

Department of

# SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 486803921

Report Date: 09/22/2025

Date Signed: 09/22/2025 12:51:41 PM

### Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SANTA ROSA RO, 1450 NEOTOMAS AVENUE, STE. 100 SANTA ROSA, CA 95405
<b>COMPLAINT INVESTIGATION REPORT</b>	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **09/09/2025** and conducted by Evaluator Christopher Arnhold

	<b>COMPLAINT CONTROL NUMBER: 21-AS-20250909084115</b>
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<b>FACILITY NAME:</b> LODGE AT GLEN COVE, THE	<b>FACILITY NUMBER:</b> 486803921
<b>ADMINISTRATOR:</b> JASMINE SEIFFERT	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 140 GLEN COVE MARINA ROAD	<b>TELEPHONE:</b> (707) 653-4728
<b>CITY:</b> VALLEJO	<b>STATE:</b> CA <b>ZIP CODE:</b> 94591
<b>CAPACITY:</b> 155	<b>CENSUS:</b> 138 <b>DATE:</b> 09/22/2025
<b>MET WITH:</b> Tamia Lindsay	<b>UNANNOUNCED TIME BEGAN:</b> 09:30 AM
	<b>TIME COMPLETED:</b> 01:00 PM

#### ALLEGATION(S):

1	Staff did not assist resident in a timely manner.
2	Facility is not sanitary and in good repair
3	Staff did not keep facility free from pests.
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#### INVESTIGATION FINDINGS:

1	At approximately 09:30AM, Licensing Program Analyst (LPA) Chris Arnhold arrived at this facility
2	unannounced to conduct an investigation into the above allegations. LPA met with Activity Director Tamia
3	Lindsay, toured the building, interviewed staff and reviewed records. Based on interviews conducted, LPA
4	was not able to find evidence that staff did not assist resident in a timely manner. The facility call system
5	is designed to log each call with time of activation, location and response time, however the system is not
6	fully operational and does not log any details. The call system alerts staff in the medication room, who
7	then relay the location and resident to the caregivers by text. LPA was informed that when staff leave the
8	medication room, the medication technicians take turns returning every five minutes to check the call
9	system. This occurs on all shift. Facility is undergoing a leadership change and the call system is in the
10	process of repair or replacement. During the course of this investigation, LPA toured the facility in search
11	of items or areas that were unsanitary or in need of repair. LPA learned there were several laundry
12	machines that were not operational, but facility purchased replacements. During the timeframe while they
13	were down, facility staff would take resident laundry to a local laundry mat to ensure resident laundry was
	cleaned per their schedule. Based on Interviews conducted, there were no delays in laundry service
	during this time. Continued on LIC9099-C...

**Unsubstantiated**

**Estimated Days of Completion:**

**NAME OF LICENSING PROGRAM MANAGER:** Kimberley Mota  
**NAME OF LICENSING PROGRAM ANALYST:** Christopher Arnhold  
**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 09/22/2025

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 09/22/2025

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** 21-AS-20250909084115

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
SANTA ROSA RO, 1450 NEOTOMAS AVENUE,  
STE. 100  
SANTA ROSA, CA 95405

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** LODGE AT GLEN COVE, THE

**FACILITY NUMBER:** 486803921

**VISIT DATE:** 09/22/2025

### NARRATIVE

1 The facility locks their front door after business hours to protect residents from people coming into the  
2 building without staff knowledge. To the side of the front door is a door bell with a sign informing visitor  
3 to press the button to announce their presence. A sign is posted on the front door with two telephone  
4 numbers for visitors to call if the door bell does not receive a response. LPA tested the door bell, which  
5 was operational, and observed it could be heard from the medication room hallway.  
6 Based on interviews conducted and visual observations, the facility is dealing with an ant problem. The  
7 facility has a contract with a pest exterminator company and is in communication with them regarding  
8 the increase in ants recently. LPA observed bait traps located throughout the facility. LPA was informed  
9 that when ants are observed in localized areas, the company will come and spray the areas to address  
10 the issue. LPA observed the facility is working to address the ant problem.  
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12 Although the allegations may have happened or are valid, there is not a preponderance of evidence to  
13 prove the alleged violations did or did not occur, therefore the allegations are Unsubstantiated.  
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**NAME OF LICENSING PROGRAM MANAGER:** Kimberley Mota  
**NAME OF LICENSING PROGRAM ANALYST:** Christopher Arnhold  
**LICENSING PROGRAM ANALYST SIGNATURE:**

**DATE:** 09/22/2025

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 09/22/2025

LIC9099 (FAS) - (06/04)

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