



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

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## Notice of Serious Incident

Date of Incident: 3/10/2023

Date Received by DCCECE: 3/31/2023

Facility Name: Perimeter of the Ozarks

Facility Number: 237

Incident Type: Licensing

**Report Description:** Reporter states that on 3/10/23 the current CEO of the facility had participated, in part, of a restraint hold with a resident although she does not have the proper training and/or certification to do so. The reporter stated that the CEO was using her hand to shield a resident that was in a restraint hold from headbutting staff. The reporter states that the CEO was asked multiple times to allow another staff to assist as she does not have her restraint training. The CEO reportedly refused. The reporter also mentioned concerns about the CEO's comments about the residents. The reporter states that the CEO said, in front of approximately six staff, that she would "love to put her in paper scrubs to humiliate her".

Interim Action Narrative:

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Maltreatment Narrative:

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**Licensing Narrative:** 3/31/2023- Program Coordinator spoke to the reporter who stated that they wished to be kept anonymous. The Program Coordinator took their statement and assigned the case to Kendra Rice for video review and follow up on 4/4/2023. 4/7/23- Specialist RC visited POTO unannounced on 4-7-23 @ 1:30pm. Specialist immediately met with Cassandra Sower, CEO to discuss complaint. Reviewed restraint log, there was no

restraint that the CEO was present for on 3-10-22. The description of the incident matched a restraint on 3-6-23 but was at a different time. The involved staff were TJ Andrews, Bailey Beckham, and Jordan Frazer. TJ was the only employee present today. He was interviewed and stated that he initiated the restraint along with Bailey. The child kept headbutting him, and Cassondra placed her hand in between their heads. He stated he had his eyes closed part of the time to brace for the headbutt, and at one point something soft like a pillow was placed between them, but that it was not ever placed on the child's face nor was the CEO holding down the child. Finally, Jordan became involved in the restraint, making it a 3-person restraint. At this time the CEO stood back. Phone numbers were obtained for the two staff members who are out today. All three staff involved in the restraint have SAMA training certificates. The CEO does not have restraint training but states she did not participate in the hold. The video system deletes after 30 days and the video was not available for viewing. The last date and time the video was available to view was 3-8-23 @ 1pm. The child was placed on emergency discharge on 3-8-23 and returned to [REDACTED] on 3-18-23. The CEO volunteered information that she believes the Clinical Director, [REDACTED], reported her and that she is a disgruntled employee. She stated that she has plenty of documentation to support firing her and that she felt a lot of the licensing violations the agency had were due to the CD not doing her job. She states that she stated the child had delinquent behaviors but did not make other negative personal remarks about the child. 4/13/2023, Licensing Specialist spoke with staff members and took witness statements. 6/1/2023, licensing complaint unfounded.



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## 521 Visit Compliance Report

**Licensee:** Perimeter of the Ozarks

**Facility Number:** 237

**Licensee Address:** 2466 SOUTH 48TH STREET  
SPRINGDALE AR 72766

**Licensing Specialist:** Rachel Carlton

**Person In Charge:**

**Record Visit Date:** 4/7/2023

**Home Visit Date:** 4/7/2023

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

Interviewed CEO and staff. Followed up on complaint and reviewed documentation. Finding will not be determined at this time.

**Provider Comments:**

CCL Staff Signature :

Date: 4/7/2023

Provider Signature :

Date: 4/7/2023



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## 521 Visit Compliance Report

**Licensee:** Perimeter of the Ozarks

**Facility Number:** 237

**Licensee Address:** 2466 SOUTH 48TH STREET  
SPRINGDALE AR 72766

**Licensing Specialist:** Kendra Rice

**Person In Charge:** Sarah Kroon

**Record Visit Date:** 6/1/2023

**Home Visit Date:** 6/1/2023

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

No in-person licensing visit completed on 6/1/2023.

Licensing Specialist received a complaint on 3/31/2023.

This complaint has been UNFOUNDED by licensing.

**Provider Comments:**

CCL Staff Signature :

Date: 6/7/2023



Provider Signature :

Date: 6/7/2023