

# Department of SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 490106870  
Report Date: 02/20/2026  
Date Signed: 02/20/2026 12:34:03 PM

### Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 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 **12/26/2025** and conducted by Evaluator Marisol Cuadra

<b>PUBLIC</b>	<b>COMPLAINT CONTROL NUMBER: 21-AS-20251226101734</b>
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<b>FACILITY NAME:</b> ALL SEASONS RESIDENTIAL CARE HOME	<b>FACILITY NUMBER:</b> 490106870
<b>ADMINISTRATOR:</b> GEORGE AND LISA MELO	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 5509 VOLKERTS ROAD	<b>TELEPHONE:</b> (707) 829-8109
<b>CITY:</b> SEBASTOPOL	<b>ZIP CODE:</b> 95472
<b>CAPACITY:</b> 6	<b>DATE:</b> 02/20/2026
<b>MET WITH:</b> Lisa Melo (Licensee)	<b>UNANNOUNCED TIME BEGAN:</b> 11:15 AM
	<b>TIME COMPLETED:</b> 12:50 PM

**ALLEGATION(S):**

1	-Water, electric and heat is not working.
2	-Call bell system is not working.
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**INVESTIGATION FINDINGS:**

1	Licensing Program Analyst (LPA) Cuadra arrived unannounced to conduct a complaint investigation and delivered findings regarding the allegation listed above and met with Licensee Lisa Melo.
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4	There was an allegation of water, electricity and heat is not working. The Reporting Party alleges that on
5	Wednesday Christmas Eve, the facility didn't have any water, heat, electricity; The generator is not
6	working due to missing parts that the facility can't fix until Monday, where all the residents didn't get their
7	showers, they couldn't flush the toilets, and the generator wasn't going to be fixed until Monday or
8	Tuesday of the following week due to Christmas holiday. Per the reporting party, they learned that next
9	day the facility has electricity, but the heater wasn't working. On 12/26/25, LPA Felias conducted a 10-
10	day visit to the facility. Based on LPA's observations, the facility has working electricity and lights, upon
11	arrival, LPA observed a resident watching TV in the facility living room, lights were on.
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13	Continue on LIC9099C...

<b>Unsubstantiated</b>	<b>Estimated Days of Completion:</b>
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**SUPERVISORS NAME:** Bethany Moellers  
**LICENSING EVALUATOR NAME:** Marisol Cuadra  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/20/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/20/2026

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 21-AS-20251226101734**

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

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

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** ALL SEASONS RESIDENTIAL CARE HOME

**FACILITY NUMBER:** 490106870

**VISIT DATE:** 02/20/2026

### NARRATIVE

1 Continued from LIC9099...

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The facility temperature per thermostat was set at 69 degrees, which is within the range of appropriate temperature within Title 22 regulations. LPA also tested all faucets used by residents in care in the facility, which measured at 108.3, 107.0, 107.0, 106.8, 106.3, 106.7, which is within regulations. Based on interviews conducted by LPA with Licensee, the power did go out on Christmas Eve for a few hours, the generator did go on and then stopped working because of a fuse, the part was ordered but is backlogged. Per Licensee, the house was without power for a few hours until 5:30PM when the whole area got power back, but in the meantime, both Licensees were present along with staff on duty assisting residents in care, which was confirmed during confidential interviews conducted with residents (R2, R5 & R6) in care. On 2/5/26, LPA Cuadra conducted subsequent visit to the facility and observed water, electricity and heater were working properly. The finding that the allegation of water, electricity and heat is not working is unsubstantiated meaning that although the allegation may have happened or is valid, there is not a preponderance of evidence to prove the alleged violation did or did not occur, therefore the allegation is UNSUBSTANTIATED.

Regarding the allegation of the call bell system, it is not working. Per Reporting party, on Wednesday Christmas Eve, the call bell system was also down. On 12/26/25, LPA Felias conducted a 10-day visit to the facility. Based on LPA's observations, the facility bathroom button was pressed, and LPA heard the bell send notification to system right away and it was constantly sounding while LPA's visit. On 2/5/26, LPA Cuadra conducted subsequent visit to the facility and observed call system was working properly. Based on interviews conducted by LPA with Licensee confirmed that the power did go out on Christmas Eve for a few hours affecting the call alert system, but both Licensees arrived to the home to check the generator issue and upon discovering that a fuse broke down, they stayed with staff on duty assisting residents in care, which was confirmed during confidential interviews conducted with residents (R2, R5 & R6) in care that there were no concerns regarding the care and supervision provided during the power outage. A finding that the allegation about call bell system is not working is unsubstantiated meaning that although the allegation may have happened or is valid, there is not a preponderance of evidence to prove the alleged violation did or did not occur, therefore the allegation is UNSUBSTANTIATED.

**SUPERVISORS NAME:** Bethany Moellers  
**LICENSING EVALUATOR NAME:** Marisol Cuadra  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/20/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/20/2026

LIC9099 (FAS) - (06/04)

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