

Department of SOCIAL SERVICES

Community Care Licensing

COMPLAINT INVESTIGATION REPORT

Facility Number: 565850142

Report Date: 01/29/2026

Date Signed: 01/29/2026 02:09:03 PM

Unsubstantiated

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY	CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION CCLD Regional Office, 21731 VENTURA BLVD. #250 WOODLAND HILLS, CA 91364
COMPLAINT INVESTIGATION REPORT	

This is an official report of an unannounced visit/investigation of a complaint received in our office on **12/15/2025** and conducted by Evaluator Martha Arroyo

	COMPLAINT CONTROL NUMBER: 29-AS-20251215220551
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FACILITY NAME: CAMARILLO SENIOR LIVING	FACILITY NUMBER: 565850142
ADMINISTRATOR: SCOTT KEAWEKANE	FACILITY TYPE: 741
ADDRESS: 6000 SANTA ROSA ROAD	TELEPHONE: (805) 388-8086
CITY: CAMARILLO	ZIP CODE: 93012
CAPACITY: 140	DATE: 01/29/2026
MET WITH: Scott Keawekane	UNANNOUNCED TIME BEGAN: 01:30 PM
	TIME COMPLETED: 02:30 PM

ALLEGATION(S):

1	Staff are mishandling a resident's personal belongings
2	Staff are mishandling a resident's pendant
3	Staff do not treat resident with dignity or respect
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INVESTIGATION FINDINGS:

1	Licensing Program Analyst (LPA), Martha Arroyo conducted a subsequent complaint visit to the above
2	facility. The purpose of the visit is to deliver findings for the above allegations. The initial complaint visit
3	was conducted on 12/16/2025 by LPA M. Arroyo. On today's visit, LPA Arroyo met with Executive Director
4	(ED), Scott Keawekane and Wellness Director (WD), Morgan Schioppi. Entrance interview.
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6	During the initial visit on 12/16/2025, between 09:50 a.m. and 11:20 a.m., LPA Arroyo conducted
7	interviews with five staff and six residents and obtained copies of pertinent documents relevant to the
8	investigation.
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10	Report Continued on LIC 9099C...
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Unsubstantiated	Estimated Days of Completion:
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SUPERVISORS NAME: Desaree Perera
LICENSING EVALUATOR NAME: Martha Arroyo
LICENSING EVALUATOR SIGNATURE:

DATE: 01/29/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 01/29/2026

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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CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
CCLD Regional Office, 21731 VENTURA BLVD.
#250
WOODLAND HILLS, CA 91364

COMPLAINT INVESTIGATION REPORT (Cont)

FACILITY NAME: CAMARILLO SENIOR LIVING

FACILITY NUMBER: 565850142

VISIT DATE: 01/29/2026

NARRATIVE

1 Report Continued from LIC 9099...

2
3 It was alleged that staff are mishandling a resident's personal belongings. It is the complainant's concern
4 that Resident #1 (R1's) personal documents have been removed from their apartment. Interviews
5 conducted revealed that R1 had been cleaning out old mail in their apartment and used the trash bin to
6 separate and dispose of the mail. According to staff interviews, staff are responsible for removing
7 residents' trash when it accumulates in their apartments. Staff reported that the trash bin was full and
8 was therefore removed. Staff further indicated that R1 later approached management stating that their
9 old mail had been discarded without their consent. Staff stated that they were performing their assigned
10 duties, as they observed a full trash bin and disposed of it accordingly. Additionally, during interviews, six
11 out of six residents stated that they have not had any items missing from their apartments since moving
12 in and reported no concerns regarding living at the facility. Based on the information obtained and
13 reviewed, although the allegation may have happened or is valid, there is insufficient evidence to prove
14 the alleged violation did or did not occur. Therefore, allegation "staff are mishandling a resident's
15 personal belongings" is deemed Unsubstantiated at this time.

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17 It was also alleged that staff are mishandling a resident's pendant. It is the complainant's concern that
18 facility staff are turning off the resident's pendant calls when asking for assistance. Records reviewed
19 and interviews conducted revealed that both care staff and the front desk concierge receive notifications
20 when a resident presses their call pendant. If the call is not answered by care staff within a specified
21 time frame, the front desk concierge will page the care staff to ensure they are aware of any pending
22 pendant calls. Interviews conducted with staff indicated that the primary purpose of call pendants is to
23 notify care staff when a resident requires assistance. Staff reported that some residents misuse the call
24 pendants by pressing them for simple questions or non-emergency requests. Staff stated that residents
25 have been reminded of the appropriate use of call pendants. However, staff denied turning off any
26 resident's call pendant without first assisting the resident. During resident interviews, residents reported
27 using their call pendants regularly without concern and stated that staff respond promptly. Based on the
28 information obtained and reviewed, although the allegation may have happened or is valid, there is
29 insufficient evidence to prove the alleged violation did or did not occur. Therefore, allegation "staff are
30 mishandling a resident's pendant" is deemed Unsubstantiated at this time.

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32 Report Continued on LIC 9099C...

SUPERVISORS NAME: Desaree Perera
LICENSING EVALUATOR NAME: Martha Arroyo
LICENSING EVALUATOR SIGNATURE:

DATE: 01/29/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 01/29/2026

LIC9099 (FAS) - (06/04)

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Control Number 29-AS-20251215220551

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
CCLD Regional Office, 21731 VENTURA BLVD.

FACILITY NAME: CAMARILLO SENIOR LIVING

FACILITY NUMBER: 565850142

VISIT DATE: 01/29/2026

NARRATIVE

1 Report Continued from LIC 9099C...

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It was further alleged that staff do not treat resident with dignity or respect. It is the complainant's concern that facility staff is taunting and picking on residents. Interviews conducted revealed that Staff #1 (S1) at times speaks in a loud manner when addressing both residents and staff. Staff did not report any concerns with how S1 spoke to the residents. Furthermore, staff denied being disrespectful towards residents and denied observing other staff members being disrespectful toward residents. During resident interviews, residents did not express any concerns regarding being disrespected by Staff #1 (S1). Residents further reported that, although S1 has not directly disrespected them, the way in which S1 communicates with others may potentially be misinterpreted or perceived negatively. Based on interviews conducted with staff and residents, although the allegation may have happened or is valid, there is insufficient evidence to prove the alleged violation did or did not occur. Therefore, allegation "staff do not treat resident with dignity or respect" is deemed Unsubstantiated at this time.

Exit interview conducted. A copy of the report was provided.

SUPERVISORS NAME: Desaree Perera

LICENSING EVALUATOR NAME: Martha Arroyo

LICENSING EVALUATOR SIGNATURE:

DATE: 01/29/2026

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

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 01/29/2026