

Department of

# SOCIAL SERVICES

## Community Care Licensing

# COMPLAINT INVESTIGATION REPORT

Facility Number: 435202447

Report Date: 02/04/2026

Date Signed: 02/04/2026 03:59:31 PM

## Unsubstantiated

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
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **05/14/2025** and conducted by Evaluator David Marrufo

	<b>COMPLAINT CONTROL NUMBER: 26-AS-20250514114259</b>
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<b>FACILITY NAME:</b> BROOKDALE SAN JOSE	<b>FACILITY NUMBER:</b> 435202447
<b>ADMINISTRATOR:</b> RYAN GOLZE	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 1009 BLOSSOM RIVER WAY	<b>TELEPHONE:</b> (408) 445-7770
<b>CITY:</b> SAN JOSE	<b>ZIP CODE:</b> 95123
<b>CAPACITY:</b> 0	<b>DATE:</b> 02/04/2026
<b>MET WITH:</b> Zeinab Donner	<b>UNANNOUNCED TIME BEGAN:</b> 03:00 PM
	<b>TIME COMPLETED:</b> 04:15 PM

### ALLEGATION(S):

1	Staff do not ensure facility is free from pests
2	Staff do not treat residents with respect
3	Due to lack of staff, staff do not assist residents in their morning activities of daily living
4	
5	
6	
7	
8	
9	

### INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA) David Marrufo conducted an unannounced complaint investigation visit and met with Administrator (ADM) Zeinab Donner. On 05/14/2025, the department received a complaint with the above allegations. On 05/19/2025, LPA Marrufo conducted an initial complaint investigation visit.
2	
3	On 02/03/2026, LPA Marrufo conducted an additional complaint investigation visit.
4	
5	
6	During visit on 05/19/2025, LPA Marrufo interviewed 2 staff and 11 residents.
7	
8	During visit on 02/03/2026, LPA Marrufo interviewed 11 staff and ADM.
9	
10	See LIC9099-C pages. Page 1 of 3.
11	
12	
13	

<b>Unsubstantiated</b>	<b>Estimated Days of Completion:</b>
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**SUPERVISORS NAME:** Christine Kabariti  
**LICENSING EVALUATOR NAME:** David Marrufo  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/04/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/04/2026

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

LIC9099 (FAS) - (06/04)

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**Control Number 26-AS-20250514114259**

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

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** BROOKDALE SAN JOSE

**FACILITY NUMBER:** 435202447

**VISIT DATE:** 02/04/2026

### NARRATIVE

1 **Allegation: Staff do not ensure facility is free from pests - Unsubstantiated**

2  
3 When the department received the complaint, it was alleged that the facility has cockroaches.

4  
5 During visit on 05/19/2025, LPA Marrufo obtained a copy of pest control invoices dated 02/04/2025,  
6 02/17/2025, 02/26/2025, 03/04/2025, 03/10-11/2025, 03/12/2025, 03/20/2025, 03/26/2025, 04/02/2025,  
7 04/23/2025, 04/24/2025, and 05/13/2025. The services in the invoices include "Cockroach/Rodent  
8 program."  
9

10 During visit on 05/19/2025, LPA toured the first-floor dining room and kitchen, second floor dining room  
11 and kitchen, and memory care dining room and kitchen. LPA observed no cockroaches in any of the  
12 dining rooms and kitchens. LPA observed cockroach traps in the first-floor kitchen and memory care  
13 kitchen.  
14

15 13 out of 13 interviewed staff stated to have observed cockroaches in the facility. 1 out of 11 residents  
16 stated to have observed cockroaches in the facility. 10 out of 11 residents stated to have not observed  
17 cockroaches in the facility.  
18

19  
20 **Allegation: Staff do not treat residents with respect – Unsubstantiated**

21  
22 When the department received the complaint, it was alleged that staff do not treat residents with  
23 respect.  
24

25 13 out of 13 interviewed staff stated to have not observed staff treating residents with disrespect.  
26

27 9 out of 11 interviewed residents stated to have not observed staff treating residents with disrespect. 2  
28 out of 11 interviewed residents stated to have experienced staff treating them with disrespect. The 2  
29 residents who stated staff treated them with disrespect could not provide the names of the staff whom  
30 they allege treated them with disrespect.  
31

32 Page 2 of 3.

**SUPERVISORS NAME:** Christine Kabariti  
**LICENSING EVALUATOR NAME:** David Marrufo  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/04/2026

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**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/04/2026

LIC9099 (FAS) - (06/04)

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**Control Number 26-AS-20250514114259**

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
CENTRAL COAST CR/RES, 2580 N. FIRST

**FACILITY NAME:** BROOKDALE SAN JOSE

**FACILITY NUMBER:** 435202447

**VISIT DATE:** 02/04/2026

**NARRATIVE**

1 **Allegation: Due to lack of staff, staff do not assist residents in their morning activities of daily**  
2 **living – Unsubstantiated**  
3  
4 When the department received the complaint, it was alleged that staff do not assist residents with their  
5 activities of daily living.  
6  
7 13 out of 13 interviewed staff stated that the staff assist residents in their morning activities of daily  
8 living.  
9  
10 10 out of 11 interviewed residents stated that the staff assist residents in their morning activities of daily  
11 living. 1 out of 11 interviewed residents, resident R1, stated that on one occasion he/she had to get out  
12 of bed by himself/herself because staff did not arrive at his/her apartment; R1 stated he/she feared  
13 getting out of bed unassisted because he/she could fall and experiences dizziness.  
14  
15 On 05/27/2025, LPA Marrufo received R1's Personal Service Plan via email from ADM. R1's Personal  
16 Service Plan does not indicate whether R1 requires assistance to get out of bed on his/her own.  
17  
18 Based on information from interviews conducted with staff and residents, and records reviewed,  
19 although the allegations listed above may have happened or are valid, there is not a preponderance of  
20 evidence to prove the alleged violations did or did not occur. Therefore, the allegations are  
21 unsubstantiated.  
22  
23  
24 No Deficiencies were cited under California Code of Regulations Title 22  
25  
26 This report was reviewed with Assistant Executive Director Yasen Matar and a copy of this report was  
27 provided.  
28  
29  
30  
31 Page 3 of 3.  
32  
END REPORT

**SUPERVISORS NAME:** Christine Kabariti

**LICENSING EVALUATOR NAME:** David Marrufo

**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/04/2026

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**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/04/2026