

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

In the Matter of  
Ann Murgasen, LALD  
License No. 3387

**STIPULATION AND  
CONSENT ORDER**

IT IS HEREBY STIPULATED AND AGREED by Ann Murgasen, 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**

3. On April 24, 2024, Licensee and the Board entered into a Stipulation and Consent Order (“2024 Order”) due to Licensee’s failure to properly apply for shared assignment with the Board. Licensee completed the terms of the 2024 Order.
4. Following a thorough review of all available information, the Committee determined this current matter could be resolved by mail with a Stipulation and Consent Order for suspension of Licensee’s license.

**III.**  
**FACTS**

5. On February 9, 2022, the Board granted Licensee a license to practice as an Assisted Living Director (“ALD”) in Minnesota.

6. Licensee currently serves as the Director of Record for the following facilities:

Facility Name	HFID #	Location	DOR Start Date
Our Caring Hands LLP (f/k/a Spyglass Manor)	27193	Lakeville	12/25/2021
Our Caring Hands LLP (f/k/a Euclid Manor)	31747	Farmington	6/5/2005
Our Caring Hands LLP (f/k/a Roy Manor)	34952	Lakeville	9/1/2019
2 Caring Hands (f/k/a Iceland Manor)	25395	Lakeville	3/1/2024
2 Caring Hands (f/k/a Humboldt Manor)	33962	Burnsville	7/1/2018

7. Following the 2024 Order, Licensee properly applied for shared assignments. The Board granted the shared assignments: #s 1704, 1705, 1706, 1707, all of which expire October 31, 2025.

8. On July 1, 2024, the Minnesota Department of Health (“MDH”) issued a Notice of Conditional License of facility license for HFID # 34952. The conditional licensure was based, in part, upon continued compliance issues regarding appropriate staffing, failure to implement required infection control and other required policies, Licensee’s failure to complete required background studies on employees, and placing locks on resident doors creating a fire hazard.

9. On September 17, 2024, during a follow-up survey, MDH discovered that Licensee knew a disqualified individual, due to a felony conviction, was using an alias and providing services to residents.

10. On November 21, 2024, the MDH revoked the facility license for HDIS # 34952. The revocation is being contested.

#### IV.

#### REGULATIONS

11. The Board views Licensee's conduct as inappropriate in such a way as to require Board action under Minnesota Rules 6400.7085, subparts 1.G. (committed acts of misconduct) 1.H. (engaged in dishonest conduct); and 1.I. (unprofessional conduct). Licensee agrees that the conduct cited above constitutes a reasonable basis in law and fact to justify the disciplinary action provided for in this Stipulation and Consent Order.

#### V.

#### REMEDY

The parties agree the Board may take the following disciplinary action upon the foregoing facts and all the files, records, and proceedings herein. The Board determines that disciplinary action is warranted. Without further notice or hearing, the Board enters an order as follows:

12. The Board hereby **SUSPENDS** Licensee's license as an assisted living director in the State of Minnesota for a period of three (3) years.

13. During the period of suspension, Licensee shall not practice, attempt to practice, offer to practice, or advertise or hold herself out as authorized to practice as an assisted living director in Minnesota and shall not use the title "licensed assisted living director" or any other designation which indicates licensure as an assisted living director.

14. Licensee may petition for reinstatement of her LALD license following a period of three (3) years from the date this stipulation is adopted by the Board. In submitting her petition, Licensee must follow all applicable requirements of Minnesota Rule 6400.7070 and provide any information relevant to Licensee's petition that is reasonably requested by the Committee.

15. The burden of proof shall be upon Licensee to demonstrate that she satisfies all requirements for licensure and is capable of practicing in a fit and competent manner. At the time

of Licensee's petition, Licensee may be required to meet with the Committee to discuss her petition. Her license may be reinstated, if at all, as the evidence dictates and based upon the need to protect the public. The burden of proof shall be upon Licensee to demonstrate by a preponderance of the evidence that she is capable of conducting herself in a fit and competent manner in the potential future practice as an assisted living director.

## **VI.**

### **CONSEQUENCES FOR NONCOMPLIANCE**

16. 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 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 authority to impose discipline for the violation.

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**

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

18. In the event Licensee resides or practices outside the State of Minnesota, Licensee must promptly notify the Board in writing of the location of her residence and all work sites. Periods of residency or practice outside of Minnesota will not be credited toward any period of Licensee's suspended, limited, or conditioned license in Minnesota unless Licensee demonstrates

that practice in another state conforms completely with Licensee's Minnesota license to practice as a licensed assisted living director.

19. 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.

20. The Committee is represented by Alex Mountain, Assistant Attorney General. Licensee knowingly waived legal counsel and is self-represented in this matter.

21. 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.

22. 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.

23. Either party may seek enforcement of this Stipulation and Consent Order in any appropriate civil court.

24. Licensee hereby acknowledges that she has read and understands 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.

## 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.

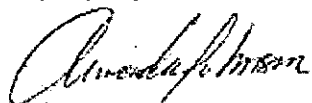
#### CONSENT:

LICENSEE

  
ANN MURGASEN, LALD

Dated: 6/5/2025

FOR THE STANDARDS OF  
PRACTICE COMMITTEE

  
BOARD MEMBER

Dated: 6/9/2025

### 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 23 day of July, 2025.

MINNESOTA BOARD  
OF EXECUTIVES FOR LONG-TERM  
SERVICES AND SUPPORTS

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STEPHEN JOBE  
Executive Director