



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: 4/13/2023

Date Received by DCCECE: 4/13/2023

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Facility Type:

Incident Type: Dual

Report Description: Received complaint 4/13/23 as follows: Member's guardian [REDACTED] said she's dissatisfied with Millcreek or Arkansas services. Guardian reported the she has had on campus visits with the member and each time. she has witnessed poor hygiene. dirty clothes, dirty fingernails. toenails, and bruises. Guardian also reported the member always says he's hungry during phone calls and appears to be starving whenever she sees him. Guardian also mentioned the when she calls Millcreek of Arkansas she hardly ever gets someone to answer the phone and that they have only been giving the member antibiotics and medication to help with bowel movements. Guardian said she spoke with the CEO once and he was nice but did mention that they normally don't take in individuals that wears pull ups, who aren't potty trained ,and that the member is old enough to go to the restroom on his own. Guardian said the CEO was really nice aside from that statement. Guardian said there are no changes in member's medications and that she was under the impression that Millcreek would be helping the member, but instead his behaviors have worsened. Member is refusing to attend school and complete assignments at the facility per guardian. Guardian said the facility should to notify her before making decisions because the member is her son. A lot of the member's clothes, underwear, and socks has be stolen per guardian. Guardian reports spending a lot of money on new items for the member. Guardian also stated the member has had two home visits and that the member refuses to bathe. Guardian reported she will likely remove member from Millcreek's program, pending other availability from other providers. Licensing Specialist Clayton DeBoer phoned [REDACTED] ph# [REDACTED] on 4/13/23. [REDACTED] stated she can take phone calls regarding this issue between 3PM-4PM and anytime after 4:30PM. [REDACTED] stated that during visits on Saturdays with her son [REDACTED], she and her boyfriend have to clean feces off of him. To clarify, [REDACTED] stated it was [REDACTED]'s feces she had to clean off of him. [REDACTED]

████████ stated that ██████████ is not potty trained ?he knows how to use the bathroom he just doesn?t?. She stated that she spoke with Chris Butler about a month ago and that is the only staff at Millcreek who has spoken with her over the phone about these concerns. She stated that Chris Butler said if Millcreek had known about the bathroom issue they would not have accepted him ██████████. She stated that Tayton has had two home visits while at Millcreek. She stated that ██████████ eats like a ?barbarian? and refuses to bathe. She stated that she was successful in bathing ██████████ but she had to force him. She stated that bathing has always been an issue with ██████████ stated that during home visits ██████████ says he has watched ?R rated movies? and ?talks about cutting people up?. She stated that ██████████ talks about ?bed bugs? and that she has seen bites on him. ██████████ stated that ██████████ school grades are ?slipping? and that he is on a 1st to 2nd grade level. She stated that when ██████████ was attending Lake Hamilton School, he made straight A?s. ██████████ stated that Millcreek ?gave him antibiotics and didn?t even tell me?. ██████████ stated that she has had to buy clothes for ██████████ while at Millcreek because his clothes go missing, specifically socks and a coat. ██████████ stated that T ██████████'s therapist is ██████████ and his case manager is ██████████. She stated she has called Millcreek several times to speak with these individuals to no avail. ██████████ stated that when she calls Millcreek to speak with ██████████, Millcreek staff tell her ██████████ either doesn?t want to talk on the phone or is not available. ██████████ stated that ██████████ resides at Rock Hill at Millcreek. Ms. Sawrie stated that ██████████ still resides at Millcreek ?as of right now? and that she has had ██████████ on a waiting list for a UAMS program for 2 years. ██████████'s boyfriend briefly spoke on the phone adding ?we had to clean feces out of his shoes?.

Interim Action Narrative:

Maltreatment Narrative: ID: 2204851 Type: Investigation Priority: Two Name: ██████████
Address: ██████████ S Arkansas ██████████ Household Finding
Directions: AV is currently residing in Millcreek Psychiatric Facility in Fordyce AR
(DALLAS CO) 855-884-7729 Phone Number

Licensing Narrative: Received complaint 4/13/23 as follows: Member's guardian ██████████
████████ said she's dissatisfied with Millcreek or Arkansas services. Guardian reported the she has had on campus visits with the member and each time. she has witnessed poor hygiene. dirty clothes, dirty fingernails. toenails, and bruises. Guardian also reported the member always says he's hungry during phone calls and appears to be starving whenever she sees him. Guardian also mentioned the when she calls Millcreek of Arkansas she hardly ever gets someone to answer the phone and that they have only been giving the member antibiotics

and medication to help with bowel movements. Guardian said she spoke with the CEO once and he was nice but did mention that they normally don't take in individuals that wears pull ups, who aren't potty trained, and that the member is old enough to go to the restroom on his own. Guardian said the CEO was really nice aside from that statement. Guardian said there are no changes in member's medications and that she was under the impression that Millcreek would be helping the member, but instead his behaviors have worsened. Member is refusing to attend school and complete assignments at the facility per guardian. Guardian said the facility should to notify her before making decisions because the member is her son. A lot of the member's clothes, underwear, and socks has been stolen per guardian. Guardian reports spending a lot of money on new items for the member. Guardian also stated the member has had two home visits and that the member refuses to bathe. Guardian reported she will likely remove member from Millcreek's program, pending other availability from other providers. Licensing Specialist Clayton DeBoer phoned [REDACTED] on 4/13/23. [REDACTED] stated she can take phone calls regarding this issue between 3PM-4PM and anytime after 4:30PM. Ms. Sawrie stated that during visits on Saturdays with her son Tayton Sawrie, she and her boyfriend have to clean feces off of him. To clarify, [REDACTED] stated it was [REDACTED]'s feces she had to clean off of him. [REDACTED] stated that [REDACTED] is not potty trained. He knows how to use the bathroom he just doesn't. She stated that she spoke with Chris Butler about a month ago and that is the only staff at Millcreek who has spoken with her over the phone about these concerns. She stated that Chris Butler said if Millcreek had known about the bathroom issue they would not have accepted him ([REDACTED]). She stated that [REDACTED] has had two home visits while at Millcreek. She stated that [REDACTED] eats like a "barbarian" and refuses to bathe. She stated that she was successful in bathing [REDACTED] but she had to force him. She stated that bathing has always been an issue with [REDACTED] stated that during home visits [REDACTED] says he has watched "R rated movies" and "talks about cutting people up". She stated that [REDACTED] talks about "bed bugs" and that she has seen bites on him. [REDACTED] stated that Tayton school grades are "slipping" and that he is on a 1st to 2nd grade level. She stated that when Tayton was attending Lake Hamilton School, he made straight A's. [REDACTED] stated that Millcreek "gave him antibiotics and didn't even tell me". [REDACTED] stated that she has had to buy clothes for [REDACTED] while at Millcreek because his clothes go missing, specifically socks and a coat. [REDACTED] stated that [REDACTED]'s therapist is [REDACTED] and his case manager is [REDACTED]. She stated she has called Millcreek several times to speak with these individuals to no avail. [REDACTED] stated that when she calls Millcreek to speak with [REDACTED], Millcreek staff tell her [REDACTED] either doesn't want to talk on the phone or is not available. Ms. Tayton stated that Tayton resides at Rock Hill at Millcreek. [REDACTED] stated that Tayton still resides at Millcreek "as of right now" and that she has had Tayton on a waiting list for a UAMS program for 2 years. [REDACTED]'s boyfriend briefly spoke on the phone adding "we had to clean feces out of his shoes". Facility visited 4/17/23 in response to complaint regarding client [REDACTED]. [REDACTED] interviewed. [REDACTED] was fully clothed with shoes, socks, shorts and a Sonic the Hedgehog shirt. [REDACTED] appeared clean and had no noticeable odor. TS was briefly escorted from school to Rock Hill. [REDACTED] was asked to show what clothes other than what he was wearing he had. [REDACTED] dumped a plastic bin which contained an additional pair of shoes and several socks, underwear, and when asked [REDACTED] stated "10" shirts. [REDACTED] was asked if

he was missing any clothes "last time I went on home pass half went missing". When asked [REDACTED] stated that he does get bug bites. When asked if the bites have been worse or better "kind of better". [REDACTED] pointed to what appeared to be a few bites on his knee. [REDACTED] also had a bruise on his knee that he stated he didn't know where it came from. When asked, TS stated that he lives at home with his mom, dad, brother sister and two dogs. [REDACTED] stated that he misses being at home and plays with his brother and sister for fun. [REDACTED]'s MAR reviewed for March and April. April 2nd the AM meds are not initialed. Nursing confirmed that medications were given but not initialed. DON Amanda Williams consulted regarding complaint of [REDACTED] receiving antibiotics without parent's consent. Ms. Williams stated that an attempt was made to contact parent/guardian but no answer and no way to leave voice mail. Ms. Williams stated protocol for administering an antibiotic for an infection is to begin giving per Dr.'s orders as long as an attempt has been made to notify guarding. Chris Butler states this is not in a written policy but following protocol set in place by unit physician. [REDACTED]'s attendance record reviewed to be perfect attendance. [REDACTED] grade's reviewed which are one A, 5 B's and one C. Rid-a-Pest records reviewed for pest extermination. Rid-a-Pest record for 11/14/22 and 1/18/23 did note bedbugs for Rock Hill and that bedbug treatment was performed. Chris Butler added that on 3/14/23 Rid-a-Pest had completed a Rock Hill wide bedbug treatment. Invoice could not be located today but will send to licensing in the future. Millcreek Policy for movies is that no R rated movies be shown to client and that age-appropriate guidelines be followed. Facility cited 908.8 for medication not being initialed for [REDACTED] on 4/2/23. Follow up phone call was made to [REDACTED] 4/17/23. [REDACTED] was explained that her concerns had been addressed today by Licensing and to feel free to call if needed. Ms. Sawrie was explained that follow up visits regarding any additional concerns can be addressed. [REDACTED] stated that Millcreek Therapist Samara White had called her boyfriend Eric and that Eric was able to speak with [REDACTED] stated that Ms. White stated [REDACTED] would call this evening, 4/17/23, for a more extensive phone call. Received notification 6/6/23 that maltreatment complaint was unfounded.



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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: 4/17/2023

Home Visit Date: 4/17/2023

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulation Number: 9. 908. 8

Regulation Description: The administering of all medications, including over-the-counter, shall be logged at the time the medication is given, by the person administering the medication.

Findings Description: Medications were not initialed for TS 4/2/23.

Action Due Date:

Action Due Description:

Comply Date:

Sub Regulation Description:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Facility visited 4/17/23 in response to complaint regarding client [REDACTED]. [REDACTED] interviewed. [REDACTED] was fully clothed with shoes, socks, shorts and a Sonic the Hedgehog shirt. [REDACTED] appeared clean and had no noticeable odor. [REDACTED] was briefly escorted from school to Rock Hill [REDACTED] was asked to show what clothes other than what he was wearing he had. [REDACTED] dumped a plastic bin which contained an additional pair of shoes and several socks, underwear, and when asked [REDACTED] stated "10" shirts. [REDACTED] was asked if he was missing any clothes "last time I went on home pass half went missing". When asked [REDACTED] stated that he does get bug bites. When asked if the bites have been worse or better "kind of better". [REDACTED] pointed to what appeared to be a few bites on his knee. [REDACTED] also had a bruise on his knee that he stated he didn't know where it came from. When asked, [REDACTED] stated that he lives at home with his mom, dad, brother sister and two dogs. TS stated that he misses being at home and plays with his brother and sister for fun. [REDACTED]'s MAR reviewed for March and April. April 2nd the AM meds are not initialed. Nursing confirmed that medication were given but not initialed. DON Amanda Williams consulted regarding complaint of [REDACTED] receiving antibiotics without parent's consent. Ms. Williams stated that an attempt was made to contact parent/guardian but no answer and no way to leave voice mail. Ms. Williams stated protocol for administering an antibiotic for an infection is to begin giving per Dr.'s orders as long as an attempt has been made to notify guardian. Chris Butler states this is not in a written policy but following protocol set in place by unit physician. [REDACTED]'s attendance record reviewed to be perfect attendance. TS's grade's reviewed which are one A, 5 B's and one C. Rid-a-Pest records reviewed for pest extermination. Rid-a-Pest record for 11/14/22 and 1/18/23 did note bedbugs for Rock Hill and that bedbug treatment was performed. Chris Butler added that on 3/14/23 Rid-a-Pest had completed a Rock Hill wide bedbug treatment. Invoice could not be located today but will sent to licensing in the future. Millcreek Policy for movies is that no R rated movies be shown to clients and that age-appropriate guidelines be followed.

Facility cited 908.8 for medication not being initialed for [REDACTED] on 4/2/23.

Provider Comments:

CCL Staff Signature :

Date: 6/15/2023



Provider Signature :

Date: 6/15/2023

