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January 7, 2014

Hilda Espinoza
Ombudsman
8374 Topanga Canyon Blvd., # 209
Canoga Park, CA 91304

Dear Ms. Espinoza:

FACILITY: Holiday Manor Care Center
COMPLAINT NUMBER: CA00321696
Ombudsman Case Number: 482-2

The Licensing & Certification Program (L&C) within the California Department of Public Health has completed an investigation of your complaint concerning resident patient client neglect, and pharmaceutical services at Holiday Manor Care Center. L&C made an unannounced visit to the facility on August 20, 2012 and investigated circumstances surrounding your complaint through direct observation, interviews, and/or review of documents. Ms. Youngeun Kang, RN, HFEN

- was not able to substantiate your complaint.
- L&C was not able to validate the complaint allegation through direct observation, interviews, and/or review of documents. In addition, no other unrelated violations of regulations were observed.

Section 1421(a) of the California Health and Safety Code provides any duly authorized officer, employee, or agent of the state department to enter and inspect any long-term health care facility, including, but not limited to, interviewing residents and reviewing records, at anytime to enforce the provisions of this chapter.

Section 1420(b) of the California Health and Safety Code provides that you have the right to an informal conference if you are dissatisfied with the Department's findings. To exercise this right, you must notify this office in writing within thirty (30) business days of receipt of this notice. If you request an informal conference, the Department will offer



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