

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 435200930

Report Date: 11/18/2025

Date Signed: 11/18/2025 04:44:53 PM

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STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CENTRAL COAST CR/RES, 2580 N. FIRST STREET, STE. 350 SAN JOSE, CA 95131
FACILITY EVALUATION REPORT	

FACILITY NAME: VI AT PALO ALTO	FACILITY NUMBER: 435200930
ADMINISTRATOR/ALVES, VALERIE	FACILITY TYPE: 741
DIRECTOR:	
ADDRESS: 620 SAND HILL ROAD	TELEPHONE: (650) 853-5000
CITY: PALO ALTO	STATE: CA
CAPACITY: 876	ZIP CODE: 94304
TYPE OF VISIT: Case Management - Incident	CENSUS: 640
	DATE: 11/18/2025
	UNANNOUNCED TIME VISIT/INSPECTION: 02:00 PM
	BEGAN:
MET WITH: Mathangi Rajagopal and Aurora Pascual	TIME VISIT/INSPECTION: 05:00 PM
	COMPLETED:

NARRATIVE

1 In response to Incident Reports dated 10/27/25 and 10/30/25, LPA Jeung met with director of resident
2 services and wellness center manager/LVN for independent residents and reviewed file for client #1.
3 After resident's reported unsupervised absences, she was evaluated by staff to require care and
4 supervision; evaluations and assessments were documented.
5
6 LPA toured facility with Ms. Rajagopal and Ms. Pascual and observed location of client #1 independent
7 living apartment on second floor, elevators, outdoor courtyards, and path leading to care center building.
8
9 On 10/27/25, client #1 told her husband that she would take a walk. About 25 minutes later, she
10 presented at the care center building, which is on the community grounds, but in another building.
11
12 On 10/30/25, client #1 was with a substitute private caregiver, who allowed client to independently walk
13 to the dining room for lunch. She was not in the dining room nor her apartment, and was reported
14 missing. Client did not leave the community, and was found by staff two hours later.
15
16 Staff responded appropriately and client will be relocated to a higher level of care within this Continuing
17 Care Retirement Community.
18
19
20 No deficiency cited.
21
22
23
24
25

NAME OF LICENSING PROGRAM MANAGER: Cowan April

NAME OF LICENSING PROGRAM ANALYST: Audrey Jeung

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 11/18/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 11/18/2025

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.