



State of Utah

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Deputy Commissioner

June 17, 2026

UHS of Provo Canyon dba Provo Campus
4501 N University Ave
Provo, UT 84064

ATTN: Ann Bowen

RE: NOTICE OF AGENCY ACTION - **CONDITIONS PLACED ON LICENSE** UHS of Provo Canyon
dba Provo Campus (F22-93696)

Dear Licensee,

This letter serves as notice that the Utah Department of Health and Human Services, Office of Licensing ("Department") is placing conditions on UHS of Provo Canyon dba Provo Campus ("Licensee") license, License Number F22-93696.

In accordance with Utah Code § 26B-2-703(2) and Utah Admin. Code R380-600-8, the Department is issuing these conditions because of the Licensee's failure to comply with state administrative rules and failure to provide applicable health and safety services for clients. The issuance of these conditions does not preclude the Department from taking additional agency actions, including issuing sanctions.

The Department finds the Licensee was out of compliance with the following state administrative rules. This action is taken based on the noncompliances listed in the inspection report provided on June 16, 2026.

May 18, 2026

On May 18, 2026, the Department conducted an inspection. Licensee was cited with non-compliance of the following rules:

COUNT 1:

R380-80-5(4). The provider was out of compliance with R380-80-5(4) for not protecting a client from any action that may compromise the health and safety of the client through acts or omissions.

Noncompliance statement:

During the inspection, the investigator determined that the provider failed to summon emergency medical services for a minor client who was rendered unconscious and sustained severe head and facial injuries during a physical assault. Rather than summoning emergency medical transport, the provider elected to call a non-medical transport company to take the client to the hospital, delaying medical treatment.

COUNT 2:

R380-80-6(1)(c). The provider was out of compliance with R380-80-6(1)(c) for failing to ensure that each client has the right to be free from potential harm or acts of violence.

Noncompliance statement:

During the inspection, the investigator viewed the video footage which showed a client pour water on another client's head and slap the top of his head. A staff member attempted to intervene, extending her arm, but was pushed aside. Staff failed to use behavior management training and perform appropriate holds and restraints in order to prevent harm to the client. That staff member called on the radio for assistance while the client lifted the other client up, slammed him onto the floor, and punched him in the face four times rendering him unconscious sustaining severe facial injuries and life threatening head injuries.

COUNT 3:

R380-80-6(1)(c). The provider was out of compliance with R380-80-6(1)(c) for failing to ensure that each client has the right to be free from potential harm or acts of violence.

Noncompliance statement:

During the inspection, the investigator determined that the provider failed to act upon explicit safety concerns, peer threats of violence, and unit transfer requests communicated

by a minor client and his legal guardian prior to a severe physical attack. The therapist confirmed these concerns and requests were brought to his attention, but the client was not moved.

CONDITIONS OF LICENSE

The following conditions are immediately in effect:

1. Licensee may not accept new clients or readmit previous clients;
2. Licensee must maintain the required staffing ratio to ensure the health, safety and needs of clients are met;
3. Licensee must cooperate with increased Department monitoring visits;
4. Licensee must pay \$393.37 charge for each Department monitoring inspection;
5. Licensee must immediately notify clients and their legal guardians of these license conditions. Licensee must submit proof of compliance with this requirement to the Department no later than five calendar days from receipt of these conditions;
6. Within five business days, Licensee must post the NAA on-site, and on the homepage of each of its websites, where it can be easily reviewed by all clients, guardians of clients and visitors;
7. Licensee must report each safety concern reported by a client, parent, or guardian to the Department via email to tbroderick@utah.gov;
8. Licensee must notify all staff of the process to report each licensing rule compliance violation including but not limited to each safety violation, staff misconduct, physical harm, incident, and complaint to the Department at licensingcomplaint@utah.gov, in accordance with Utah Admin. Code R380-600;
9. Licensee must revise their Emergency Medical Response policy to ensure that staff members are permitted to seek immediate professional medical assistance (calling 911 for EMS response) when a client's health or safety is at risk. The policy must include that staff shall not be penalized for requesting EMS in good faith, even if the situation is later determined to be non-emergent, and that staff shall bypass internal notification chains that delay medical care; and
10. Licensee must create a Threat Assessment and Violence Prevention Policy that outlines the mandatory requirements for staff regarding the identification, reporting, and immediate response to threats of violence.

Pursuant to DHHS Administrative Hearing Procedures set out in Administrative Rule R497-100-6, you may request an administrative hearing if you disagree with the agency action taken in this notice and there is a disputed issue or fact. You must submit your

request to the Department through your provider portal at dlbc.utah.gov under "Request for Administrative Hearing" **within 15 calendar days of receipt of this letter**. Any administrative proceeding shall be conducted informally in accordance with Utah Code § 63G-4-203 and Utah Administrative Code Rule R497. Pursuant to Utah Administrative Rule R497-100-6(4), if there is no disputed issue of fact, the Department's administrative law judge may deny a request for a hearing and issue a decision based on the record. There is no issue of fact if you present facts that on their face establish the right of the Department to take the action or if the facts do not conflict with the facts relied upon by the Department in taking its action. **A request for an administrative hearing applies only to this agency action. One request for an administrative hearing does not apply to all notices of agency action. If another notice of agency action is issued and you intend to appeal that action, you must submit a separate request for an administrative hearing for each agency action that has been issued.**

All correspondence concerning this action should be addressed to:

Dustin Penman, Human Service Administration
Utah Department of Health and Human Services

Office of Licensing
195 North 1950 West
Salt Lake City, Ut. 84116
Please reference the program and site name on all correspondence.

Sincerely,

Florencia Schapira

Florencia Schapira De Grout
Director, Office of Licensing (OL)
Department of Health and Human Services
195 North 1950 West
Salt Lake City, UT 84116
ffschapira@utah.gov
801-803-4618

Cc:

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telephone: (801) 538-4242 | email: dlbc@utah.gov | web: dlbc.utah.gov

Shannon Thoman-Black, Director, Division of Licensing and Background Checks

Travis Broderick, Assistant Director

Amanda Lente, Licensing Manager

Dustin Penman, Human Service Administrator

Jeff Roderick, Licensing Manager

Lauren Bolland, Licensing Investigator

Heather Guanajuato, Licenser

Marlene Bravo, Processing Specialist