



State of Utah

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Deputy Director

NATE WINTERS
Deputy Director

October 30, 2025

Crimson Heights-STG Pad 7
747 S. Mincio Lane #17
Saint George, Utah 84770 (F24-116372)

ATTN: Ryan Ruud, Owner; Nate Marsh, Chief Operations Officer; Andi Cribbs, Chief Executive Officer.

RE: NOTICE OF AGENCY ACTION - **CONDITIONS PLACED ON LICENSE**

Crimson Heights-Congregate Care-STG Pad 7 (F24-116372)

Dear Licensee,

This letter serves as notice that the Utah Department of Health and Human Services, Office of Licensing ("Department") is placing conditions on Crimson Heights ("Licensee") license, License Number (F24-116372). These conditions are effective immediately and will expire on January 28, 2026.

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 conduct adverse to the standards required to provide services and promote public trust, including aiding, abetting, or permitting the commission of abuse, neglect, exploitation, harm, mistreatment, or fraud. The issuance of these conditions does not preclude the Department from taking additional agency actions, including issuing sanctions.

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

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 October 29, 2025.

COUNT 1:

August 8, 2025

On August 8, 2025, the Department conducted an inspection. Licensee was cited with non-compliance of the following rules:

R380-80-6

- (1) The provider shall ensure that each client has the right to:**
(e) be free from abuse, neglect, mistreatment, exploitation and fraud.

Noncompliance Statement:

The provider was out of compliance with R380-80-6(1)(e) by not ensuring a client had the right to be free from abuse. During the investigation inspection, the information gathered substantiated that on August 3, 2025, a staff member engaged in conduct that caused physical harm to a client, including multiple lacerations to the client's torso and a fractured elbow that required surgery.

R501-1-4

(5) In addition to complying with Section 26B-2-123, a congregate care program licensee shall ensure that the congregate care behavior management policy and practices reflect the following:

- (a) a congregate care program licensee uses behavior management techniques that are trauma-informed and appropriate for the client's age, behavior, needs, developmental level, and past experiences and defer to the least restrictive method of behavior management available to control a situation; and**
(e) restraint is only used if it does not cause undue physical discomfort, harm, or pain to the client;

Noncompliance Statement:

The provider was out of compliance with R501-4(5)(a,e) by a staff member not complying with 26B-2-123, not using behavior management techniques that are appropriate for the

client's developmental level, by not using the least restrictive intervention, and by not ensuring restraint was only used if it did not cause undue physical discomfort, harm, or pain to the client. During the investigation inspection, information gathered substantiated that on August 3, 2025, a staff member failed to utilize their behavior management training and conducted an unsafe physical restraint on a client. The client, who is developmentally delayed and was dysregulated, asked for space and threw rocks at the staff member. Instead of disengaging, the staff member initiated a physical restraint. The restraint was not the least restrictive option. The staff member restrained the shirtless client in a prone position on landscaping rocks causing the client multiple injuries, and unnecessary pain.

CONDITIONS OF LICENSE

The following conditions are immediately in effect:

1. Licensee may not accept new clients while these license conditions are in effect or until the Department has expressed in writing that admissions may resume;
2. Licensee will receive increased monitoring inspections and pay \$393.37 for each Department monitoring inspection;
3. Licensee must immediately notify clients and their legal guardians and state agencies that have clients placed in the program of these license conditions. Licensee must submit proof of compliance with this requirement to the Department no later than 5 calendar days from receipt of these license conditions;
4. 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 within five business days, and shall remain posted until the resolution of the penalty, unless otherwise instructed by the Department;
5. Licensee must provide in-person training regarding the DHHS Provider Code of Conduct and Client Rights and the Licensee's policy and procedures;
6. Licensee must take immediate action to retrain staff on the behavior management system, with a focus on de-escalation practices and safe restraints; and

7. Licensee must provide proof of compliance with listed training to include type of training, training date, training agenda, names of staff in attendance, and a training document with staff signature and date acknowledging they understand and agree to comply with Utah Administrative rule, statute, and Licensee Policy and Procedure.

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 wish to appeal that action, you would need to 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 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
ffschapira@utah.gov
801-803-4618

Cc:

Shannon Thoman-Black, Director, Division of Licensing and Background Checks
Travis Broderick, Assistant Director
Jenilee Davidson, Licensing Manager
Dustin Penman, Human Service Administrator
Kacee Arrington, Program Manager
Marlene Bravo, Process Specialist
Nicole Laub, Licensing Investigator
Larry Black, Licensor
Carrie Bambrough (DHHS)
Jessica Hooper (DHHS)