING EVALUATOR NAME: Kristin Kontilis LICENSING EVALUATOR SIGNATURE:		DATE: 03/02/2026
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.		
FACILITY REPRESENTATIVE SIGNATURE:		DATE: 03/02/2026

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 5
Control Number 29-AS-20260115090140

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COMPLAINT INVESTIGATION REPORT (Cont)	

FACILITY NAME: ALEXANDER GARDENS	FACILITY NUMBER: 425801995 VISIT DATE: 03/02/2026
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NARRATIVE	
1	certain people known to R1 tried to reach R1 via the facility’s landline telephone and the callers were
2	told they needed to get the “okay” from a representative of R1. Interviews revealed and records reviewed
3	indicated staff were provided a list of individuals who were not allowed contact with R1 physically and/or
4	telephonically. Interviews and records reviewed further revealed that staff complied with the “no contact”
5	directions, even after Long Term Care Ombudsman (LTCO) informed the Administrator of Resident’s
6	Rights regarding visitations, telephonic contact, and taking residents on outings. Based on the
7	interviews conducted and records reviewed, the allegation Staff do not ensure resident is allowed to
8	have visits from family or friends is deemed Substantiated at this time.
9	On the allegation, Staff do not allow resident to have access to a telephone: It has been alleged that
10	facility staff “removed” R1’s personal phone leaving R1 telephone access only through the facility’s
11	landline telephone and only with the assistance of facility staff, and staff “blocked” certain callers from
12	the facility phone. Interviews conducted revealed staff followed direction from R1’s Medical Power of
13	Attorney (POA) to screen calls and to only allow certain individuals to talk to R1. Interviews conducted
14	revealed staff diverted R1’s calls when individuals called for R1, staff directed the callers to contact R1’s
15	POA hence the calls were diverted from R1. Interviews conducted and records reviewed revealed R1’s
16	personal mobile telephone was taken away by staff at the request of R1’s POA. Interviews conducted
17	further revealed R1 was convinced their phone was broken and needed to be repaired. R1 stated they
18	were at times challenged with the mobile device but did not want their phone to be taken away from
19	them. R1 further stated they finally relinquished their phone thinking it was for repair and asked for it
20	back after two days; but staff did not return their phone for at least one week. Based on interviews
21	conducted the allegation that Staff do not allow resident to have access to a telephone has been
22	deemed Substantiated at this time.
23	
24	On the allegation, Staff take away resident’s personal belongings: It has been alleged that facility staff
25	“removed” R1’s personal mobile telephone leaving R1 to only have telephone access through the facility
26	landline and only with the assistance of staff. Interviews conducted and records reviewed revealed R1’s
27	personal mobile telephone was taken away by staff at the request of R1’s POA. Interviews conducted
28	further revealed R1 was convinced their phone was broken and needed to be repaired. R1 stated they
29	were at times challenged with the mobile device but did not want their phone to be taken away from
30	them. R1 further stated they finally relinquished their phone thinking it was for repair and asked for it
31	back after two days; but staff did not return their phone for at least one week. Interviews conducted and
32	records reviewed, staff admitted R1’s phone was taken away from R1 and placed in staff’s desk without
	R1’s knowledge. Interviews
	Please continue to 9099-C, Pg 3

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FACILITY REPRESENTATIVE SIGNATURE:		DATE: 03/02/2026

**COMPLAINT INVESTIGATION REPORT
(Cont)****FACILITY NAME:** ALEXANDER GARDENS**FACILITY NUMBER:** 425801995**VISIT DATE:** 03/02/2026**NARRATIVE**

1 conducted revealed staff stated R1 demonstrated signs of anxiety due to losing their phone and purse;
2 reorganizes their closet and belongings several times a day; kept losing their phone wherein family said
3 to take it away and they would come and get it; and R1 had eye issues and could not navigate the
4 buttons causing R1 stress. Based on interviews conducted the allegation that Staff take away resident's
5 personal belongings is Substantiated at this time.
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7 LPA provided Provider Information Notification (PIN) PIN 25-04-ASC Updated Authority of Conservators
8 and Agents under Powers of Attorney Related to Residents' Rights.
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10 The following deficiencies were observed (see LIC 9099-D) and cited from the California Code of
11 Regulations, Title 22 and California Health and Safety Code.
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13 Exit interview conducted. A copy of the report and appeal rights were issued at the time of the visit.
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SUPERVISORS NAME: Kelly Burley**LICENSING EVALUATOR NAME:** Kristin Kontilis**LICENSING EVALUATOR SIGNATURE:****DATE:** 03/02/2026**I acknowledge receipt of this form and understand my licensing appeal rights as explained and
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LIC9099 (FAS) - (06/04)

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Control Number 29-AS-20260115090140**COMPLAINT INVESTIGATION REPORT
(Cont)****FACILITY NAME:** ALEXANDER GARDENS**FACILITY NUMBER:** 425801995**DEFICIENCY INFORMATION FOR THIS PAGE:****VISIT DATE:** 03/02/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type A 03/04/2026 Section Cited	1 87468.1(a)(11) Residents...shall have 2 all of the...personal rights: (11) To have 3 their visitors...and advocacy 4 representatives, permitted to visit	1 Administrator agrees to use an outside 2 vendor and/or the Department's 3 Technical Support Program to utilize 4 their resources and provide training to

CCR 87468.1(a)(11)	5 6 7	privately during reasonable hours and without prior notice, provided that the rights of other residents are not infringed upon.	5 6 7	Administrator and Staff. Administrator agrees to participate in the training along with Facility's Managers/Directors. Administrator agrees to provide
	8 9 10 11 12 13 14	This requirement is not met as evidenced by: Based on observation and interviews conducted, the licensee did not comply with the section cited above when staff did not allow R1's visitors without approval from others which poses an immediate health and safety risk to residents in care.	8 9 10 11 12 13 14	written documentation of the date the training will be held, Managers/Directors who will be attending; who will be conducting the training, and description of the training. Administrator agrees to send information to LPA via email no later than due date.
Type B 03/06/2026 Section Cited CCR 87468.1(a)(12)	1 2 3 4 5 6 7	87468.1(a) Residents in all residential care facilities for the elderly shall have all of the following personal rights:(12) ...to keep and use their own personal possessions... This requirement is not met as evidenced by:	1 2 3 4 5 6 7	Administrator agrees to use an outside vendor and/or the Department's Technical Support Program to utilize their resources and provide training to Administrator and Staff. Administrator agrees to participate in the training along with Facility's Managers/Directors. Administrator agrees to provide
	8 9 10 11 12 13 14	Based on observation and interviews conducted the licensee did not comply with the section cited above when staff did not safeguard R1's belongings when staff took R1's mobile telephone which poses a potential personal rights risk to the clients in care.	8 9 10 11 12 13 14	written documentation of the date the training will be held, Managers/Directors who will be attending; who will be conducting the training, and description of the training. Administrator agrees to send information to LPA via email no later than due date.

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

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Type B 03/06/2026 Section Cited CCR 87468.1(a)(14)	1 2 3 4 5 6 7 87468.1(a)(14) Residents in all residential care facilities for the elderly shall have all of the following personal rights: (14) To have reasonable access to telephones, to both make and receive confidential calls... This requirement is not met as evidenced by:	1 2 3 4 5 6 7 Administrator agrees to use an outside vendor and/or the Department's Technical Support Program to utilize their resources and provide training to Administrator and Staff. Administrator agrees to participate in the training along with Facility's Managers/Directors. Administrator agrees to provide
	8 9 10 Based on observation and interviews conducted, the licensee did not comply with the section cited above when staff	8 9 10 written documentation of the date the training will be held, Managers/Directors who will be

	11 12 13 14	did not allow R1 to receive calls from others which poses a potential health and safety risk to residents in care.	11 12 13 14	attending; who will be conducting the training, and description of the training. Administrator agrees to send information to LPA via email no later than due date.
	1 2 3 4 5 6 7		1 2 3 4 5 6 7	
	1 2 3 4 5 6 7		1 2 3 4 5 6 7	

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