

Community Care Licensing

FACILITY EVALUATION REPORT

Facility Number: 097004177
Report Date: 06/10/2025
Date Signed: 06/10/2025 02:21:22 PM

Document Has Been Signed on 06/10/2025 02:21 PM - It Cannot Be Edited

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY		CALIFORNIA DEPARTMENT OF SOCIAL SERVICES COMMUNITY CARE LICENSING DIVISION SACRAMENTO NORTH ASC, 9835 GOETHE ROAD, SUITE 100 SACRAMENTO, CA 95827	
FACILITY EVALUATION REPORT			
FACILITY NAME: PONTE PALMERO		FACILITY NUMBER:	097004177
ADMINISTRATOR/PILEGAARD, LANDON		FACILITY TYPE:	740
DIRECTOR:			
ADDRESS:	3083 PONTE MORINO DRIVE	TELEPHONE:	(530) 677-9100
CITY:	CAMERON PARK	STATE: CA	ZIP CODE: 95682
CAPACITY:	250	CENSUS: 168	DATE: 06/10/2025
TYPE OF VISIT:	Office	UNANNOUNCED TIME VISIT/INSPECTION	01:30 PM
MET WITH: Erik Pilegaard Licensee		BEGAN: TIME VISIT/INSPECTION	02:30 PM
		COMPLETED:	

NARRATIVE	
1	On 06/10/25, around 01:30 PM, Licensing Program Manager (LPM) Troy Ordonez, Licensing Program
2	Manager (LPM) Laura Munoz, Licensing Program Analyst (LPA) Talwinder Bains, Licensing Program
3	Analyst (LPA) Lavinia Muscan were present for a Non-compliance Conference with Licensee Erik
4	Pilegaard, Administrator Landon Pilegaard and Managing Director Terry Howard, which was held in-
5	person in the office.
6	This conference does not in any manner excuse past problems or resolve the Department's case
7	against the licensee if the problems are not corrected. The Non-Compliance Conference may be the last
8	step prior to initiating administrative action following unsuccessful attempts by the Department to gain
9	compliance.
10	Since 2021, the facility has been issued 2 A citations, 1 B citation and assessed 1 civil penalty in the
11	amount of \$500. (1) open complaints and (1) outstanding appeal. We did receive your appeal for the
12	citations issued on April 8, 2025 which is currently under review.
13	Substantiated Complaints include allegations in the following areas:
14	- Timely medical -Observation of resident - Four separate incidents involving serious resident injuries
15	and one death
16	The licensee shall submit the following:
17	Training, policies, management oversight, ensuring care staff is aware and familiar with the needs of the
18	residents they provide care for and when to call 911. Develop and implement new protocols for timely
19	medical response; supervision and fall reduction; conducting mandatory training for all staff in the above
20	areas. Implement internal audits and increased administrative oversight.
21	Compliance plan documents shall be submitted to CCL by: 6/17/25 COB; Fully implement plan with
22	documentation by 7/10/25. Provide proof of staff training completion. Submit all documents to
23	lavinia.muscan@dss.ca.gov. The licensee agreed with the drafted non-compliance plan as outlined in
24	LIC 9111. No citations were issued today. An exit interview was conducted, and a copy of this report was
25	provided to the licensee.
NAME OF LICENSING PROGRAM MANAGER: Laura Munoz	

NAME OF LICENSING PROGRAM ANALYST: Lavinia Muscan

LICENSING PROGRAM ANALYST SIGNATURE:



DATE: 06/10/2025

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

FACILITY REPRESENTATIVE SIGNATURE:



DATE: 06/10/2025

This report must be available at Child Care and Group Home facilities for public review for 3 years.

LIC809 (FAS) - (06/04)
California Health & Human Services Agency

Page: 1 of 2
California Department of Social Services

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.