

Department of

SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 435202903

Report Date: 02/23/2026

Date Signed: 02/23/2026 11:41:30 AM

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
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **12/16/2025** and conducted by Evaluator Komal Curley

PUBLIC	COMPLAINT CONTROL NUMBER: 26-AS-20251216152356
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FACILITY NAME: SUNRISE OF CUPERTINO	FACILITY NUMBER: 435202903
ADMINISTRATOR: TAYEBEH, TINA BAGHERI	FACILITY TYPE: 740
ADDRESS: 581 E FREMONT AVE	TELEPHONE: (408) 962-2982
CITY: SUNNYVALE	ZIP CODE: 94087
CAPACITY: 134	DATE: 02/23/2026
STATE: CA	UNANNOUNCED TIME BEGAN: 09:07 AM
CENSUS: 94	TIME COMPLETED: 11:50 AM
MET WITH: Executive Director, Tina Tayebah	

ALLEGATION(S):

1	Facility is in disrepair
2	Resident room is malodorous.
3	Facility staff do not ensure residents are served food of good quality.
4	Facility staff do not respond to residents' call button in a timely manner.
5	Facility staff are not distributing mail to residents.
6	Facility do not provide residents with transportation.
7	Facility does not provide information about council meetings in a timely manner.
8	
9	

INVESTIGATION FINDINGS:

1	On February 23, 2026, Licensing Program Analyst (LPA) Komal Curley conducted an unannounced complaint visit to deliver the findings for the above allegations. LPA met with Executive Director, Tina Tayebah and explained the purpose of the visit.
2	
3	
4	
5	Regarding the allegation, facility is in disrepair and resident room is malodorous, according to the reporting party, on December 14, 2025, Resident 1's (R1's) sink and toilet became backed up and although the maintenance worker came to inspect the issue, he has not returned and the unresolved toilet backup has caused a strong odor in R1's room.
6	
7	
8	
9	
10	During the complaint investigation, LPA observed R1's room. R1's room was observed to be odor-free and both the toilet and sink was observed to be in good working condition. According to R1 during the visit, the toilet and sink was fine and working.
11	
12	
13	Regarding the allegation, facility staff do not ensure residents are served food of good quality, according to the reporting party, there has been a decline in the quality of food over the past several months, noting that residents are frequently served sandwiches multiple times a day. (Continue to 9099C)

SUPERVISORS NAME: Cowan April
LICENSING EVALUATOR NAME: Komal Curley
LICENSING EVALUATOR SIGNATURE:

DATE: 02/23/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/23/2026

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 3

Control Number 26-AS-20251216152356

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: SUNRISE OF CUPERTINO

FACILITY NUMBER: 435202903

VISIT DATE: 02/23/2026

NARRATIVE

1 During the investigation, LPA interviewed the Cullinary Director, observed the kitchen/food, and
2 reviewed the food menu for the month. According to the Cullinary Director and the food menu reviewed,
3 there is a monthly food menus posted around the facility, along with the daily menu. Sandwiches get
4 served everyday as an alternative option for residents who do not want to eat the main dish being
5 cooked. Based on observation, LPA visited the facility on 12/26/25 and observed quiche with potatoes
6 and steamed vegetables as the main dish on the menu for lunch. LPA observed the kitchen staff baking
7 quiche, steaming vegetables and LPA observed ingredients for sandwiches.
8

9 Regarding the allegation, facility staff do not respond to residents' call button in a timely manner,
10 according to the reporting party, staff do not respond to call bells in a timely manner, often taking 30
11 minutes or longer to assist residents.
12

13 During the investigation, LPA interviewed staff, residents and reviewed call button response log.
14 According to staff and residents interviewed, although response times vary due to overall resident
15 needs and the time of day, staff do respond to the call button requests. Based on call button response
16 log reviewed, the average response time for staff to respond to a resident's call button is 5-10 minutes.
17

18 Regarding allegation, facility staff are not distributing mail to residents, according to the reporting party,
19 residents have not received any mail for the past two years.
20

21
22 During the investigation, LPA interviewed staff, residents, and observed the mailing system. Based on
23 observations, LPA observed a locked drawer next to the receptionist desk which maintains all residents'
24 mail. According to the administrator, she denied this allegation and indicated that the front desk handles
25 the mail when it comes in. The administrator and the receptionist indicated when mail gets delivered to
26 the facility, the receptionists sorts it out and puts it in the accorded resident's slot in a locked drawer.
27 According to staff and residents interviewed, residents receive their mail directly from the front desk and
28 the residents who require assistance receiving their mail either has a family collect it for them or a team
29 member will deliver it to the resident's room depending on what the resident requests. In addition, staff
30 indicated, if residents don't retrieve their mail for a while, the front desk will call the resident or their
31 responsible party to remind them that there is mail to be picked up. For memory care residents, the
32 responsible party picks up the residents mail and for some of the independent residents, they will
authorize someone else to pick up their mail if they are unable to. Staff will also deliver mail and
packages if residents wish to have it delivered to their room.
(Continue to 9099C)

SUPERVISORS NAME: Cowan April
LICENSING EVALUATOR NAME: Komal Curley
LICENSING EVALUATOR SIGNATURE:

DATE: 02/23/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/23/2026

**COMPLAINT INVESTIGATION REPORT
(Cont)**

FACILITY NAME: SUNRISE OF CUPERTINO

FACILITY NUMBER: 435202903

VISIT DATE: 02/23/2026

NARRATIVE

1 Regarding allegation, facility do not provide residents with transportation, according to the reporting
2 party, there have been multiple occasions when R1 was not provided transportation to his/her medical
3 appointments, despite the facility having a van designated for resident transport.
4

5 During the investigation, LPA interviewed staff, reviewed the residency agreement, and reviewed the
6 transportation log at the front desk. Based on residency agreement, the facility will make available to
7 residents or otherwise assure the provision of scheduled transportation to health facilities, appointments,
8 agencies, shopping, etc. According to staff interviewed, transportation is scheduled through a
9 transportation log that is at the front from. All residents with or without their own personal cars can
10 request transportation ahead of time and staff will try to accommodate the residents. If the facility drivers
11 are unavailable that day/time because they are transporting other residents for their scheduled outing,
12 the facility will accommodate the residents by paying for their taxi, uber, etc.
13

14 Regarding the allegation, facility does not provide information about council meetings in a timely
15 manner, according to the reporting party, announcements for resident and family council meetings are
16 not posted in a timely manner. Notices are often posted only the day before the meetings, which results
17 in low attendance among residents.
18

19 During the investigation, LPA interviewed staff and observed the resident activity calendar for the month
20 of December, along with previous months. Based on the activity calendar, LPA observed the resident
21 council meeting on the activities calendar. LPA observed the date and time of the resident council
22 meeting on the activities calendar. According to staff interviewed, resident council meetings are typically
23 held on the third Tuesday or Wednesday of each month, however residents are aware of when the
24 resident council meeting is because it is on the monthly activities calendar, in addition to daily activity
25 calendar that is both projected on the facility television screens and hard copies are printed out and put
26 in the front lobby.
27

28 Therefore, based on interviews conducted, documents reviewed, and information collected, the
29 department has determined that although the above allegations may have happened or is valid, there is
30 no preponderance of evidence to prove the alleged violations did or did not occur, therefore the above
31 allegations are UNSUBSTANTIATED.
32

Report is reviewed with the Executive Director and a copy is provided.

SUPERVISORS NAME: Cowan April**LICENSING EVALUATOR NAME:** Komal Curley**LICENSING EVALUATOR SIGNATURE:****DATE:** 02/23/2026**I acknowledge receipt of this form and understand my licensing appeal rights as explained and
received.****FACILITY REPRESENTATIVE SIGNATURE:****DATE:** 02/23/2026