



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: 5/24/2023

Date Received by DCCECE: 5/24/2023

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Facility Type:

Incident Type: Dual

Report Description: During a camera review of a physical restraint of patient [REDACTED] [REDACTED] Custody of Arizona Department of Child Safety, DOB: [REDACTED], it was determined that staff members [REDACTED] and [REDACTED] did not perform the restraint in compliance of facility expectations. Staff [REDACTED] hit [REDACTED] in the face as a response to being bitten on the arm. In an effort to stop [REDACTED] from spitting on the staff members, [REDACTED] was seen to have pulled up [REDACTED]'s shirt, covering [REDACTED]'s mouth and restricting her ability to freely breathe. No injuries were sustained by the patient. A report of these findings was made to the Arkansas Mandated Reporter Portal. Reference ID: [REDACTED]. Both staff members were placed on administrative leave, pending termination.

Interim Action Narrative: Staff involved were placed on administrative leave.

Maltreatment Narrative: The AV is [REDACTED]. The AO is [REDACTED] who is a staff member at Millcreek where the AV is currently housed. During a camera review of a physical restraint of patient [REDACTED], it was determined that staff members [REDACTED] [REDACTED] and [REDACTED]

Licensing Narrative: During a camera review of a physical restraint of patient [REDACTED], it was determined that staff members [REDACTED] and [REDACTED] did not perform the restraint in compliance of facility expectations. Staff [REDACTED] hit [REDACTED] in the face as a response to being bitten on the arm. In an effort to stop Hannah from spitting on the staff members, [REDACTED] was seen to have pulled up [REDACTED]'s shirt, covering [REDACTED]'s mouth and restricting her ability to freely breathe. No injuries were sustained by the patient. A report of these findings was made to the Arkansas Mandated Reporter Portal. Reference ID: [REDACTED] Both staff members were placed on administrative leave, pending termination. Received text message 5/25/23 from Chris Butler of Millcreek that Maltreatment Report was accepted. Received email from Licensing 5/25/23 that Maltreatment Report was accepted. Facility visited 5/25/23 and video reviewed of incident. Two staff are seen standing, [REDACTED] and [REDACTED]. Client [REDACTED] is sitting, staff reportedly asking client [REDACTED] to take her sweatshirt off for contraband search. Client [REDACTED] is seen beginning to take her sweatshirt off. While taking sweatshirt off, staff [REDACTED] and [REDACTED] grab both sleeves aggressively as to remove shirt quicker. Client [REDACTED] stands up and takes a swing at staff Anderson. The two staff and an one additional staff take client [REDACTED] to the ground. While on the ground, client [REDACTED] is seen biting staff [REDACTED] on the arm. Staff Anderson is seen jabbing the face of client [REDACTED] with her right hand with a fist. Staff [REDACTED] is then seen pushing her fist against client [REDACTED]'s face. Two supervisors are then seen assisting, making total staff/client ratio 5:1. It then appears that client [REDACTED] spits at staff. Staff [REDACTED] and [REDACTED] are seen pulling client [REDACTED]'s undershirt over her head as to prevent her from spitting. Supervisors seem to advise staff [REDACTED] and [REDACTED] not to do this at which point client [REDACTED]'s shirt is pulled off of her face. The hold continues without further incident and client is released. Facility cited 109.1g and 905.4g. As to document sub-regulation 109.1g) Engaging in behavior that could be viewed as sexual, dangerous, exploitative, or physically harmful to children. Sub-regulation 905.4g) Physical injury or threat of bodily harm. Both staff [REDACTED] and [REDACTED] have been suspended pending certain termination from employment by Millcreek. All Millcreek staff will be retrained on Acadia Zero Tolerance for Abuse and Neglect.



Division of Child Care & Early Childhood Education
P.O. Box 1437, Slot S140, Little Rock, AR 72203-1437
P: 501.508.8910 F: 501.683.6060 TDD: 501.682.1550

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: 5/25/2023

Home Visit Date: 5/25/2023

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulation Number: 1. 109. 1 .g

Regulation Description: Unprofessional conduct in the practice of child welfare activities shall include, but not limited to the following:

Findings Description: [REDACTED] and [REDACTED] are seen aggressively pulling client [REDACTED]'s shirt off, staff [REDACTED] on striking client [REDACTED] with a fist, and both staff [REDACTED] and [REDACTED] pulling client [REDACTED]'s shirt over her head during a hold.

Action Due Date:

Action Due Description:

Comply Date:

Sub Regulation Description:

Regulation Number: 9. 905. 4 .g

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

Findings Description: Staff [REDACTED] and [REDACTED] are seen aggressively pulling client [REDACTED]'s shirt off, staff [REDACTED] striking client [REDACTED] with a fist, and both staff [REDACTED] and [REDACTED] pulling client [REDACTED]'s shirt over her head during a hold.

Action Due Date:

Action Due Description:

Comply Date:

Sub Regulation Description:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Facility visited 5/25/23 and video reviewed of facility reported maltreatment incident. Facility reported this incident to the Child Abuse Hotline. Two staff are seen standing, [REDACTED] and [REDACTED]. Client [REDACTED] is sitting, staff reportedly asking client [REDACTED] to take her sweatshirt off for contraband search. Client [REDACTED] is seen beginning to take her sweatshirt off. While taking sweatshirt off, staff [REDACTED] and [REDACTED] grab both sleeves aggressively as to remove shirt quicker. Client [REDACTED] stands up and takes a swing at staff [REDACTED]. The two staff and one additional staff take client [REDACTED] to the ground. While on the ground, client [REDACTED] is seen biting staff [REDACTED] on the arm. Staff [REDACTED] is seen jabbing the face of client [REDACTED] with her right hand with a fist. Staff [REDACTED] is then seen pushing her fist against client [REDACTED]'s face. Two supervisors are then seen assisting, making total staff/client ratio 5:1. It then appears that client [REDACTED] spits at staff. Staff [REDACTED] and [REDACTED] are seen pulling client [REDACTED]'s undershirt over her head as to prevent her from spitting. Supervisors seem to advise staff [REDACTED] and [REDACTED] not to do this at which point client [REDACTED]'s shirt is pulled off of her face. The hold continues without further incident and client is released.

Facility cited 109.1g and 905.4g. As to document sub-regulation 109.1g) Engaging in behavior that could be viewed as sexual, dangerous, exploitative, or physically harmful to children. Sub-regulation 905.4g) Physical injury or threat of bodily harm. Both staff [REDACTED] and [REDACTED] have been suspended pending certain termination from employment by Millcreek. All Millcreek staff will be retrained on Acadia Zero Tolerance for Abuse and Neglect.

Provider Comments:

The employees involved in this incident completed all facility training and development and met the competency requirements to perform Millcreek's expected job functions and responsibilities. This incident reflects actions taken by the staff members when they acted on their own accord. They failed to follow facility expectations, policies, and procedures. Their failure to respond accordingly was a violation of company policy and subjected them to disciplinary action that resulted in termination of employment and external reporting to the AR Child Abuse Hotline. There is no failure noted in any facility system, procedure, process, or practice. This incident further proves the

facility practices are sufficient and effective to respond when an employee acts of their own accord and acts against facility policy. As a precaution, a campus wide in-service of the ACADIA ZERO TOLERANCE Policy concerning Patient Abuse and Neglect is currently in progress.

CCL Staff Signature :

Date: 6/15/2023



Provider Signature :

Date: 6/15/2023

