



DHS Placement and Residential Licensing Unit
Office of the Secretary

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

Case Number: 018440

Date of Incident: 1/7/2024

Date Received by PRLU: 1/8/2024

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Incident Type: Dual

Report Description: [REDACTED] reported that two patients were fighting in his living unit. He inserted himself in the physical confrontation in an effort to calm the patients down. Two staff members placed him in a standing hold to contain his behavior. After they released him, [REDACTED] became verbally and physically aggressive towards the staff members. He attempted to punch staff members multiple times. [REDACTED] reported that staff member [REDACTED] punched him in return. [REDACTED] reported that he witnessed [REDACTED] being punched by staff member [REDACTED]. [REDACTED] became upset and kicked open the door to the living unit and walked outside. [REDACTED] confronted staff [REDACTED] asking why he punched [REDACTED]. [REDACTED] reports that [REDACTED] said, "Get the fuck out of my face. I don't give a fuck about none of you." and then punched [REDACTED] in the face. [REDACTED] reports that he backed up but kept questioning [REDACTED] and was punched two more times in the face. Nursing assessment: [REDACTED] has a swollen area behind his left ear. [REDACTED] was noted to have a raised area to left upper cheek area and right upper head area. No outside medical treatment was needed. The allegations were reported to the [REDACTED] and accepted for investigation by DHS. Referral ID: [REDACTED]. The allegation was reported to the [REDACTED]. No return correspondence has been received at this time. Staff member [REDACTED] was placed on administrative leave, pending the results of the internal and external investigation.

Interim Action Narrative: Staff [REDACTED] suspended pending investigation.

Maltreatment Narrative: Referral ID: [REDACTED]-Received provider complaint that clients [REDACTED] and [REDACTED] were assaulted by staff [REDACTED] during an altercation.

Licensing Narrative: 1/8/24-Received provider complaint that clients [REDACTED] and [REDACTED] were assaulted by staff [REDACTED] during an altercation. Phone call made to Chris Butler of Millcreek to ascertain whether there is video footage of this incident. Phone call received back from Chris Butler who stated the incident took place in Magnolia Hall and there is no video footage. 1/8/24-Phone call made to DCFS Investigator Tonyetta Flint who gave licensing permission to contact facility. Visit scheduled for 1/9/24,12:30PM with Tonyetta Flint at Millcreek. 1/9/24-Facility visited. Witness statements reviewed. It should be noted that Supervisor Shakaila Edwards witness statement reads "...patient flinched like he was about to jump staff. Staff [REDACTED] at this time and [REDACTED] did in return did hit [REDACTED]...". Clients [REDACTED] and [REDACTED] interviewed. Client [REDACTED] stated that multiple peers were arguing/fighting when staff [REDACTED] entered the cottage. Staff [REDACTED] and [REDACTED] had a verbal altercation before staff [REDACTED] punched, with his right hand, [REDACTED] left ear. [REDACTED] stated that staff "Ms. Shakaila and Deon" witnessed this. [REDACTED] interviewed. [REDACTED] stated that during the altercation, he was outside when staff [REDACTED] punched him, with a close fist, "3 times" in the face. [REDACTED] stated that staff S Smith witnessed this. Staff S Smith interviewed during today's visit. Staff S Smith confirmed that she witnessed staff [REDACTED] punch [REDACTED] in the face 3 times. She stated she attempted to intervene to no avail. Facility cited 109.1g: Unprofessional conduct in the practice of child welfare activities shall include without limitation: g) Engaging in behavior that could be viewed as sexual, dangerous, exploitative, or physically harmful to children. 905.4g: The following disciplinary actions shall not be used: g) Physical injury or threat of bodily harm. Per Chris Butler of Millcreek staff [REDACTED] will be terminated subsequent his suspension. 3/13/24-Received notification that maltreatment was unfounded.



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:

Record Visit Date: 1/9/2024

Home Visit Date: 1/9/2024

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Regulation Number: 100.109.1.g

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

Finding Description: Staff [REDACTED] punch clients [REDACTED] and [REDACTED] in the face.

Action Due Date: 2024-01-09

Action Due Description: Per Chris Butler of Millcreek, staff [REDACTED] will be terminated subsequent his suspension.

Comply Date:

Sub-Regulation Level 1 Description: Engaging in behavior that could be viewed as sexual, dangerous, exploitative, or physically harmful to children.

Action Due Description: Per Chris Butler of Millcreek, staff [REDACTED] will be terminated subsequent his suspension.

Regulation Number: 900.905.4.g

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

Finding Description: Staff [REDACTED] punched clients [REDACTED] and [REDACTED] in the face.

Action Due Date: 2024-01-09

Action Due Description: Per Chris Butler of Millcreek, staff [REDACTED] will be terminated subsequent his suspension.

Comply Date:

Sub-Regulation Level 1 Description: Physical injury or threat of bodily harm;

Action Due Description: Per Chris Butler of Millcreek, staff [REDACTED] will be terminated subsequent his suspension.

Narrative:

1/9/24-Facility visited. Witness statements reviewed. It should be noted that Supervisor Shakaila Edwards witness statement reads "...patient flinched like he was about to jump staff. Staff [REDACTED] at this time and [REDACTED] did in return did hit [REDACTED] Clients [REDACTED] and [REDACTED] interviewed. Client [REDACTED] stated that multiple peers were arguing/fighting when staff [REDACTED] entered the cottage. Staff [REDACTED] and [REDACTED] had a verbal altercation before staff [REDACTED] punched, with his right hand, [REDACTED] left ear. [REDACTED] stated that staff "Ms. Shakaila and Deon" witnessed this. [REDACTED] interviewed. [REDACTED] stated that during the altercation, he was outside when staff [REDACTED] punched him, with a close fist, "3 times" in the face. [REDACTED] stated that staff S Smith witnessed this. Staff S Smith interviewed during today's visit. Staff S Smith confirmed that she witnessed staff [REDACTED] punch [REDACTED] in the face 3 times. She stated she attempted to intervene to no avail. Facility cited 109.1g: Unprofessional conduct in the practice of child welfare activities shall include without limitation: g) Engaging in behavior that could be viewed as sexual, dangerous, exploitative, or physically harmful to children. 905.4g: The following disciplinary actions shall not be used: g) Physical injury or threat of bodily harm. Per Chris Butler of Millcreek staff [REDACTED] will be terminated subsequent his suspension.

Provider Comments:

The employee involved in this incident completed all required training and met competency standards, but they failed to adhere to the established expectations, policies, and procedures of our facility. Such a violation of company policy necessitated disciplinary action, including termination of employment, and reporting to the AR Child Abuse Hotline. It is imperative to underscore that this incident did not reveal any system, procedure, process, or practice within our facility that failed. The actions taken by the facility unequivocally proves that Millcreek has effective practices for responding to situations where an employee deviates from company policy. Additionally, our facility conducted in-service trainings on behavior management and de-escalation techniques, including a "tap out" procedure for when an employee becomes escalated. The supervisor present during this incident attempted to "tap out" the employee but the employee refused to remove himself from an escalated situation.

CCL Staff Signature :

Date: 1/9/2024



Provider Signature :

Date: 1/9/2024

