

Department of SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 435202806

Report Date: 02/24/2026

Date Signed: 02/24/2026 04:16:21 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:	MERRILL GARDENS AT GILROY	FACILITY NUMBER:	435202806
ADMINISTRATOR/DIRECTOR:	BILLY MITCHELL	FACILITY TYPE:	740
ADDRESS:	7610 ISABELLA WAY	TELEPHONE:	(206) 676-5300
CITY:	GILROY	STATE:	CA
CAPACITY:	214	ZIP CODE:	95020
TYPE OF VISIT:	Case Management - Legal/Non-compliance	CENSUS:	140
MET WITH:	Billy Mitchell	DATE:	02/24/2026
		UNANNOUNCED TIME VISIT/INSPECTION BEGAN:	01:05 PM
		TIME VISIT/INSPECTION COMPLETED:	02:05 PM

NARRATIVE

1 Licensing Program Analyst (LPA) Steve Chang conducted an unannounced case management –
2 legal/non-compliance visit. LPA met with General Manager (GM), Billy Mitchell. The purpose of the visit
3 is to ensure the facility is adhering to the compliance plan submitted to Community Care Licensing
4 (CCL) office at a non-compliance meeting held on June 13, 2024.
5
6 During visit, LPA toured the facility with staff to include Garden House (memory care unit), Plaza,
7 common areas. There are 2 Med Techs and 4 caregivers in Assist Living for AM shift and PM shift.
8 There are 4 caregivres and 1 Med Tech for Memory Care unit for AM shift and PM shift. LPA reviewed
9 the facility's roster and observed the 11 staff members are associated to the facility.
10
11 In Garden House, LPA randomly entered into rooms #101A, #100, #102A, #101B, #103, #104 and
12 #106A with GM. All the cabinets observed secured. No observation of accessible sharp objects,
13 chemicals, disinfectants, and hygiene products to residents in care with dementia.
14
15 In Plaza, LPA randomly entered into rooms #227, #226, #225, #223, #222, \$216, #214 with GM. No
16 issues were noted. Residents who store their own chemicals, disinfectants and hygiene products are
17 able to store these items per their physician's report/records.
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19
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21 Continue on LIC809-C. Page 1 of 2.
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NAME OF LICENSING PROGRAM MANAGER: Romeo Manzano

NAME OF LICENSING PROGRAM ANALYST: Chihhsien Chang



DATE: 02/24/2026

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

FACILITY REPRESENTATIVE SIGNATURE:


DATE: 02/24/2026

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 III, and Residential Care Facilities for the Elderly are required to provide and maintain an active email address of record with the licensing agency.

<p>STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY</p> <p>FACILITY EVALUATION REPORT (Cont)</p>	<p>CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CENTRAL COAST CR/RES, 2580 N. FIRST STREET, STE. 350 SAN JOSE, CA 95131</p>
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FACILITY NAME: MERRILL GARDENS AT GILROY

FACILITY NUMBER: 435202806

VISIT DATE: 02/24/2026

NARRATIVE	
1	LPA observed all training topics stated on the non-compliance plan was completed with signature log -
2	fall policy; resident rights, toxic chemicals, and fire & alarms; and change of condition and mandated
3	reporting.
4	
5	5 random resident files were reviewed and observed complete. 5 resident files contained a signed
6	personal rights form, updated physician's report, and a signed updated appraisal/needs and services
7	plan.
8	
9	5 random staff files were reviewed. 5 staff are fingerprint cleared and associated to the facility.
10	
11	LPA advised GM regarding the importance of adhering to the facility's corrective action plan that was
12	developed on June 13, 2024, to ensure the facility's stays within compliance of Title 22 regulation.
13	
14	GM was reminded of the discussion on June 13, 2024 of the facility being under monitoring inspection
15	visits to ensure compliance with the compliance plan and Title 22 Regulations for 2 years.
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18	No deficiencies were cited today. This report was reviewed with General Manager Billy Mitchell and a
19	copy of the report was provided.
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NAME OF LICENSING PROGRAM MANAGER: Romeo Manzano	
NAME OF LICENSING PROGRAM ANALYST: Chihhsien Chang	
LICENSING PROGRAM ANALYST SIGNATURE:	DATE: 02/24/2026

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

FACILITY REPRESENTATIVE SIGNATURE:	DATE: 02/24/2026
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