

Department of
SOCIAL SERVICES

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 496803241
Report Date: 09/09/2026
Date Signed: 09/09/2026 01:31:12 PM

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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
FACILITY EVALUATION REPORT	

FACILITY NAME:	BROOKDALE CHANATE	FACILITY NUMBER:	496803241
ADMINISTRATOR/DIRECTOR:	PATRICIA GUSTIN	FACILITY TYPE:	740
ADDRESS:	3250 CHANATE RD	TELEPHONE:	(707) 575-7503
CITY:	SANTA ROSA	STATE:	CA
CAPACITY:	140	ZIP CODE:	95404
TYPE OF VISIT:	Office	CENSUS:	0
		ANNOUNCED	
MET WITH:	Jeannette Kinney (Administrator)	DATE:	09/09/2026
		TIME VISIT/INSPECTION	01:10 PM
		BEGAN:	
		TIME VISIT/INSPECTION	01:30 PM
		COMPLETED:	

NARRATIVE	
1	An informal meeting was conducted today in the Santa Rosa Regional Office to deliver and discuss
2	findings regarding complaint allegations. Present in the meeting were Licensing Program Manager
3	Victoria Bertozzi, Licensing Program Analyst Marisol Cuadra, facility representatives Jeannette Kinney,
4	Executive Director/Administrator, Grace Ndomo, District Director of Operations Northern California and
5	Samantha Small, District Director of Clinical Services. The purpose of the informal office meeting was to
6	discuss areas of non-compliance and observe Community Care Licensing (CCL) concerns regarding the
7	operation, including substantiated complaints # 21-AS-20260724172641 and # 21-AS-20260716114041
8	received by the Department. The facility representatives were informed that this informal meeting is a
9	part of the Administrative Action process and that further and/or repeat citations may result in a formal
10	Non-Compliance Plan.
11	
12	Items addressed in today's meeting include but are not limited to the following areas of concern:
13	
14	-Ongoing inadequate care and supervision: multiple complaints regarding call bells not being answered
15	in a timely manner.
16	
17	Also, facility representatives stated that they are assessing protocols for pendant call light concerns
18	since August 11, 2026, by continuing to maintain sufficient staff to meet their resident census, needs and
19	preferences by reviewing all care plans to ensure accurate care is being provided to residents on a
20	weekly basis. Additional staff are hired to meet the needs of increased care that is being provided as
21	well as staff were retrained on call pendant responses policy on August 6 th , at 2pm, August 13 th , at
22	2pm, August 17 th at 10pm and have implemented a process of reviewing call times daily with Executive
23	Director and weekly with their regional team to ensure adequate response in a timely manner.
24	
25	Exit interview conducted with facility representatives and copy of this report was given.



DATE: 09/09/2026

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 09/09/2026

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.