

# Department of SOCIAL SERVICES

Community Care Licensing

## COMPLAINT INVESTIGATION REPORT

Facility Number: 502700869  
Report Date: 02/05/2026  
Date Signed: 02/12/2026 09:23:03 PM

### Unsubstantiated

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

This is an official report of an unannounced visit/investigation of a complaint received in our office on **09/22/2025** and conducted by Evaluator Jason Lund

	<b>COMPLAINT CONTROL NUMBER: 27-AS-20250922142605</b>
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<b>FACILITY NAME:</b> ORANGEBURG MANOR	<b>FACILITY NUMBER:</b> 502700869
<b>ADMINISTRATOR:</b> JENNIFER WHITELEY	<b>FACILITY TYPE:</b> 740
<b>ADDRESS:</b> 1248 NELSON AVENUE	<b>TELEPHONE:</b> (209) 527-2222
<b>CITY:</b> MODESTO	<b>ZIP CODE:</b> 95350
<b>CAPACITY:</b> 90	<b>DATE:</b> 02/05/2026
<b>MET WITH:</b> Administrator Stephany Issakhani	<b>UNANNOUNCED TIME BEGAN:</b> 02:15 PM
	<b>TIME COMPLETED:</b> 03:45 PM

**ALLEGATION(S):**

1	Staff does not ensure facility floors are clean and orderly
2	Staff does not ensure facility is odorless
3	Licensee does not ensure enough night staff to meet the needs of residents
4	Staff leave residents in soiled clothing for extended period of time
5	Staff does not ensure resident call buttons are in proper working order
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**INVESTIGATION FINDINGS:**

1	Licensing Program Analyst (LPA) Jason Lund arrived unannounced to complete a complaint investigation regarding the above allegations. LPA Lund met with the Administrator Stephany Issakhani and explained the reason for the visit. Census: 40
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3	
4	
5	Staff does not ensure facility floors are clean and orderly - LPA Lund reviewed facility records,
6	interviewed staff, and residents in care. Based on visits on 5/7/2025, 7/17/2025, 9/8/2025 and 12/4/2025,
7	LPA Lund's observation of the facility was that the facility was clean and in compliance at the time of the
8	visits. LPA Lund reviewed housekeeping daily records of room/common floors are cleaned each day. LPA
9	Lund interviewed care staff which stated that they will clean the floors if needed if housekeeping is not at
10	the facility. LPA Lund interviewed residents in care who stated that the floors are clean by Staff.
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<b>Unsubstantiated</b>	<b>Estimated Days of Completion: 90</b>
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**SUPERVISORS NAME:** Lisa Rios  
**LICENSING EVALUATOR NAME:** Jason Lund  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/05/2026

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

**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/05/2026

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 27-AS-20250922142605**

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
SACRAMENTO SOUTH ASC, 9835 GOETHE ROAD, SUITE 100  
SACRAMENTO, CA 95827

## COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** ORANGEBURG MANOR

**FACILITY NUMBER:** 502700869

**VISIT DATE:** 02/05/2026

### NARRATIVE

- 1 Based on records reviewed, interviews with staff, and residents in care, on the information provided, it
- 2 was unclear if staff does not ensure facility floors are clean and orderly, therefore the allegation was
- 3 deemed UNSUBSTANTIATED.
- 4
- 5 Staff does not ensure facility is odorless- LPA Lund reviewed facility records and observed residents'
- 6 rooms, interviewed staff, and residents in care. Based on visits on 5/7/2025, 7/17/2025, 9/8/2025 and
- 7 12/4/2025, LPA Lund's observation of the facility was that the facility was clean and in compliance at the
- 8 time of the visits. LPA Lund reviewed housekeeper schedules and housekeepers work at the facility from
- 9 6:00 am through 6:30 pm throughout the week. Housekeeper clean rooms daily and when needed. Staff
- 10 interviewed stated if a resident's room needs attention either housekeeping or care staff will clean the
- 11 room. Residents interviewed stated that their rooms are cleaned by staff.
- 12
- 13 Based on reviewed facility records, interviews with staff and residents in care, on the information
- 14 provided, it was unclear if staff are not properly cleaning resident bedrooms, therefore the allegation was
- 15 deemed UNSUBSTANTIATED.
- 16
- 17 Licensee does not ensure enough night staff to meet the needs of residents- LPA Lund reviewed facility
- 18 records, interviewed staff, and residents in care. Based on staff schedules from 10/01/25 through
- 19 11/30/25 the revealed staff to be consistently residents in care on duty. LPA Lund interviewed residents
- 20 in care who stated that their needs are being met. Staff interviewed stated that there is adequate staff to
- 21 meet the needs of the residents in care.
- 22
- 23 Based on facility records reviewed, interviews with staff, and residents in care, on the information
- 24 provided, it was unclear if licensee does not ensure enough staff are present to meet the needs of
- 25 residents, therefore the allegation was deemed UNSUBSTANTIATED.
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**SUPERVISORS NAME:** Lisa Rios  
**LICENSING EVALUATOR NAME:** Jason Lund  
**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/05/2026

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**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/05/2026

LIC9099 (FAS) - (06/04)

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**Control Number 27-AS-20250922142605**

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CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING DIVISION  
SACRAMENTO SOUTH ASC, 9835 GOETHE

**COMPLAINT INVESTIGATION REPORT  
(Cont)**

ROAD, SUITE 100  
SACRAMENTO, CA 95827

**FACILITY NAME:** ORANGEBURG MANOR

**FACILITY NUMBER:** 502700869

**VISIT DATE:** 02/05/2026

**NARRATIVE**

1 Staff leave residents in soiled clothing for extended period of time - Based on records reviewed,  
2 interviews with staff and clients in care. LPA Lund reviewed residents care plans which state that staff  
3 will do routinely checks on resident in care. LPA interviewed staff who stated that they are assigned  
4 residents during there work shift that they are responsible for changing. Staff stated that are continuing  
5 to ask (Reminders) residents in care to use the restroom are change them. LPA Lund observed no  
6 soiled diapers during his visit. LPA Lund interviewed residents in care which state there are always staff  
7 to meet there needs. LPA Lund reviewed facility job description for Resident Care Technicians which  
8 states provide assistance to each residents individual care plan.  
9

10 Based on facility records reviewed, interviews with staff and resident in care, on the information  
11 provided, it was unclear if staff leave residents in soiled clothing for extended period of time, therefore  
12 the allegation was deemed UNSUBSTANTIATED.  
13

14 Staff does not ensure resident call buttons are in proper working order - Based on interviews with staff  
15 and residents in care. Staff stated that during each shift they receive a phone and radio for  
16 communication with other staff. The phone will go off when a resident uses the call button. Staff stated  
17 they get there in a timely manner. Residents in care stated that staff come when they use their call  
18 buttons.  
19

20 Based on interviews with staff and residents in care, on the information provided, it was unclear if staff  
21 does not ensure resident call buttons are in proper working order, therefore the allegation was deemed  
22 UNSUBSTANTIATED.  
23

24 As a result of this investigation, this Department finds the allegations to be UNSUBSTANTIATED. A  
25 complaint allegation finding of Unsubstantiated means that although the allegations may have happened  
26 or is valid, there is not preponderance of the evidence to prove that the alleged violations occurred. Exit  
27 interview conducted and report left.  
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**SUPERVISORS NAME:** Lisa Rios

**LICENSING EVALUATOR NAME:** Jason Lund

**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 02/05/2026

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**FACILITY REPRESENTATIVE SIGNATURE:**

**DATE:** 02/05/2026