

Department of
SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 496802025
Report Date: 08/28/2026
Date Signed: 08/28/2026 11:46:09 AM

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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	
FACILITY EVALUATION REPORT			
FACILITY NAME: BROOKDALE WINDSOR		FACILITY NUMBER:	496802025
ADMINISTRATOR/KINNEY, JEANNETTE		FACILITY TYPE:	740
DIRECTOR:		TELEPHONE:	(707) 837-8785
ADDRESS: 907 ADELE DR	STATE: CA	ZIP CODE:	95492
CITY: WINDSOR	CENSUS: 68	DATE:	08/28/2026
CAPACITY: 80	UNANNOUNCED	TIME VISIT/INSPECTION	11:20 AM
TYPE OF VISIT: Case Management - Deficiencies		BEGAN:	
MET WITH: Health and Wellness Director, Tina Worden		TIME VISIT/INSPECTION	12:00 PM
COMPLETED:			
NARRATIVE			
1	Licensing Program Analyst, Loera arrived on 8/28/2026 for an unannounced inspection to follow up on		
2	substantiated complaint findings, Complaint # 21-AS-20250205134706.		
3			
4	On May 30, 2025, the Department concluded a complaint investigation regarding the following		
5	allegations: Facility staff did not seek timely medical care for resident.		
6			
7	The licensee was cited for California Code of Regulations (CCR) Advanced Directives and Requests		
8	Regarding Resuscitative Measures 87469(c)(3).		
9			
10	During the July 30, 2025, office meeting in the Santa Rosa Regional Office, the licensee was informed		
11	that a civil penalty might be assessed. Assessment of Civil Penalty is allowable based on Health and		
12	Safety Code 1569.49.		
13			
14	The Department has concluded an analysis and has determined that a civil penalty is warranted for		
15	serious bodily injury. The Welfare and Institutions Code Section 15610.67 defines serious bodily injury		
16	as "an injury involving extreme physical pain, substantial risk of death, or protracted loss or impairment		
17	of a function of a bodily member, organ, or of mental faculty, or requiring medical intervention, including		
18	but not limited to, hospitalization, surgery, or physical rehabilitation." This is evidenced by the facility not		
19	seeking timely medical attention after a fall which resulted in a serious head injury which required		
20	sutures.		
21			
22	Today, 8/28/2026, the Department will be issuing a civil penalty per Health and Safety Code §1569.49		
23	for a violation that the Department constitutes as serious bodily injury in the amount of \$10,000.		
24			
25	Exit interview conducted. A copy of the report issued. Appeal rights provided to Health and Wellness		
	Director, Tina Worden and signature on this report acknowledges receipt of the appeal rights, found on		
	page two of LIC 421D.		



DATE: 08/28/2026

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 08/28/2026

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