



Division of Child Care & Early Childhood Education
P.O. Box 1437, Slot S140, Little Rock, AR 72203-1437
P: 501.682.8590 F: 501.683.6060 TDD: 501.682.1550

Notice of Serious Incident

Date of Incident: 3/10/2023

Date Received by DCCECE: 3/10/2023

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Facility Type:

Incident Type: Dual

Report Description: A report to the [REDACTED] was performed. No return correspondence has been received at the time of this report. Allegation: During a family session, [REDACTED] (Arkansas, Adoptive parent custody, DOB: [REDACTED]) reported to his therapist and adoptive mother that staff member [REDACTED] threatened to "cut his vocal cords" because he wouldn't stop humming. [REDACTED] stated that [REDACTED] made him get under a table and pushed a chair against him. [REDACTED] reported that [REDACTED] made him "stand up in a corner when it was time to go to bed". He stated that [REDACTED] "poked him with a pen" behind his right ear and on the right side of his head. Nursing Assessment: Healed abrasion. Scab noted behind right ear. Estimated to be one week old. No injury noted in the indicated area on the right side of head. Risk Interview: [REDACTED] was unable to state a day or exact time. He felt this event occurred one or two nights ago on 2nd Shift. (Video review places event on 3.9.23 beginning at 1915). [REDACTED] was interviewed, and he denied [REDACTED]'s claims. [REDACTED] stated that [REDACTED] did stand against the wall, but it was voluntary. [REDACTED] stated that it was allowed because [REDACTED] was provoking other patients, and this was to keep him separated and safe. Preliminary camera review was able to confirm that he did stand against the wall. At the time of this report, we are unable to substantiate any of the other claims made by [REDACTED]. The internal investigation is ongoing. [REDACTED] has been placed on administrative leave, pending the results of the investigation.

Interim Action Narrative: Staff placed on administrative leave pending investigation.

Maltreatment Narrative: [REDACTED] call accepted [REDACTED]. Info faxed to [REDACTED] 3/10/23. AV is [REDACTED]. AO is [REDACTED], staff person at Millcreek. AV reported that AO threatened to "cut his vocal cords" because he wouldn't stop humming. AO made AV get under a table and pushed a chair against him. He made him stand in a corner and poked him with a pen behind his right ear. [REDACTED] was interviewed and denied claims. AO placed on administrative leave. Email 5/3/23 stating that maltreatment was unsubstantiated.

Licensing Narrative: A report to the [REDACTED] was performed. No return correspondence has been received at the time of this report 3/10/23. Email 3/13/23 stated that [REDACTED] for this incident was accepted [REDACTED]. Allegation: During a family session, client [REDACTED] reported to his therapist and adoptive mother that staff member [REDACTED] threatened to "cut his vocal cords" because he wouldn't stop humming. [REDACTED] stated that [REDACTED] made him get under a table and pushed a chair against him. [REDACTED] reported that [REDACTED] made him "stand up in a corner when it was time to go to bed". He stated that [REDACTED] "poked him with a pen" behind his right ear and on the right side of his head. Nursing Assessment: Healed abrasion. Scab noted behind right ear. Estimated to be one week old. No injury noted in the indicated area on the right side of head. Risk Interview: [REDACTED] was unable to state a day or exact time. He felt this event occurred one or two nights ago on 2nd Shift. (Video review places event on 3.9.23 beginning at 1915). [REDACTED] was interviewed, and he denied [REDACTED]'s claims. [REDACTED] stated that [REDACTED] did stand against the wall, but it was voluntary. [REDACTED] stated that it was allowed because [REDACTED] was provoking other patients, and this was to keep him separated and safe. Preliminary camera review was able to confirm that he did stand against the wall. At the time of this report, we are unable to substantiate any of the other claims made by [REDACTED]. The internal investigation is ongoing. [REDACTED] has been placed on administrative leave, pending the results of the investigation. Facility visited 3/13/23 and video reviewed from 3/9/23 which showed client [REDACTED] being directed to stand in the corner from 7:15PM until 9:40PM with brief breaks. Facility requested to send a download of video of this complaint. The facility was unable to provide the video today due to the large amount of video but will mail it to licensing after it is downloaded onto a flash drive. Video footage also showed office door open during entire time reviewed. Video showed staff [REDACTED] on her cell phone during most of the video reviewed. Facility cited 905.3, 905.4f and 907.2. Licensing is not prepared to make a finding on this allegation yet as to further review video. As to document sub-regulation f: The following disciplinary actions shall not be used: Restriction to a dark room or area. 3/14/23 flash drive of entire video provided by facility to Licensing. Video was viewed in real time in its entirety on 3/16/23. Staff [REDACTED] is seen bumping client [REDACTED] with her stomach area to direct [REDACTED] back to the corner. The [REDACTED] was called separately for this incident involving [REDACTED] and [REDACTED]. A client is seen transporting what

appears to be a cleaning agent unsupervised. Client goes into the unlocked office, retrieves a cleaning agent and presents it to staff sitting at table. The staff then pour some of the cleaning agent on a rag and give rag to client. Client then transports the cleaning agent back to the unlocked office unsupervised. Facility has already been cited 907.2 for this case. 907.2 revisited and noted for visit to facility 3/17/23. Facility cited 905.4g for incident involving staff [REDACTED] and client [REDACTED]. Staff [REDACTED] will be retrained on interacting with clients without exhibiting threat of bodily harm. Email 5/3/23 stating that maltreatment was unsubstantiated. [REDACTED] was terminated from employment from Millcreek 3/23/23. [REDACTED] was retrained and has since been terminated from employment from Millcreek 5/22/23.



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521 Visit Compliance Report

Licensee: Millcreek of Arkansas PRTF

Facility Number: 233

Licensee Address: 1828 INDUSTRIAL DRIVE
FORDYCE AR 71742

Licensing Specialist: Clayton DeBoer

Person In Charge: Chris Butler

Record Visit Date: 3/13/2023

Home Visit Date: 3/13/2023

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulation Number: 9. 905. 3

Regulation Description: Discipline shall be appropriate to the child's age, development, and history.

Findings Description: Child stood in the corner from 7:15PM-9:40PM.

Action Due Date:

Action Due Description:

Comply Date:

Sub Regulation Description:

Regulation Number: 9. 905. 4 .f

Regulation Description: The following actions shall not be used, including as discipline:

Findings Description: Child stood in the corner from 7:15PM-9:40PM.

Action Due Date:

Action Due Description:

Comply Date:

Sub Regulation Description:

Regulation Number: 9. 907. 2

Regulation Description: Child caring staff shall be responsible for providing the level of supervision, care, and treatment necessary to ensure the safety and well-being of each child at the facility, taking into account the child's age, individual differences and abilities, surrounding circumstances, hazards and risks.

Findings Description: The door to the office in video reviewed was opened with no staff inside the office for duration of the video. A client is seen transporting what appears to be a cleaning agent unsupervised. Client goes into the unlocked office, retrieves a cleaning agent and presents it to staff sitting at table. The staff then pour some of the cleaning agent on a rag and give rag to client. Client then transports the cleaning agent back to the unlocked office unsupervised.

Action Due Date:

Action Due Description:

Comply Date:

Sub Regulation Description:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

During a family session, client [REDACTED] reported to his therapist and adoptive mother that staff member [REDACTED] threatened to "cut his vocal cords" because he wouldn't stop humming. [REDACTED] stated that [REDACTED] made him get under a table and pushed a chair against him. [REDACTED] reported that [REDACTED] made him "stand up in a corner when it was time to go to bed". He stated that [REDACTED] "poked him with a pen" behind his right ear and on the right side of his head.

Facility visited 3/13/23 and video reviewed from 3/9/23 which showed client [REDACTED] being directed to stand in the corner from 7:15PM until 9:40PM with brief breaks. Facility requested to send a download of video of this complaint. The facility was unable to provide the video today due to the large amount of video but will mail it to licensing after it is downloaded onto a flash drive. Video footage also showed office door open during entire time reviewed. Video showed staff [REDACTED] on her cell phone during most of the video reviewed. A client is seen transporting what appears to be a cleaning agent unsupervised. Client goes into the unlocked office, retrieves a cleaning agent and presents it to staff sitting at table. The staff then pour some of the cleaning agent on a rag and give rag to client. Client then transports the cleaning agent back to the unlocked office unsupervised.

Facility cited 905.3, 905.4f and 907.2. Licensing is not prepared to make a finding on this allegation yet as to further review video.

As to document sub-regulation f: The following disciplinary actions shall not be used: Restriction to a dark room or area.

Provider Comments:

CCL Staff Signature :

Date: 3/13/2023



Provider Signature :

Date: 3/13/2023





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Licensee Address: 1828 INDUSTRIAL DRIVE
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Licensing Specialist: Clayton DeBoer

Person In Charge: Chris Butler

Record Visit Date: 3/17/2023

Home Visit Date: 3/17/2023

Purpose of Visit: Revisit Complaint

Regulations Out of Compliance:

Regulation Number: 9. 905. 4 .g

Regulation Description: The following actions shall not be used, including as discipline:

Findings Description: Staff [REDACTED] bumped [REDACTED] with her stomach to direct him back to a corner he had been standing in for an extended period of time.

Action Due Date:

Action Due Description:

Comply Date:

Sub Regulation Description:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

3/14/23 flash drive of entire video provided by facility to Licensing. Video was viewed in real time in its entirety on 3/16/23. Staff [REDACTED] is seen bumping client [REDACTED] with her stomach area to direct [REDACTED] back to the corner. A client is seen transporting what appears to be a cleaning agent unsupervised. Client goes into the unlocked office, retrieves a cleaning agent and presents it to staff sitting at table. The staff then pour some of the cleaning agent on a rag and give rag to client. Client then transports the cleaning agent back to the unlocked office unsupervised. It was determined during today's visit that this cleaning agent was soap, nothing harmful for clients to handle unsupervised. Additional review of the footage also revealed staff [REDACTED] appear to aggressively walk towards client [REDACTED] and bump him with her stomach while walking him back towards the corner he had been standing in for an extended period of time. Due to the threatening nature of the staff's actions, the facility will be cited for 905.4.g and staff will be retrained on interacting with clients appropriately and in a not threatening way. Documentation of this retraining will be provided to the licensing unit by 3/24/2023. At no time during the video is staff [REDACTED] seen making [REDACTED] get under a table nor pushes a chair against [REDACTED], this portion of complaint unfounded. At no time during the video is staff [REDACTED] seen poking [REDACTED] with a pen, this portion of complaint unfounded. [REDACTED] is observed being directed by staff [REDACTED] and [REDACTED] to stay in corner area until 9:40PM, past client's bedtime, this portion of complaint founded. Facility indicated on 3/17/23 that staff [REDACTED] remains on administrative leave pending certain termination. Facility indicated that staff [REDACTED] will be retrained on TCI which encompasses appropriate staff/client interaction.

As to document sub-regulation 905.4g: Physical injury or threat of bodily harm

Provider Comments:

CCL Staff Signature :

Date: 3/17/2023



Provider Signature :

Date: 3/17/2023

