

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 045002775

Report Date: 03/23/2026

Date Signed: 03/23/2026 04:39:32 PM

Substantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO NORTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **03/13/2026** and conducted by Evaluator Kayla Adkison

PUBLIC	COMPLAINT CONTROL NUMBER: 59-AS-20260313134725
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FACILITY NAME: ROSELEAF GARDENS	FACILITY NUMBER: 045002775
ADMINISTRATOR: MALAGON, BAILEY	FACILITY TYPE: 740
ADDRESS: 2770 SIERRA LADERA	TELEPHONE: (530) 895-0800
CITY: CHICO	STATE: CA
CAPACITY: 56	ZIP CODE: 95928
MET WITH: Grace Hawkins, Administrator.	DATE: 03/23/2026
	UNANNOUNCED TIME BEGAN: 01:00 PM
	TIME COMPLETED: 02:00 PM

ALLEGATION(S):

1	Facility phone number has been disconnected causing communication issues.
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INVESTIGATION FINDINGS:

1	On March 23, 2026, Licensing Program Analyst (LPA) Kayla Adkison arrived at the facility unannounced
2	for the purpose of opening a complaint investigation received on March 13, 2026. LPA Adkison was
3	greeted by Grace Hawkins, Administrator, and explained the purpose of the visit. During the visit, there
4	were 28 residents and 4 staff providing direct care.
5	
6	Allegation: Facility phone number has been disconnected causing communication issues.
7	
8	It was alleged that the phone number listed for the facility's website had been disconnected, causing
9	family members and the general public to be unable to communicate with residents living at the facility.
10	
11	LPA reviewed the facility's website, which listed the phone number 530-924-5531. LPA called this number
12	and received the message " Sorry, this number is no longer in service." This same phone number was
13	listed for the facility on Google.com. LPA reviewed Yelp.com, which listed the phone number 530-895-0800. LPA called this number and received the message "The number you have called is temporarily unavailable." It is noted that 530-895-0800 is the same phone number Community Care Licensing (CCL) has on record for the facility.

Substantiated

Estimated Days of Completion:

SUPERVISORS NAME: Lauren Crocker
LICENSING EVALUATOR NAME: Kayla Adkison
LICENSING EVALUATOR SIGNATURE:

DATE: 03/23/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 03/23/2026

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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COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: ROSELEAF GARDENS

FACILITY NUMBER: 045002775

DEFICIENCY INFORMATION FOR THIS PAGE:

VISIT DATE: 03/23/2026

Deficiency Type POC Due Date / Section Number	DEFICIENCIES	PLAN OF CORRECTIONS(POCs)
Type B 04/20/2026 Section Cited CCR 87468.1(a)(14)	1 87468.1 Personal Rights of Residents 2 in All Facilities(a) Residents in all 3 residential care facilities for the elderly 4 shall have all of the following personal 5 rights:(14) To have reasonable access 6 to telephones, to both make and 7 receive confidential calls. This is evidenced by:	1 The licensee agrees to arrange to have 2 a functioning telephone number that 3 can be answered at all times. The 4 licensee shall update their website and 5 Google profile to reflect a current, 6 working, telephone number. Licensee 7 shall inform family/POA of each resident of the new phone number, if deemed necessary.
	8 Based on observation and record 9 review, the licensee failed to ensure 10 that the facility had reliable and 11 correctly functioning telephone service 12 which prevented families from being 13 able to contact residents. This poses a 14 potential health, safety, and/or personal rights risk to residents in care.	8 POC shall be completed and 9 licensee/administrator shall inform LPA 10 of changes made by end of business 11 April 20, 2026. 12 13 14
	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

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

SUPERVISORS NAME: Lauren Crocker
LICENSING EVALUATOR NAME: Kayla Adkison
LICENSING EVALUATOR SIGNATURE:

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**COMPLAINT INVESTIGATION REPORT
(Cont)**

FACILITY NAME: ROSELEAF GARDENS

FACILITY NUMBER: 045002775

VISIT DATE: 03/23/2026

NARRATIVE

1 LPA interviewed staff (S1) who stated they were aware the phone number on the facilities website was
 2 incorrect, however, the facility did have a working phone number that S1 had provided to families at an
 3 earlier date. LPA interviewed Administrator who stated they were aware of the phone numbers on line
 4 being incorrect. The facility is in the process of changing ownership. Administrator stated there is
 5 already work being done to update all phone numbers and websites. Administrator further stated the
 6 facility has had Comcast out recently to work on the existing phone line, however, they had not
 7 completed the job at this time.
 8
 9 Based on observation and record review, the preponderance of evidence standard has been met,
 10 therefore the above allegation is found to be Substantiated. California Code of Regulations, (Title 22), is
 11 cited on the attached LIC 9099D. Exit Interview conducted. A copy of this report and Appeal Rights were
 12 provided to Administrator, Grace Hawkins, via email.
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SUPERVISORS NAME: Lauren Crocker

LICENSING EVALUATOR NAME: Kayla Adkison

LICENSING EVALUATOR SIGNATURE:

DATE: 03/23/2026

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