



State of Utah

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July 15, 2022

Maple Lake Academy
Nichole Holwege, Owner/Program Director
Patti Hollenbeck-Dial, Owner/Clinical Director
6155 S. 2400 W.
Spanish Fork, UT 84660

RE: NOTICE OF AGENCY ACTION - CONDITIONAL LICENSE

Maple Lake Academy, Residential Treatment License Number (RT-115005) & Residential Support License (RS-109490).

This letter is to inform you that the Utah Department of Health and Human Services, Office of Licensing ("the Office") is placing Maple Lake Academy's ("Licensee") license on Conditional Status effective immediately.

This action is taken pursuant to Title 63G, Chapter 4, the Administrative Procedures Act; Utah Code Section 62A-2-112; and Utah Administrative Rule R501-1-12(10). The Office is authorized to deny, place on conditions, suspend, or revoke a license if the Office finds that a Licensee has failed to comply with the licensing rules or statutes.

The following conditions are immediately in effect and must be complied with, so your program can be removed from conditional status:

1. The Licensee must ensure that clients receive prompt and necessary medical care.
2. The Licensee must comply with the required staff-to-client ratios.
3. The Licensee must comply with supervision requirements.
4. The Licensee must follow their most recent Corrective Action Plan (CAP) as approved by the Office.
5. The Licensee must report all critical incidents as required by R501-1-10(a) and immediately notify the Office, via email, of any violations specific to the Notice of Agency Action or Corrective Action Plan.

The Office will conduct random bimonthly inspections to make sure the Licensee is in compliance with these conditions. The Office may increase or decrease the frequency of these inspections based on the Licensee's compliance. Failure to comply with the conditions of this Notice of Agency Action may result in further penalties.

The Office will review this conditional status in a year from the date of this letter to determine if the Licensee is ready to be moved to a regular license.

The Office reserves the right to amend this Notice of Agency Action. In accordance with the Department of Health and Human Services Administrative Hearing Procedures (Title 497), you may request an administrative hearing if there is a disputed action. You can access the 'Request for an Administrative Hearing' form in the Facility Forms section of our website: www.hslic.utah.gov.

Please feel free to contact your licensor or our office if you have any questions.

Cordially,



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