



Dignity. Respect. Advocacy.

Tom Masseau, Executive Director

November 18, 2022

Disability Rights Arkansas (DRA) investigated what was described as a riot by law enforcement and residents that occurred at Perimeter Behavioral of the Ozarks in June of 2022. That night at least two residents were taken to the emergency room, five residents were arrested, there was a large police response and sustained presence within the facility, and the sprinkler system was set off in one of the units.

The investigation, which included extensive video review, led DRA to have serious concerns about the facility's ability to keep the children in their care safe. Discussion with the facility revealed that no critical review or corrective steps had been taken following the incident. Our investigation was then shared with the Office of Long-Term Care and the Division of Child Care and Early Childhood Education Placement and Residential Licensing Unit on October 24, 2022. DRA has not received a response from either agency and is unsure of whether any additional investigations were initiated or actions taken.

On November 1, 2022 a similar incident that involved a sprinkler being set off, at least four residents taken to the emergency room, and arrests occurred at Perimeter Behavioral of the Ozarks. That incident has not yet been fully investigated and is not included in the attached documents.

Reagan Stanford

From: Reagan Stanford
Sent: Monday, October 24, 2022 5:51 PM
To: complaints.OLTC@arkansas.gov
Cc: Sharra Singleton-Litzsey
Subject: Perimeter of the Ozarks
Attachments: Timeline with photos.pdf

On June 06, 2022 Perimeter of the Ozarks called police to their facility and ultimately had 5 residents arrested. After police were called to the facility residents in one of the units set off the sprinkler in their unit and had to evacuate the unit. Video and record review of the events of this night led DRA to have serious concerns.

DRA monitored the facility on 08/24/22. At that time there was a new director and since that visit the DON has quit and been replaced. The new director, while aware of the "riot" on 06/02/22, spoke of it only in terms of public perception. He had not at that time, and to our knowledge has not since, made any attempt to understand what occurred, what could have been done differently, and what better approaches could be taken in the future. The program manager, who was employed at the time and very actively involved in the events on 06/02/22, could not point to any type of internal review that occurred or changes or corrective actions that were implemented.

Our main concerns are outlined below and evidenced in the attached timeline. What video review showed was staff that were ill-equipped to manage the emotions and behaviors of the residents. They failed to adequately separate residents, appear to make no genuine attempts at de-escalation, miss signs of escalating emotions and behaviors, used improper restraint techniques, and used staff secured seclusion seemingly in an attempt to not have to document the use of seclusion.

1. The Seclusion/Restraint log does not reflect all seclusions and restraints.

- a. The Seclusion/Restraint log provided to DRA lists 3 chemical restraints on 06/02/22. It does not list any physical holds or uses of seclusion. It also does not list any oral PRN medications that were given. Instances of restraint and seclusion are highlighted in yellow on the attached timeline.

2. Physician's orders for emergency medication issues.

- a. The Physician's orders for emergency medication for residents [REDACTED] and [REDACTED] on 06/02/22 were not signed by the APRN until 06/08/22.
- b. The Seclusion/Restraint log indicates the 3 IM restraints were administered the exact time ordered and that all were ordered after the residents were in mechanical restraints.

3. No attempts to meaningfully separate escalated residents or at de-escalation are observed.

- a. Multiple residents are inexplicably corralled in a small area for approximately 3 hours.
- b. Residents that do not appear to be escalated are let out of units to roam around in the same area.

4. Incident Reports do not accurately reflect what occurred.

- a. Timeframes on Serious Occurrence Reporting Forms are inaccurate
- b. For resident [REDACTED] – the Serious Occurrence Reporting form states she set off the sprinkler and that she ran out of the blue unit door when it opened due to the fire alarm.
 - i. She is not the resident that ultimately set off the sprinkler, the blue unit emergency exit door did not unlock when the fire alarm went off, she exited the building through some other means.

5. **Two male staff members used their bodies to block residents into areas with neither ever attempting any kind of restraint or hold.**
 - a. One of these males, staff member [REDACTED], is reportedly the facility's trainer in their restraint program.
 - b. In one instance, staff member [REDACTED] blocks a resident from exiting an area by pushing her back with his hands and body for 28 minutes. When he leaves to go to another resident she exits the area and within a minute is placed in a one man hold by a female staff member.

6. **Male employees are seen engaging in inappropriate conduct and touching with residents.**
 - a. One male employee, that was reported for substantiated allegations of inappropriate contact with a resident one week after this event, is seen in the video footage hugging residents (front and side hugs), holding their arms and hands, interlocking hands with a resident while she leans into him, and entering a bedroom with residents. All of this occurred in full view of other residents and staff.
 - i. Facility staff that have been interviewed by investigators have repeatedly expressed their surprise that this employee was involved in anything inappropriate. This short, few hour period of time, indicates that **staff should have been alerted to a possible problem.**

7. **Residents received chemical restraints while mechanically restrained.**
 - a. 3 residents received chemical restraints IM.
 - b. At least one resident ([REDACTED]) "agreed to take oral meds" according to the Nursing Shift Notes.

8. **At least one of the residents that received a chemical restraint was calm for more than 30 minutes prior to receiving the chemical restraint.**
 - a. At 7:49pm resident [REDACTED] was given a chemical restraint while sitting on the floor, handcuffed behind her back. She was handcuffed at 7:10pm by law enforcement that responded to the facility.
 - i. At 7:16 she was walked back to the "comfort room" in handcuffs by a police officer.
 - ii. She stood at the entrance to the comfort room and talked to an officer as he leaned on the outside wall/door frame of the "comfort room" until 7:32, when she sat down and leaned against the wall.
 - iii. At 7:35 she stood back up but stayed in the "comfort room."
 - iv. At 7:48 she walked out into the area right in front of the "comfort room" with the officer.
 - v. At 7:49 she received a chemical restraint.
 - vi. At 7:56 the sprinkler and fire alarm were set off in one of the units.
 - vii. At 7:58 she attempted to leave the area right outside the "comfort room" and was pushed back into the area by an officer.

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06/02/22 Time of Events from Video Review

A timeline generated from video review is included here. Incidents of restraint or seclusion are highlighted in yellow. Incidents of inappropriate staff touching are highlighted in blue.

Videos reviewed are listed below along with the abbreviations used in the timeline.

Blue Dayroom (BD)

Seclusion Hall (SH)

Comfort Room (CR)

Nurse Station East (NE)

Nurse Station West (NW)

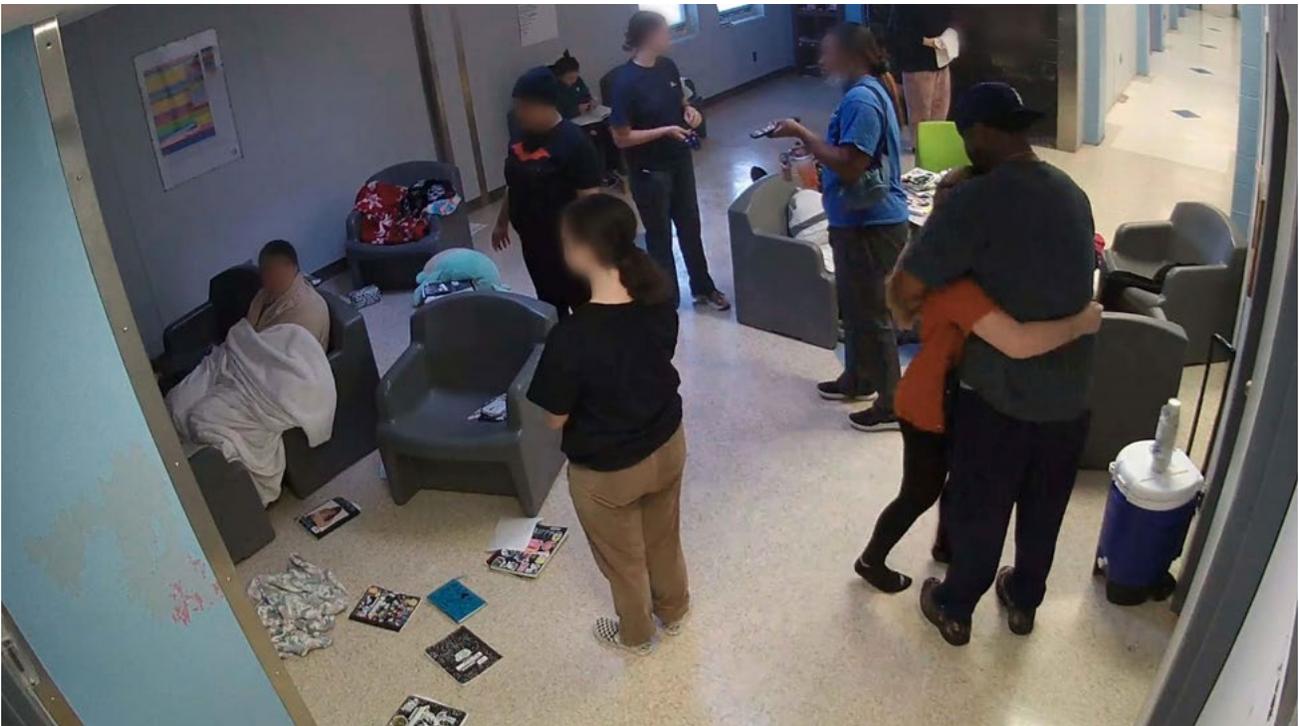
Education Hallway (EH)

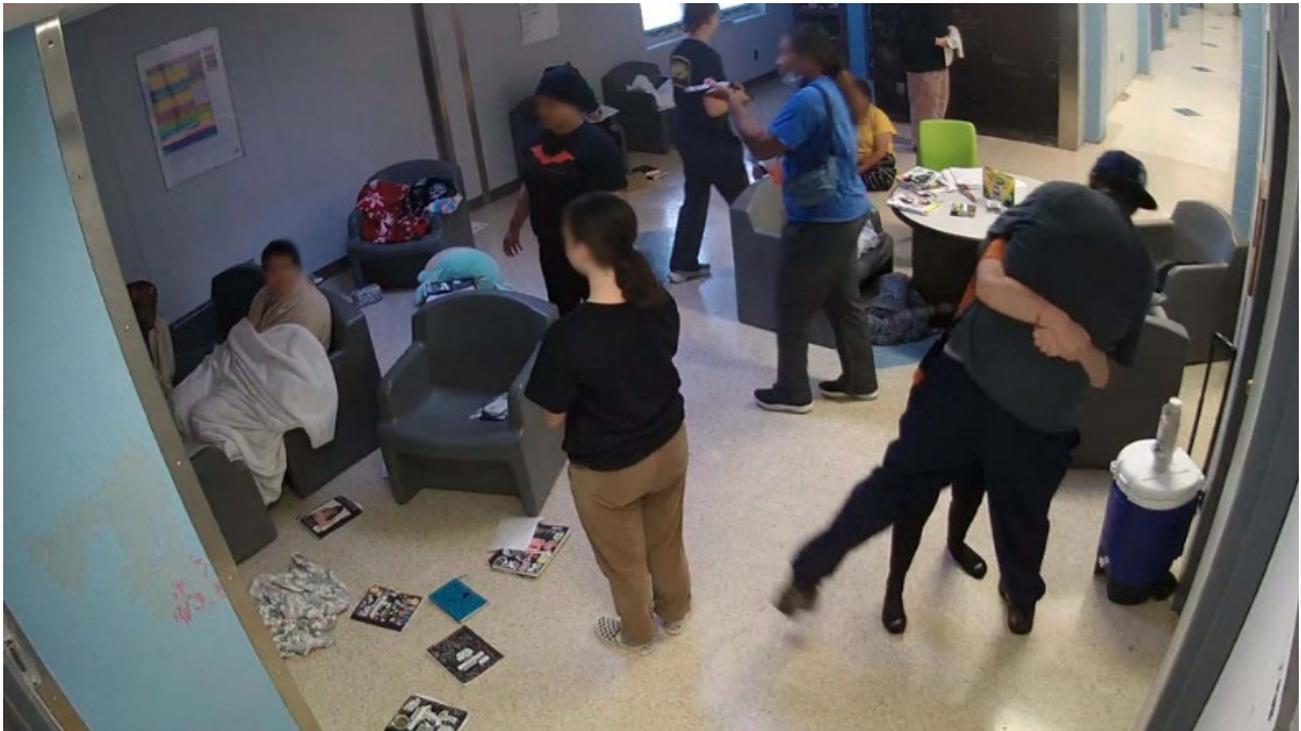
5:30 – Resident [REDACTED] is sitting in seclusion hallway alone. (SH)

5:31:44 – Nurse comes out of med room and passes resident [REDACTED]. (SH)

5:31 – Staff [REDACTED] enters blue unit. Resident [REDACTED] approaches him and they hug from the side. As she goes to pull away, he pushes her back into him and to where they are facing each other and hugging. (BD)

5:34 – Staff [REDACTED] remains on blue unit and can be seen hugging another resident. (BD)





5:41:15 – Resident [REDACTED] turns the light off in the seclusion hallway. She had been walking around in the hallway for a few minutes. (SH)

5:41:57 – Someone in scrubs and holding a purse comes into hallway. She speaks to resident [REDACTED] for a few seconds and then leaves. (SH)

5:43 – A staff member opens the blue unit door and lets resident [REDACTED] walk out into the nursing station area. (NW) (BD)

5:43 – Resident [REDACTED] plays with the seclusion room door. She then steps right outside the hallway before coming back and sitting on the floor. (SH)

5:45 – Female staff member enters and speaks to resident [REDACTED] for a few seconds and leaves. (SH)

5:46 – Staff member comes back and turns lights on in seclusion hallway and then leaves again. Resident [REDACTED] gets up and turns them back off. (SH)

5:51 – Staff [REDACTED] comes to entrance of hallway and talks to resident while drinking something and waving his hands in the air. He then leaves. (SH)

5:56 – Resident [REDACTED] gets off phone and goes and stands by door on other side of nurses' station, looking out the window. She is visibly upset while on the phone. (NE)

5:58 – Resident [REDACTED] appears to begin kicking the door with her back to the door. (NE)

5:59 – Staff member [REDACTED] walks over and talks to resident [REDACTED]. (NE)

6:00 – Resident [REDACTED] begins to try and mess with the door and jump and hit something (possibly the exit sign). Staff [REDACTED] begins grabbing her wrist and then her arms. (NE)

6:05 – The maintenance man comes out of the education hallway; resident [REDACTED] runs and catches door before it closes and goes into hallway. (NE)

6:05- 6:22 – Staff [REDACTED] and resident [REDACTED] are on education hallway. They are out of camera view (that was provided to DRA) much of the time. At 6:21 they come back into camera view and staff [REDACTED] appears to be pushing resident [REDACTED] backwards down the hallway and into the corner. He stands facing her in the corner until he can get someone to open the door. He then pulls her forcefully by her arms and into the nursing station area. (EH)

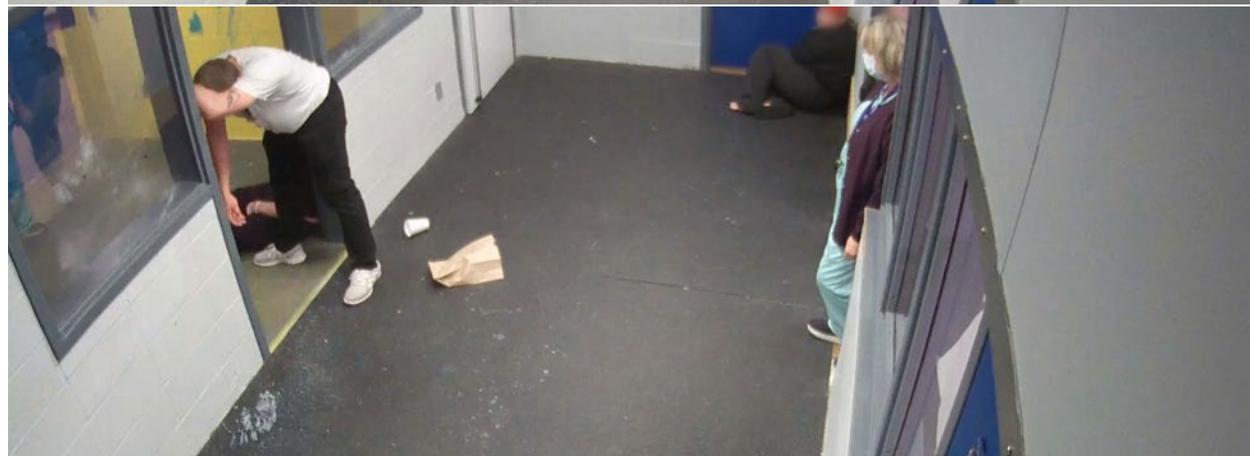




6:22 – Resident [REDACTED] is brought back through the education hallway door and escorted to the seclusion room area by staff [REDACTED] with her arms behind her back. Nurses are waiting there.

Resident [REDACTED] is placed in the "comfort room" and staff [REDACTED] stands at entrance and blocks the resident from leaving that area.

6:24 – Resident [REDACTED] tries to leave room and staff [REDACTED] blocks her and pushes her back. She sits on the ground. Then when she gets up staff [REDACTED] steps back and allows resident [REDACTED] to exit the comfort room. He stands at the entrance to the seclusion hallway. Resident [REDACTED] paces in the seclusion hallway. (SH)



6:25 – Resident [REDACTED] opens and enters the seclusion room. She walks around in the room with the door remaining open. (SH)

6:28 – Resident [REDACTED] continues pacing around and resident [REDACTED] continues sitting on floor in seclusion hallway. Staff [REDACTED] continues standing at entrance to hallway. Resident [REDACTED] tries to run out of the seclusion hallway and staff [REDACTED] blocks her. (SH)

6:30 – Resident [REDACTED] tries to get out of the hallway again and is blocked by Staff [REDACTED] and pushed back. (SH)



6:34:50 – Resident [REDACTED] gets up and walks out of seclusion hallway. (SH)

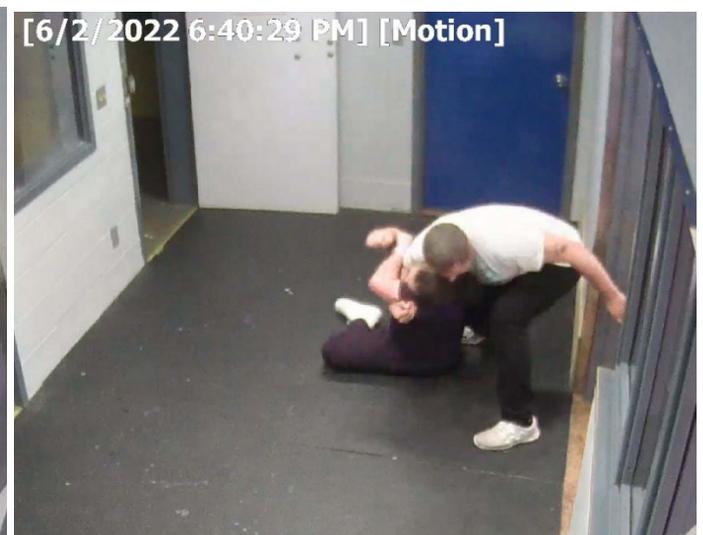
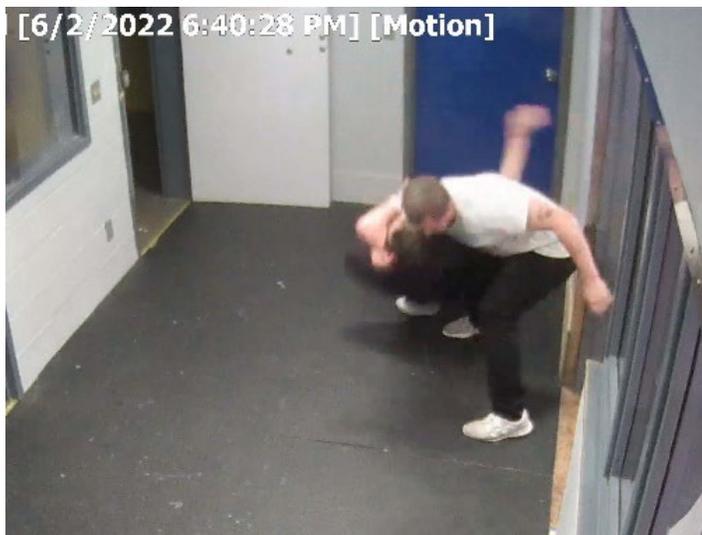
6:36 – Resident [REDACTED] continues to try and exit the seclusion hallway and is blocked by staff [REDACTED]. (SH)



6:37:24 – Resident [REDACTED] walks out of Green unit. Resident [REDACTED] had walked out right before her. They both remain in the nurses' station area pacing and standing around. Staff [REDACTED] exited green unit shortly after them. (NE)

6:39 – Resident [REDACTED] tries to push past staff [REDACTED] and exit the seclusion hallway and is pushed back out of the doorway. (SH) Staff [REDACTED] puts his keys and phone on nurses' station and is standing waiting to engage. (NE)

6:40 – Staff [REDACTED] pushed resident [REDACTED] back and took her to the ground on her back. She gets up and staff member [REDACTED] continues to block her exit from the seclusion hallway by pushing her back until 6:50. (SH)



6:40:44 – Resident [REDACTED] stands up. She had been sitting on the side of the nurses' station, near the education hallway door. Resident [REDACTED] was fidgeting with the door to the education hallway. Staff [REDACTED] walked over there and then returned to stand by the seclusion room entrance. (NE)

6:41:20 – Resident [REDACTED] got on top of the nurses' station. Staff [REDACTED] goes into the station to talk to her. Residents [REDACTED] and [REDACTED] begin walking around. (NE)

6:43 – A woman in scrubs comes out and is talking to [REDACTED]. Staff [REDACTED] and resident [REDACTED] can be seen in the doorway. (NE)

6:43 – A staff member leaves blue unit and staff member [REDACTED] is left alone with at least 8 residents. She is standing at the entrance to a bedroom at the back of the hallway. The other residents on the unit are huddled around the door looking out the window. (NE)



6:44 – Resident [REDACTED] begins walking on counter. Staff [REDACTED] goes behind her, puts his arms around her, and pulls her down off the counter. (NE)



6:45 – Staff [REDACTED] is walking around with his hands in the air attempting to corral resident [REDACTED] on the other side of the nurses' station. (NE)

6:50 – A nurse and staff member are with resident [REDACTED]. They appear to be trying to get something away from her. Resident [REDACTED] runs around the nurses' station toward resident [REDACTED], followed by staff [REDACTED]. Staff [REDACTED] abandons his post at the entrance to the seclusion hallway and goes to [REDACTED]. Resident [REDACTED] then walks out of the seclusion hall. (SH)

6:50 – Resident [REDACTED] walks to the education hallway door and is followed by a female staff member. She does something with the door, begins to walk around again, and then appears to try to tamper with the exit sign of the outside door. She is placed in a one man hold with her hands behind her back by a female staff member. (NE)

6:51 – Staff [REDACTED] continues blocking resident [REDACTED] from leaving the side of the nurses' station closest to the seclusion room hallway, the area she just ran to. Resident [REDACTED] is restrained on the floor by two staff members in the same area, while items are retrieved from her hands. (NE)

WoodRidge-Nurse Station East [6/2/2022 6:50:49 PM] [Motion]



WoodRidge-Nurse Station East [6/2/2022 6:50:49 PM] [Motion]





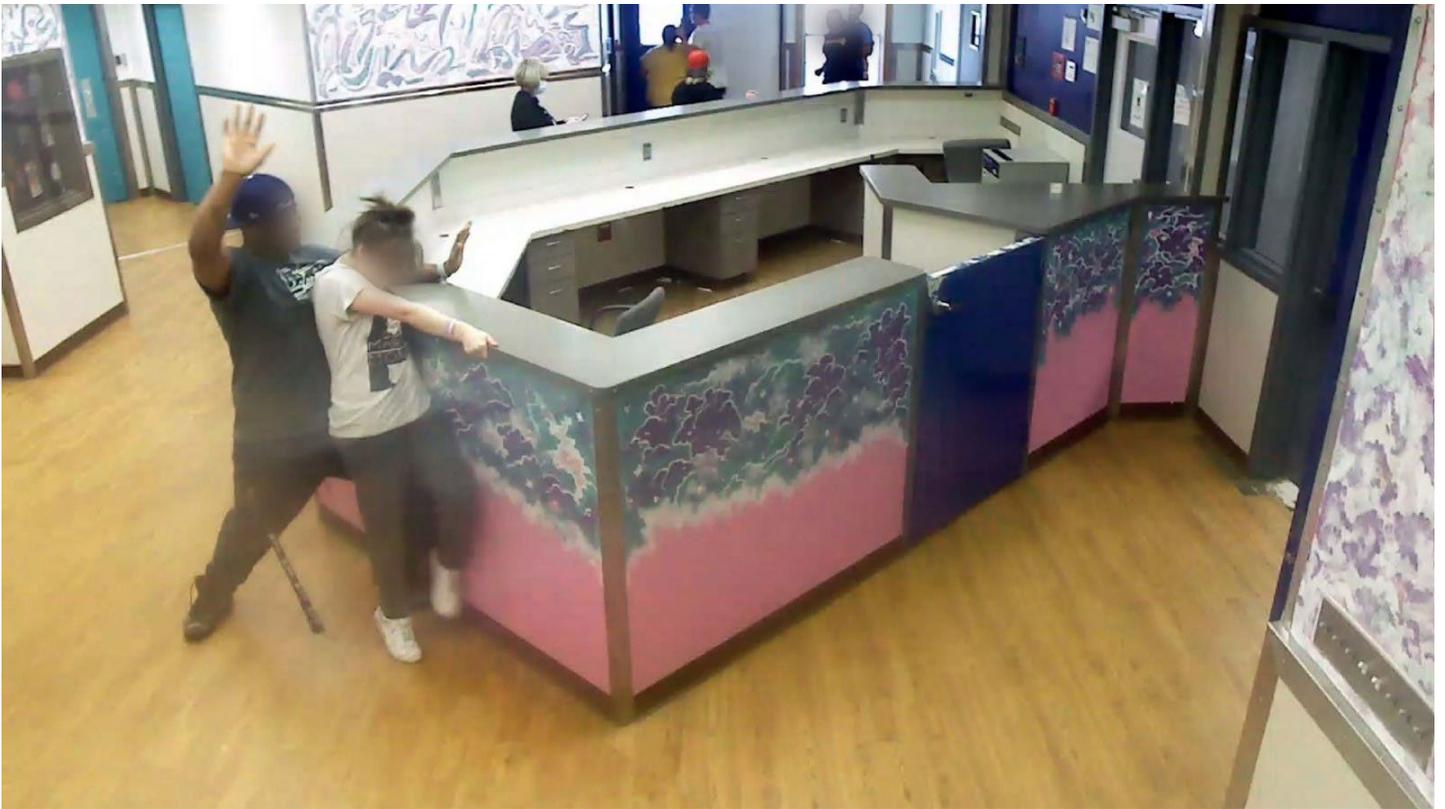
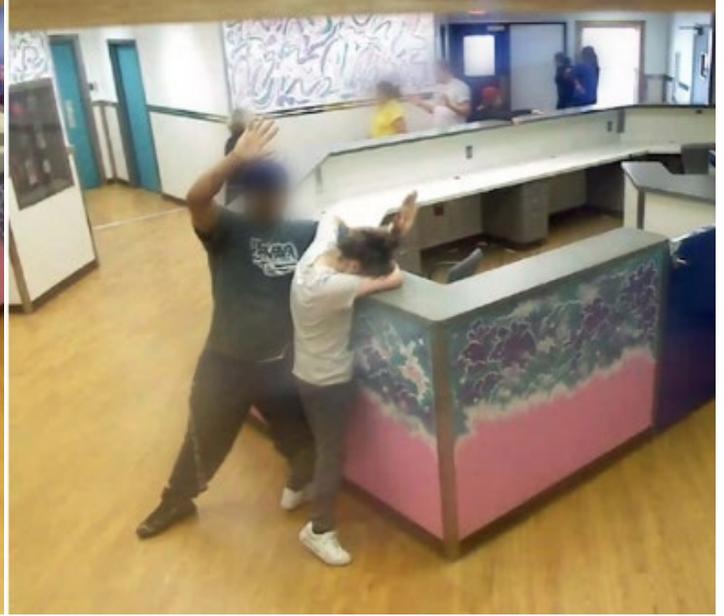
6:52 – Resident [redacted] is released and begins pacing around the nurses' station area. Staff [redacted] follows her around with his hands in the air. Staff [redacted] continues to block resident [redacted] on the side of the nurses' station. He has his hands in the air and is blocking her with his body, pushing himself into her using his body to block her when she tries to push past him. (NE)

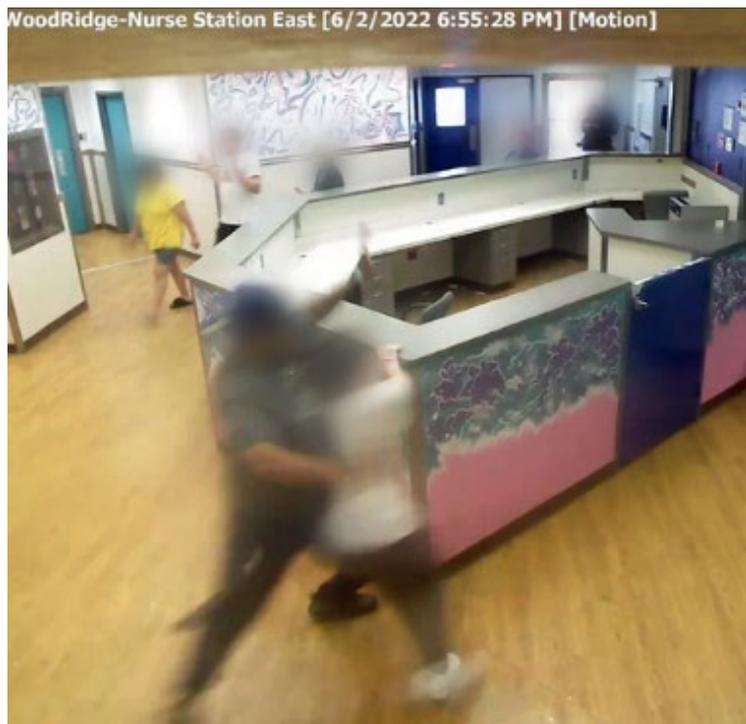


WoodRidge-Nurse Station East [6/2/2022 6:53:58 PM] [Motion]



WoodRidge-Nurse Station East [6/2/2022 6:55:17 PM] [Motion]





7:02 –Staff run toward Blue unit. Resident [REDACTED] walks out from near unit door and staff followed and dispersed. (NW)

7:04 – Staff [REDACTED] has resident [REDACTED] pinned against wall after pushing her into wall. Staff member is attempting to restrain resident [REDACTED] by education door. (NE)



7:05 – Resident [REDACTED] runs off camera, staff [REDACTED] pursues her. Resident [REDACTED] takes the opportunity to run to the education hallway door. A female staff follows and restrains her in a one man hold with her arms behind her back. Staff [REDACTED] begins following resident [REDACTED] around with his arms in the air. (NE)

7:06 – Residents in blue unit huddle and appear to make a plan while staff watches.



7:07 – 2 residents in one man holds on other side of nurses' station, male nurse falls down or is knocked down by a 3rd resident. (NE)

7:07 – A resident moves a chair under the sprinkler. Another resident beats on the unit door and appears to be angrily screaming out of the door and upset about something she is witnessing through the window in the door. (BD)

7:08 – 3 police officers enter. (NE)

7:09 – Staff [REDACTED] enters blue unit. He talks to some of the residents and walks around with his hands in the air. A resident stands in a chair and reaches toward the sprinkler. He walks toward her and she gets down. (BD)



7:09 – In the nurses' station area resident [REDACTED] attempts to get away from the staff restraining her and is handcuffed. (NE)

7:10 – Staff [REDACTED] assists officer to handcuff [REDACTED]. Two other officers handcuff [REDACTED]. (NE)

7:12 – Resident [REDACTED] is left unattended and eventually tries to climb on top of the nurses' station. She is pulled down by a male nurse. A staff member then hands her pants from inside the nurses' station and she puts them on. (NE)

7:13 – Fourth officer is seen. (NE)

7:14 – Staff [REDACTED] is still in blue unit and lifts up his shirt sleeve to show his tattoo to some of the residents, allowing them to touch his bicep. (BD)



7:16 – Resident [REDACTED] is escorted to the seclusion hallway, in handcuffs, by an officer. She stands at the entrance to the comfort room and talks to an officer that is leaning on the outside wall/door frame until 7:32 when she sits down and leans against the wall. 7:35 she stands back up but remains in comfort room. (NE) (SH)

7:18 – Staff [REDACTED] exits blue unit and staff [REDACTED] enters. Staff [REDACTED] hugs and walks down the hall hugging a resident. (BD)



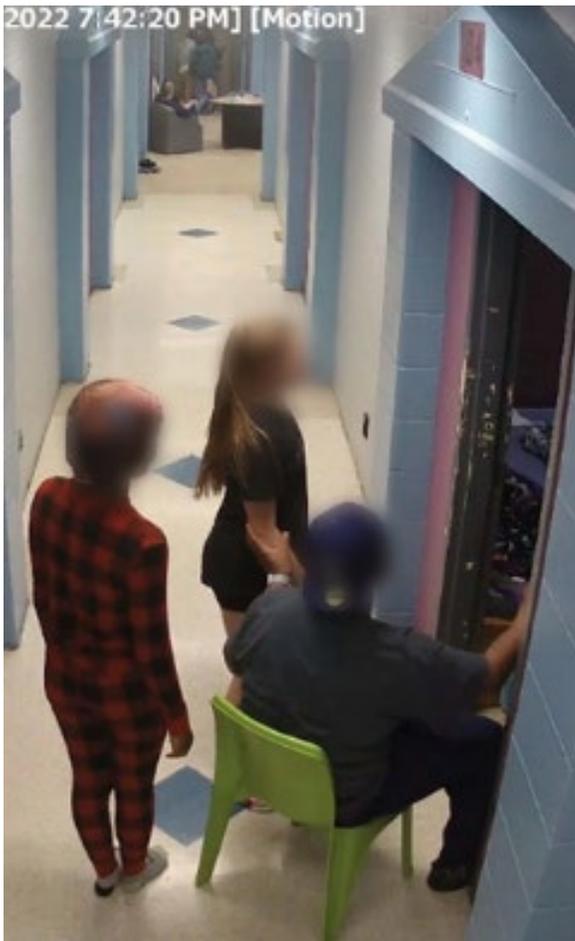
7:19 – Staff █ entered a bedroom with residents █ and █. Resident █ exited the bedroom at 7:20 and staff █ can be seen in the doorway for a few seconds. He then disappears into the bedroom again and does not come back to the doorway until 7:22 when resident █ runs back into the bedroom. Resident █ retrieves something and leaves. Resident █ stands in the doorway of that bedroom and then walks away at 7:23. Staff █ exits the bedroom, followed by resident █ at 7:32. Staff █ reenters the bedroom with █ at 7:33. He exits one minute later. At 7:38 he motions for resident █ to come back to the bedroom and steps inside the bedroom. She brings a plastic chair with her and sits it outside the door. She waits until he exits the room and sits in the chair before entering the room. (BD)

7:24 – Staff █ begins following resident █ around in the nursing station area. (NE)

7:28 – Resident █ bends down near where resident █ is sitting on the floor handcuffed. The nurses' station is obstructing the view. Staff █ bends down near her. An officer standing nearby approaches and assists in pulling her away from resident █. She is then handcuffed. (NE)

7:34 – Resident █ handcuffs are removed and she walks into seclusion area. (NE)

7:42 – Residents █ and █ go down the blue unit hall and talk to staff █, who remains seated outside of a bedroom at the end of the hallway. Staff █ touches resident █'s arm, holds her hands, and she leans into him facing him with their fingers interlocking. (BD)



WoodRidge-Blue Hall [6/2/2022 7:42:42 PM] [Motion]



WoodRidge-Blue Hall [6/2/2022 7:42:51 PM] [Motion]



[6/2/2022 7:43:14 PM] [Motion]



7:45 – A resident comes out of green unit and sits on the floor next to resident [REDACTED]. (NE)

7:46 – Nurses, staff, and police on other side of nurses' station surround resident [REDACTED] and appear to give her a chemical restraint while seated and handcuffed in the corner. (NE)

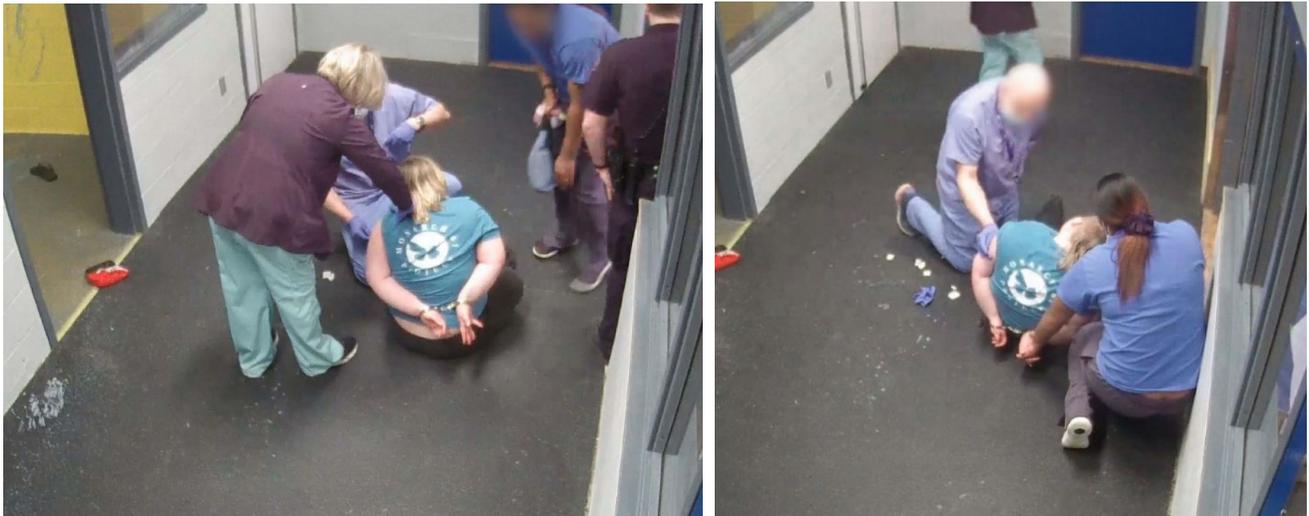
7:47 – Resident [REDACTED] exits her bedroom with a broom and is walking around swinging it and dancing with it. Resident [REDACTED] is visibly upset and pushes items off of a shelf in the dayroom. A resident approaches her and attempts to speak to her. Staff appear oblivious and do not address her at all.

7:48 – Staff [REDACTED] hugs a resident and then exits blue unit with the broom. (BD)



7:48 – Resident [REDACTED] walks out into hall in front of comfort room with officer. (SH)

7:49 – [REDACTED] sits down on the ground. A male nurse gives what appears to be multiple injections to resident [REDACTED], as she sits handcuffed and compliant on the ground. (SH)



7:49 – On blue unit a resident retrieves a dustpan with a handle from one of the bedrooms and runs into the dayroom with it. Another resident begins trying to hit the sprinkler with it. (BD)

7:50 – Staff [REDACTED] reenters blue unit, retrieves the dustpan, and leaves. Before he leaves a resident stands in a chair and attempts to hit the sprinkler. (BD)

7:51 – A resident pushes the table in the blue dayroom over and then joins the other residents in dancing and singing. Staff [REDACTED] enters the blue unit for a few seconds. He stands by the door and then leaves. (BD)



7:52 – Residents in the blue unit begin taking turns standing in a chair and attempting to set off the sprinkler. Other residents are handing them things to hit the sprinkler with and appear to be giving them ideas. The staff member on the unit, [REDACTED], stands and watches them. She does not appear to make any attempt to stop or redirect the residents and is smiling and laughing some of the time. (BD) According to the police report the officers in the nursing station area were aware residents were attempting to set off the sprinkler. (BD)



7:55 – Resident [REDACTED] threw a chair. Staff [REDACTED] picks up the chair and appears to get someone’s attention through the door to retrieve the chair. Staff [REDACTED] enters and walks to the table and begins organizing papers and moving the table. He does not address the resident standing the chair attempting to set off the sprinkler. (BD)

7:56 – Resident [REDACTED] is able to set off the sprinkler. Resident [REDACTED], [REDACTED], and [REDACTED] run toward the exit at the end of the blue hallway. It appears the door did not unlock and they are unable to get out. They then go back to the dayroom and exit the unit. All other residents that were in the dayroom and staff have already exited the unit into nursing station area. (BD)

7:57 – Resident [REDACTED] runs back onto the unit and attempts to get out the exit door again. She is followed by staff [REDACTED]. A resident that was in her bedroom and had been left on the unit exits her bedroom. Resident [REDACTED] gathers some items and all 3 exit the unit. (BD)



7:57 – The orange unit door is opened and the residents begin entering the nursing station area. Resident [REDACTED] appears to run into the orange unit. She is not seen again until she is brought in from outside at 8:10. (NE)

7:57 – 2 officers on ground wrestling resident [REDACTED]. Resident [REDACTED] appears to be sick and motioning like she is going to throw up. (NE)

7:58 – Resident [REDACTED] is brought up and is brought by one officer under the camera, she appears to be slammed down again. Residents [REDACTED] and [REDACTED] appear visibly upset about the treatment of resident [REDACTED] and attempt to get to her. Resident [REDACTED] is taken by the officer through the door and out of view. (NW)

8:00 – Residents from another unit enter the area. (NE)

8:00 – Staff [REDACTED] pushes resident [REDACTED] into the seclusion hallway. He stays there and blocks her from leaving the hallway. (SH)

8:01 – Resident [REDACTED] comes back to seclusion hallway. Resident [REDACTED] continues to try and push past Staff [REDACTED]. (SH)

8:03 – Two officers grab resident [REDACTED] by the arms and put her face down. Prior to this she struck or attempted to strike staff [REDACTED]. It never attempted to put her in a hold. (CR) (SH)

8:03 – Resident [REDACTED] face down on ground (still in handcuffs). Appears one of the officers takes her down. Officer then asks staff member (possibly [REDACTED]) to hold her down and two officers go into seclusion area and looks like they are trying to get control of a resident in there.

8:04 – Most of the residents are taken into the education hallway. (NE)

8:06 – Female police officer enters.

8:06 – Staff [REDACTED] and another staff member run out of education hall and through door to outside. [REDACTED] appears to be on the phone. Two police officers follow. (NE)

8:07 – Staff member and another officer run out outside door. (NE)

8:09 – Staff [REDACTED] comes back inside. (NE)

8:10 – Police walk in from outside with resident [REDACTED]. She appears to be in handcuffs. (NE)

8:11- At least 6 officers present.

8:16 – 3 handcuffed residents sitting in seclusion hallway. (CR)

8:18 – 3 handcuffed residents go into “comfort room.” (CR)

8:32- Resident [REDACTED] was sitting on outside wall of “Comfort room” and starts moving around, police come over. They walk her out. (CR)

8:33 – Male nurse brings meds to resident [REDACTED]. He assists her in taking them, since she remains handcuffed. He then does the same with handcuffed resident [REDACTED], who is sitting right outside the “comfort room.” (CR)