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BEFORE THE MINNESOTA
BOARD OF EXECUTIVES FOR LONG-TERM SERVICES AND SUPPORTS
STANDARDS OF PRACTICE COMMITTEE

In the Matter of
Helen Osonowo, LALD
License No. 3337

**STIPULATION AND CONSENT ORDER**

IT IS HEREBY STIPULATED AND AGREED by Helen Osonowo, LALD ("Licensee"), and the Minnesota Board of Executives for Long-Term Services and Supports ("Board") Standards of Practice Committee ("Committee") as follows:

## I.

## JURISDICTION

1. The Board is authorized pursuant to Minnesota Statutes chapter 144A to license and regulate assisted living directors and to take disciplinary action as appropriate.

2. Licensee holds a license from the Board to practice as an assisted living director in the State of Minnesota and is subject to the jurisdiction of the Board with respect to the matters referred to in this Stipulation and Consent Order.

## II.

## BACKGROUND

1. Licensee is represented by Marlene Garvis, Esq., Marlene S. Garvis LLC. The Committee is represented by Rebecca Stillman, Assistant Attorney General.

2. The Committee held a conference with Licensee on March 2, 2026, to review the facts of this matter. After careful consideration of the information and discussion at the conference, the Committee determined it could resolve this matter by Stipulation and Consent Order imposing limitations and conditions on Licensee's license.

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## III.

## FACTS

3. On December 9, 2021, the Board granted Licensee a license to practice as an Assisted Living Director ("ALD") in Minnesota.

4. Licensee has been the Director of Record ("DOR") for Amazing Love Assisted Living ("facility"), a facility located in Crystal, since December 20, 2021.

5. On July 2, 2024, the Minnesota Department of Health ("MDH") completed an investigation at facility. MDH substantiated that the facility was responsible for neglect of a resident, in violation of the Vulnerable Adults Act as provided in Minnesota Statute section 626.557, due to the following:

a. Facility staff allowed a female resident to lock themself in a male resident's room. The female resident ingested illegal substances and overdosed on one occasion while in the male resident's room. The female resident was sexually assaulted by a male resident at facility.

b. Facility staff failed to implement interventions for resident safety and provide appropriate supervision.

6. According to Licensee, regarding the July 2024 neglect determination, the Facility did attempt some interventions for the resident, and it alerted the resident's guardian about the resident's conduct. The Facility tried to balance the resident's rights to socialize with other residents and the resident's safety.

7. On November 26, 2024, The Minnesota Department of Health ("MDH") completed a survey at Amazing Love. There were 22 total citations issued during the survey.

8. On December 26, 2024, the MDH concluded an investigation and discovered the following:

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a. Facility failed to 1) provide emergency preparedness plans; 2) comply with current state fire code and provide resident bedrooms with the minimum state standard for egress windows; 3) provide functional smoke alarms; and 4) maintain portable fire extinguishers.

b. Facility failed to ensure training and competency evaluations for ULP were completed and documented.

c. Facility failed to document resident medication administration and any changes to care plans.

9. On January 21, 2025, MDH concluded an investigation and determined maltreatment of a resident was substantiated at facility, in violation of the Vulnerable Adults Act as provided in Minnesota Statute section 626.557, due to the following:

a. Facility was found responsible for the maltreatment of a resident when the resident eloped from facility approximately 15 times within a five-month period. Facility staff did not properly document the resident's elopements or take action to mitigate further elopements.

10. According to Licensee, regarding the January 2025 maltreatment determination, the resident was not on restriction for coming and going from Facility.

11. On November 21, 2025, the MDH issued a Notice of Conditional License to Facility following a survey on September 12, 2025. MDH determined Facility was not in compliance with Minnesota Statues chapter 144G due, in-part, to failure to ensure proper and complete health records for the residents including assessments, service plans, medication management records and residents' use of bed rails.

12. On April 14, 2026, the MDH removed the conditional license and granted unconditional license for Facility.

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## IV.

## REGULATIONS

13. The Board views Licensee's conduct as inappropriate in such a way as to require Board action under Minnesota Rules 6400.7095, subparts 1.D. (failed to comply with the Vulnerable Adult Act); 1.G. (unfitness to perform), 1.I. (unprofessional conduct); 1.J. (failed to make good faith efforts to protect safety, health, and life of a resident). Licensee agrees that the Board considers the conduct cited above to constitute a reasonable basis in law and fact to justify the disciplinary action provided for in this Stipulation and Consent Order.

## V.

## REMEDY

14. The Board places the following **CONDITIONS** and **LIMITATIONS** upon Licensee's license to practice as an assisted living director in the State of Minnesota:

### A. Conditions

a. ***Compliance with MDH***. While this Order remains in effect, Licensee and the facility at which Licensee is the Director of Record shall remain in compliance with the Minnesota Department of Health's ("MDH") rules and regulations. Any issuance of a level three, four, or five violations, as defined in Minnesota Statutes section 144G.08, of a facility that Licensee owns or in which she is the listed DOR, shall be a violation of this Order. Additionally, any maltreatment findings for either Licensee or the facility in which Licensee is an owner or the listed DOR shall be considered a violation of this Order.

b. ***Independent Consultant***. Within 60 days of the date of this Order, Licensee must propose to the Committee the name of an Independent Consultant, who is licensed as an LALD, to provide reports to the Committee as described below. The Committee reserves the right

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to reject the consultant proposed by Licensee. If the Committee rejects the consultant proposed by Licensee, the Committee may require that Licensee submit additional names, or the Committee may provide Licensee with the name of a consultant.

c. ***Independent Consultant Sessions.*** Licensee shall meet with the Independent Consultant in person for no less than two hours per month for three months. Consultation sessions must include discussion and review of the following:

1) Responsibility of the Licensed Assisted Living Director;
2) Director-in-training tool kit;
3) Review of proper boundaries with residents, Vulnerable Adults, and staff;
4) Review of professionalism in long-term care facilities;
5) Compliance with the Assisted Living statutes and rules and application of same to Licensee's practice; and
6) Any other topic deemed relevant by the Independent Consultant.

d. ***Independent Consultant Reports***. Licensee must ensure that the Committee receives at least two reports from the Independent Consultant. The first report must be provided within 30 days of the Committee's approval of the Independent Consultant, as described in paragraph 14.b. above. A subsequent report shall be submitted no later than 30 days after the final consultation session. Each report shall provide and/or address:

1) In the first report, evidence Licensee's Independent Consultant has received and reviewed a copy of this Stipulation and Consent Order and the relevant maltreatment reports (Maltreatment Report #s: HL247802723M and HL247806061M);
2) Dates on which consulting sessions took place with Licensee;
3) A statement of issues discussed in consulting sessions; and
4) The Independent Consultant's opinion regarding any deficiencies with Licensee's practice concerning the areas identified for discussion in consulting sessions.

e. ***Licensee's Report on Independent Consultation Course and Attestation.*** Within 30 days of completing the consultation referenced above, Licensee must submit a report to the Committee that provides and addresses:

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1) A brief statement of the topics covered in the consultation;
2) A detailed discussion of what Licensee has learned from the consultation;
3) A detailed discussion of how Licensee will apply the knowledge gained in the consultation to Licensee's future practice; and
4) Any other information Licensee believes would assist the Board in its ultimate review of this matter.

### B. Limitations

15. ***No Shared Assignment.*** While this Order is in effect, Licensee may not be approved to serve as an LALD for any new additional facilities.

16. ***No Mentorship.*** While this Order is in effect, Licensee may not serve as a Mentor to an applicant for assisted living licensure, or to an Assisted Living Director In Residence (ALDIR) with a board-issued permit. Any formerly approved mentorship relationship will be terminated on the date this Order goes into effect.

### C. Removal of Conditions and Limitations

17. The conditions and limitations upon Licensee's license will be administratively removed following at least six (6) months from the effective date of this Stipulation and Consent Order, and upon successful completion of the requirements set forth in paragraph 14 and written notification to Licensee by the Board of the removal of the conditions and limitations. The removal is effective upon written notification to Licensee by the Board of the removal of the conditions and limitations.

## VI.

## CONSEQUENCES FOR NONCOMPLIANCE

18. If Licensee fails to comply with or violates this Stipulation and Consent Order, the Committee may, in its discretion, seek additional discipline either by initiating a contested case

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proceeding pursuant to Minnesota Statutes chapter 14 or by bringing the matter directly to the Board pursuant to the following procedure:

a. The Committee shall schedule a hearing before the Board. At least 20 days before the hearing, the Committee shall mail Licensee a notice of the violation(s) alleged by the Committee. In addition, the notice shall designate the time and place of the hearing. Within ten days after the notice is mailed, Licensee shall submit a written response to the allegations. If Licensee does not submit a timely response to the Board, the allegations may be deemed admitted.

b. The Committee, in its discretion, may schedule a conference with Licensee prior to the hearing before the Board to discuss the allegations and to attempt to resolve the allegations through agreement.

c. Prior to the hearing before the Board, the Committee and Licensee may submit affidavits and written argument in support of their positions. At the hearing, the Committee and Licensee may present oral argument. Argument shall not refer to matters outside the record. The evidentiary record shall be limited to the affidavits submitted prior to the hearing and this Stipulation and Consent Order. Unless stated otherwise in this Stipulation and Consent Order, the Committee shall have the burden of proving by a preponderance of the evidence that a violation has occurred. If Licensee has failed to submit a timely response to the allegations, Licensee may not contest the allegations, but may present argument concerning the appropriateness of additional discipline. Licensee waives a hearing before an administrative law judge, discovery, cross-examination of adverse witnesses, and other procedures governing hearings pursuant to Minnesota Statutes chapter 14.

d. Licensee’s correction of a violation prior to the conference, hearing, or meeting of the Board may be taken into account by the Board but shall not limit the Board's

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authority to impose discipline for the violation. A decision by the Committee not to seek discipline when it first learns of a violation will not waive the Committee's right to later seek discipline for that violation, either alone or in combination with other violations, at any time while Licensee's license is suspended or the suspension is stayed.

e. Following the hearing, the Board will deliberate confidentially. If the allegations are not proved, the Board will dismiss the allegations. If a violation is proved, the Board may impose additional discipline.

f. Nothing herein shall limit the Committee's or the Board's right to temporarily suspend Licensee's license pursuant to Minnesota Statutes sections 214.077 or 148.755, based on a violation of this Stipulation and Consent Order or based on conduct of Licensee not specifically referred to herein.

## VII.

## ADDITIONAL INFORMATION

19. Licensee is responsible for all costs incurred as a result of compliance with this Stipulation and Consent Order.

20. In the event Licensee resides or practices outside the State of Minnesota, Licensee must promptly notify the Board in writing of the location of their residence and all work sites.

21. In the event the Board in its discretion does not approve this settlement, this Stipulation is withdrawn and shall be of no evidentiary value and shall not be relied upon nor introduced in any disciplinary action by either party hereto except that Licensee agrees that should the Board reject this Stipulation, and if this case proceeds to hearing, Licensee will assert no claim that the Board was prejudiced by its review and discussion of this Stipulation or of any records relating hereto.

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22. Licensee waives any further hearings on this matter before the Board to which Licensee may be entitled by Minnesota or United States constitutions, statutes, or rules and agrees that the order to be entered pursuant to the stipulation shall be the final order herein.

23. Licensee hereby knowingly and voluntarily waives any and all claims against the Board, the Office of the Minnesota Attorney General, the State of Minnesota and their agents, employees, and representatives which may otherwise be available to Licensee relative to the action taken or authorized against Licensee's license to practice as a licensed assisted living director under this stipulation.

24. Either party may seek enforcement of this Stipulation and Consent Order in any appropriate civil court. Licensee hereby acknowledges that they have read and understand this Stipulation and has voluntarily entered into the Stipulation without threat or promise by the Board or any of its members, employees, or agents. This Stipulation contains the entire agreement between the parties, there being no other agreement of any kind, verbal or otherwise, which varies the terms of this Stipulation.

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## VIII.

## DATA PRACTICES NOTICES

25. This Stipulation and Consent Order constitutes disciplinary action by the Board and is classified as public data pursuant to Minnesota Statutes section 13.41, subdivision 5. This Stipulation and Consent Order is a public document and will be sent to all appropriate data banks and entities consistent with Board policy.

CONSENT:

LICENSEE

Signed by:
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HELEN OSONOWO, LALD

Dated: 10/13/2026

FOR THE STANDARDS OF PRACTICE COMMITTEE

BOARD MEMBER

Dated: 10/14/2026

## ORDER

Upon consideration of the Stipulation and all the files, records, and proceedings herein, the terms of the Stipulation are approved and adopted, and the recommended remedy set forth in the Stipulation is hereby issued as an Order of this Board effective this 28 day of October, 2026.

MINNESOTA BOARD
OF EXECUTIVES FOR LONG-TERM
SERVICES AND SUPPORTS

STEPHEN JOBE
Executive Director

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