

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

In the Matter of  
Autumn Ostergaard, LALD  
License No. 2073

AGREEMENT FOR  
CORRECTIVE ACTION

August 21, 2025

Dear Ms. Ostergaard,

This is to acknowledge receipt and verification of your education and self-report on August 18, 2025. This information has been reviewed and included in your file.

You have now met all requirements of the Agreement for Corrective Action dated December 26, 2024. Therefore, in accordance with paragraph 7. of your Agreement for Corrective Action, this matter is dismissed. The Agreement and this letter are classified as public documents.

This matter may be re-evaluated should the Board receive a complaint of a similar nature in the future. The Review Panel encourages you to continue to apply to your practice the principles you have learned from the corrective actions.

If you have any questions, please contact me at 651-201-2731.

Sincerely,

BOARD OF EXECUTIVES FOR LONG-TERM SERVICES AND SUPPORT



Steve Jobe  
Executive Director

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STANDARDS OF PRACTICE COMMITTEE**

In the Matter of  
Autumn Ostergaard, LALD  
License No. 2073

**AGREEMENT FOR  
CORRECTIVE ACTION**

This Agreement is entered into by and between Autumn Ostergaard, LALD (“Licensee”), and the Standards of Practice Committee (“Committee”) for the Minnesota Board of Executives for Long-Term Services and Supports (“Board”) based on Minnesota Statutes section 214.103, subdivision 6(a)(2). Autumn Ostergaard, LALD (“Licensee”), and the Committee agree to the following:

**FACTS**

1. On July 7, 2021, the Board granted Licensee an Assisted Living Director (“ALD”) license.
2. From July 13, 2023 until July 19, 2024, Licensee was the Director of Record (“DOR”) for a senior living facility located in Rosemount (“Facility #1”).
3. On September 20, 2023, the Minnesota Department of Health (“MDH”) completed an investigation which revealed numerous violations for Facility #1. Shortly thereafter MDH issued a conditional license to Facility #1 based upon the findings of the investigation.
4. From January 2, 2024 until June 25, 2024, the MDH completed four additional follow-up investigations at Facility #1. Facility #1 continued to have unresolved issues, including, but not limited to, issues with staffing, difficulty following the consultant’s recommendations, and failure to provide appropriate care and services to residents based on their service plans.

## **CORRECTIVE ACTION**

The Committee determined that the conduct described in paragraphs 1 through 4, above, does not comply with Minnesota Rules 6400.7095, subpart 1.G. and 1.I. and necessitates the following corrective action as described below.

5. ***Education.*** Licensee shall obtain at least eight (8) hours of education on the topics of quality improvement, professionalism, and ethics. Licensee shall submit the proposed course(s) for preapproval by the Committee within 30 days of the date this Agreement becomes effective. The Committee reserves the right to reject the course(s) proposed by Licensee.

6. ***Self-Report.*** Within 30 days of completing the course(s) described above, Licensee shall submit a report stating Licensee's understanding of the role and responsibility of an assisted living director and how Licensee plans to apply the concepts learned to Licensee's practice. Final determination regarding successful completion of the education shall be at the discretion of the Committee.

## **OTHER INFORMATION**

7. Upon Licensee's satisfactory completion of the corrective action referenced in paragraphs 5 through 6 above, the Committee agrees to dismiss the complaint(s) concerning the matters referenced in paragraphs 1 through 4. The Committee shall be the sole judge of satisfactory completion. The Committee may reopen this complaint if it receives newly discovered information that was not available to the Committee during the initial investigation or if the Committee receives a new complaint that indicates a pattern of behavior or conduct.

8. If Licensee fails to complete the corrective action satisfactorily, the Committee may, at its discretion, reopen the investigation and proceed according to Minnesota Statutes sections 144A.19 to 144A.37 (the Board's Practice Act) and chapters 214 and 14. Licensee agrees that failure to complete the corrective action satisfactorily is failure to cooperate under

Minnesota Rules 6400.7905, subpart 1.U. and may subject Licensee to disciplinary action by the Board.

9. Licensee is represented by Pari I. McGarraugh, Esq., of Fredrikson & Byron, P.A., in Minneapolis, Minnesota. The Committee was represented by Alex Mountain, Assistant Attorney General.

10. This agreement shall become effective upon execution by the Board's Executive Director and shall remain in effect until the Committee dismisses the complaint, unless the Committee receives additional information that renders corrective action inappropriate. Upon receiving such information, the Committee may, at its discretion, proceed according to Minnesota Statutes sections 144A.19 to 144A.37 (the Board's Practice Act) and chapters 214 and 14.

11. This agreement is not disciplinary action. See Minnesota Statutes section 214.103, subdivision 6. However, this agreement is classified as public data pursuant to Minnesota Statutes section 13.41, subdivision 5.

12. Licensee hereby acknowledges having read and understood this agreement and having voluntarily entered into it. This agreement contains the entire agreement between the Committee and Licensee, there being no other agreement of any kind, verbal or otherwise, which varies the terms of this agreement.


LICENSEE

  
AUTUMN OSTERGAARD, LALD

Dated: 12/17/2024

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STANDARDS OF PRACTICE COMMITTEE

  
STEPHEN JOBE  
Executive Director

Dated: 12/26/2024