



State of Utah

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July 06, 2026

UHS of Provo Canyon dba Springville Campus
763 N 1650 W
Springville, Utah 84663

ATTN: Tim Marshall, Ann Bowen, Trish Martinez

RE: NOTICE OF AGENCY ACTION - **REVOCATION OF LICENSE**

UHS of Provo Canyon dba Springville Campus (F22-93697)

Dear Provider,

This letter serves as notice that the Utah Department of Health and Human Services, Office of Licensing ("Department") is revoking the license of UHS of Provo Canyon dba Springville Campus ("Provider"), License Number (F22-93697). This revocation is effective July 06, 2026. By August 06, 2026, all services must be terminated and any new enrollments are prohibited, according to Utah Admin. Code R380-600-8(9).

Additionally, pursuant to R380-600-8(12) you shall notify the parents or guardians of each enrolled child of this notice and post this notice on site where it is easily viewed by the public.

In accordance with Utah Code § 26B-2-703 and Utah Admin. Code R380-600-8, the Department is taking this action because of the Provider's failure to provide applicable health and safety services for clients. Pursuant to R380-600-8(3)(b) the Department considers the "provider's chronic, ongoing noncompliance with applicable rules, statutes, or requirements" when taking any action against the provider. The issuance of this action does not preclude the Department from taking additional agency actions, including issuing sanctions. The Provider's compliance history that the Department reviewed includes, but is not limited to:

- On July 06, 2026, the provider was cited for noncompliance with R380-600-7(6) for failing to maintain the integrity of the Department's information gathering process.
- On July 06, 2026, the provider was cited for noncompliance with R380-600-7(16) for failing to report critical incident occurrences within one day.
- On July 06, 2026, the provider was cited for noncompliance with R501-19-4(4)(e) for failing to increase the staff-to-client ratio as necessary to ensure the health and safety of their current client population.
- On July 06, 2026, the provider was cited for noncompliance with R501-1-15(1) for failing to ensure enough staff to safely manage behaviors, dynamics and supervision needs of the current population.
- On July 06, 2026, the provider was cited for noncompliance with R380-80-5(10) for failing to provide services and supervision that is commensurate with the behaviors and needs of each client.
- On July 06, 2026, the provider was cited for noncompliance with R380-80-5(4) for failing to protect a client from harm and any action that may compromise the safety of the client through acts or omissions.
- On July 06, 2026, the provider was cited for noncompliance with R380-80-5(3) for failing to comply with applicable written policies and safe practices.
- On July 06, 2026, the provider was cited for noncompliance with R380-80-6(1)(e) for failing to ensure that each client has the right to be free from neglect.

- On July 06, 2026, the provider was cited for noncompliance with R380-80-5(7) for failing to maintain the health and safety of a client.
- On July 06, 2026, the provider was cited for noncompliance 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.
- On July 06, 2026, the provider was cited for noncompliance with R380-80-6(1)(b) for failing to ensure that each client has the right to be treated with dignity and respect.
- On July 06, 2026, the provider was cited for noncompliance with Utah Code § 26B-2-123(1)(a)(ix) for engaging in an unnecessary restraint and aggressive physical contact with a client.
- On July 06, 2026, the provider was cited for noncompliance with R380-80-6(1)(d) for failing to ensure each client has the right to be free from discrimination.
- On July 06, 2026, the provider was cited for noncompliance with R501-14-4(3)(b) by failing to check the DACS background screening roster at least monthly to verify employee information and the employment of the employees due for a renewal review, including updated background screening
- On July 06, 2026, the provider was cited for noncompliance with R501-14-5(2)(b)(i) by not ensuring each applicant is directly supervised until the Office of Background Processing issued a conditional or eligible clearance determination.
- On July 06, 2026, the provider was cited for noncompliance with R501-14-5(2)(a) for failing to submit an initial background check application for each applicant no later than two weeks from the date the applicant became associated with the licensee, certification, or contract.
- On February 05, 2025, the provider's license was placed on conditional status. The conditional status was extended on May 05, 2025, for failing to comply with the conditions in the license by being cited for noncompliance with R380-80-4(1) when the provider failed to protect a client from physical mistreatment caused by staff.

- On January 22, 2025, the provider was cited for noncompliance with R380-80-6(1)(a)-(i) for failing to keep a client free from harm or acts of violence when a staff member struck a client during a restraint.
- On January 22, 2025, the provider was cited for noncompliance with R380-600-7(6) for withholding material information of an event involving more than ten clients, and assaults on clients and staff. The provider admitted to being hesitant to submit the restraint details in writing since those documents are public. The provider stated that they preferred to provide the details verbally. The Department notified the provider that by failing to include material information in the required written report, details were omitted, the severity of incidents recorded were minimized, and the Department was led to believe no investigation was necessary based on material facts being omitted.

The details of the provider's compliance history considered by the Department for this agency action are included in the Notices of Agency Action dated July 6, 2026, May 5, 2025, February 5, 2025 and January 22, 2025.

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 agency actions. If another agency action is issued and you want 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:

State Headquarters: 195 North 1950 West, Salt Lake City, Utah 84116
telephone: (801) 538-4242 | email: dlbc@utah.gov | web: dlbc.utah.gov

Dustin Penman, Human Services Administrator
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
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801-803-4618

Cc:

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