Maple Lake Academy, LLC

Boys' Home
6612 South 3200 West, Spanish Fork, UT 84660 (Utah County)
(801) 798-7700

- (52446) RT - Residential Treatment :Renewal: (06/30/2021)

Name of this Investigation:

Staff misconduct - [redacted]

* Start Date:

01/15/2020

...

* Lead Assignment:

Hannah Schoen

Licensor:Lisa D. Carter

Entered By:Ahmed SamatarIntake

Source:

Provider Incident Report (e.g., incident report)

Other Regulatory Agency (e.g., DCFS, JJS, Law Enforcement)

Public/Other (e.g., complaint, news report)

Date of Incident:

10/31/2019

...

Date Reported:

01/15/2020

...

Notification: The provider reported within one business day.

Reported By:

Nichol Holwege

Contact Info:

nichol@maplelakeacademy.com

User Phone [redacted]

Summary of Issue:

Not sure of exact date. Employee doesn't recall the exact date, just knows this was a few months back. At the time it seemed like nothing. See her statement. She didn't fill out an incident report as it didn't seem like anything. Even when we talked to her she seemed unaware and then recalled this incident a few months back. At the time student reported to his parents was while he was home for winter break in December. No witnesses. I am not sure what type of incident this would be classified as so I put other.

Student claims employee touched in on his nipple and twisted it several times. Employee claims that she was being playful with student, they were poking each other and she remembers there being a slightly awkward moment where she touched his chest/nipple area. They both laughed it off . He was fully clothed. After that incident he didn't seem to have any issues with her. He often would approach her and want to be around her for tours, and be helpful to her during those tours. When student returned this accusation was a surprise to employee as well as to administration. Employee says there was never any twisting of his nipple area, and there was no incident that happened several times.

Clients Involved:

[redacted]

Licensees, Staff, and Witnesses Involved:

[redacted]

Licensee Follow-Up

Actions Taken by Licensee:

Therapist, HR, and administration has done their own investigation. Met with employee. Therapist has met with client and his parents. Nothing has been found other than the minor incident in October. Student keeps asking what is happening. Has asked when we will be reporting to [redacted] Continues to push this issue and wants to know what is happening to the employee. We have kept everything confidential and have not given this information to the student. Parents and student have been made aware that employee has been removed from boys school, will no longer have contact with this particular student. Employee has remained employed and will maintain her work at the girl's campus.

Student doesn't seem to like this response. Parents have contacted a past parent who had a son with us. They know this past parent from their community.

Actions Planned by Licensee:

No actions against employee other than removed her from contact with the boy's campus and this student. Met with employee and discussed the incident. Sent her home for the day while we did our investigation. No further action as been taken. The stories don't match. Employee is a long term employee with no other incidents and very well liked by the students.

Additional Comments:

[redacted]

Office Follow-Up

Investigate Within:

On-site within 3 business days

Priority Due Date:

01/21/2020

...

Document Admin Staffing:

Identify if there are additional concerns with this employee. Interview clients, review employee file.

Date Priority Met:

01/21/2020

...

QA Monitoring

Activity Log:

Add

Date	Time	Type	Who
04/10/2020	09:58	Other Licensor Activity	Hannah Schoen
04/01/2020	10:14	Other Licensee Contact	Hannah Schoen
03/24/2020	11:52	Collateral Contacts	Hannah Schoen
03/02/2020	03:14	Collateral Contacts	Hannah Schoen
02/25/2020	12:07	Collateral Contacts	Hannah Schoen
02/24/2020	12:08	Collateral Contacts	Hannah Schoen
02/20/2020	11:04	Issued Corrective Action Plan Request (No NAA)	Hannah Schoen
02/04/2020	09:16	Collateral Contacts	Hannah Schoen
01/30/2020	01:52	Other Licensee Contact	Hannah Schoen

01/29/2020 11:32 Collateral Contacts Hannah Schoen

01/22/2020 12:46 Other Licensee Contact Hannah Schoen

01/21/2020 08:55 Site Visit - Unscheduled Hannah Schoen

Documents:

Add

Date Name Comment

03/06/2020 Complaint Complaint from [redacted] on 3/5/2020 delete

03/03/2020 CAP Response delete

02/05/2020 Summary of Staff Training delete

02/05/2020 Staff Training Documentation delete

01/29/2020 [redacted] Case Note delete

01/22/2020 Additional information delete

01/22/2020 Follow up email delete

01/15/2020 Maple Lake Academy - program documentation delete

01/15/2020 Maple Lake Academy - Boy's home Staff misconduct 01-15-20 Email delete

Violations:

Add

Violation Date Rule# Resolved Date

02/05/2020

R501-2-9. Personnel Administration.

04/29/2020 delete

01/30/2020

R501-2-9. Personnel Administration.

04/29/2020 delete

01/29/2020

R501-1-11. Licensing Code of Conduct and Client Rights.

04/29/2020 delete

Update Status

Findings

* Critical Incident:

A critical incident occurred related to this Investigation.

Yes

Type of Incident:

Other

Sites Affected:

Conclusion Summary:

[redacted] completed an investigation and did not support physical abuse as there were no physical marks from the incident. The staff member did report that she did give the student a "titty twister". A CAP was issued to address the violation regarding the staff's behavior and several training violations that were noted. The agency will be monitored to ensure they return into compliance.

Finalized Date: 04/29/2020