



Placement and Residential Licensing Unit

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: 019579

Date of Incident: 3/1/2024

Date Received by DCCECE: 3/4/2024

Facility Name: United Methodist Children's Home Little Rock Campus

Facility Number: 115

Incident Type: Dual

Report Description: On Friday 3/1/24 a [REDACTED] [REDACTED] age [REDACTED] DOB [REDACTED] native and resident. Non DHS client. reported to her therapist that : "[REDACTED] reported during her individual session that the week before, between Wednesday and Friday (Feb 21-Feb 23), she was getting her things ready to shower when a staff member came into the bathroom with her. She stated they were initially "joking around" by throwing tissues at each other but then the staff member tried to put [REDACTED] head into the toilet. [REDACTED] stated that she was trying to "fight against" the staff member to prevent her head from going into the toilet but the staff member was successful in putting [REDACTED] hand into the toilet. [REDACTED] then stated that she "somehow ended up on the floor with a split lip. "[REDACTED] reported that the staff member told her not to tell what happened because it would get her in trouble and to inform the nurses that she fell and split her lip. [REDACTED] reported that during the altercation in the bathroom, another staff member closed the bathroom door and informed other clients that "they did not need to see this. "[REDACTED] stated she exited the bathroom with the original staff member and informed the nurse she fell and split her lip. [REDACTED] also reported an incident that occurred the night of 02/26/24. She stated that she fought with staff and that staff "threw her on the ground and was on top of her," threw a shoe at her, and was pushing and hitting her during the altercation. [REDACTED] reported that the staff who was in the bathroom was [REDACTED] [REDACTED] and the staff that closed the door was [REDACTED] [REDACTED] [REDACTED] reported that the staff who threw the shoe at her and threw her on the ground on the 26th was [REDACTED] [REDACTED] [REDACTED] After review of camera footage on the incident of the bathroom you see [REDACTED] and staff [REDACTED] [REDACTED] horse playing around. Both are joking, laughing, and continuously playing around with each other. You see client [REDACTED] throw a jacket at staff, as staff [REDACTED] is playing back with her. Staff [REDACTED] does follow the client into the bathroom as other staff [REDACTED] [REDACTED] is in the foyer and at the door of the bathroom. You can hear but not

see the client and the staff laughing, joking, horse playing around. A couple minutes later you see staff leave laughing and then client comes out and throws wet toilet paper at the staff. They continue to laugh and joke during the duration of the evening until the client goes to bed. The staff had poor boundaries of horse playing with the clients. We have instructed her that this can not happen moving forward. We have not been able to find any evidence that the client reported this to the nurse of the "busted lip." [REDACTED]

[REDACTED] On the next incident, you see client [REDACTED] get upset after phone call with her mom. She came out of the phone booth, yelling, cursing, at staff. Staff redirect client about behavior, and client throws shoe at staff [REDACTED], staff picks up the shoe and takes it into the Bi office. We have not been able to find any evidence of staff [REDACTED] throwing a shoe at client [REDACTED]

Interim Action Narrative: [REDACTED]. Staff members were suspended [REDACTED]

Maltreatment Narrative: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Licensing Narrative: Program Coordinator reviewed complaint for licensing concerns. Program Coordinator will check for [REDACTED] and request permission to contact the facility. Program Coordinator inquired about camera footage and ICA for staff members mentioned. 3/5/2024, Program Coordinator checked for [REDACTED] and request permission to contact the facility. Program Coordinator reviewed camera footage and requested nursing notes. 3/12/2024, Program Coordinator inquired if resident was still at the facility. Facility reported resident is still at the facility. 4/2/2024, Program Coordinator checked [REDACTED] case still pending.



Division of Child Care & Early Childhood Education

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P: 501.508.8910 F: 501.683.6060 TDD: 501.682.1550

521 Visit Compliance Report

Licensee: United Methodist Children's Home Little Rock Campus

Facility Number: 115

Licensee Address: 2002 SOUTH FILLMORE
LITTLE ROCK AR 72204

Licensing Specialist: Kendra Rice

Person In Charge: Shannon Rouse

Record Visit Date: 3/5/2024

Home Visit Date: 3/5/2024

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Time of visit: 10:00 am to 11:15 am

Census: 32

Licensing received a complaint on 3/4/2024 for ELS Case #019579.

Program Coordinator reviewed camera footage with United Methodist Children's Home Little Rock Campus staff. Program Coordinator reviewed camera footage for both incidents and requested nursing note.

First video, residents and staff were observed in the foyer area. Program Coordinator observed resident and a staff member horseplaying. Resident was observed throwing a material object at a staff member and running into the bathroom. Program Coordinator observed staff member going toward the bathroom behind the resident.

Staff member was observed entering the bathroom with resident. Another staff member and peer were observed going toward the bathroom. The peer stood outside the door and the staff member stood in the doorway of the bathroom. While in the bathroom, Program Coordinator heard resident making sounds, but no sounds of distress.

The staff members and peer left the bathroom area. Briefly after, resident was observed coming out of the bathroom and continued to horseplay with staff. Resident did not appear to be in any pain, nor did she complain of being injured. Program Coordinator heard resident mention that she had fallen but a fall was not observed during the camera review.

Second video, resident was observed coming from the area where she was on the telephone. Entering the foyer, resident appeared to be upset. Program Coordinator heard resident cursing at staff. Staff could be heard trying to de-escalate the resident.

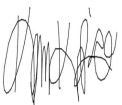
Program Coordinator observed resident throw a shoe at a staff member. The staff member was observed picking up the shoe and walking toward the BI Office. The staff member was not observed throwing the shoe at the resident. When the resident attempted to follow the staff member, another staff member blocked resident from following the staff member.

Licensing is not prepared to leave a finding at this time.

Provider Comments:

CCL Staff Signature :

Date: 3/5/2024



Provider Signature :

Date: 3/5/2024

Shannon Rouse

Provider corrective action: Staff on suspension pending outcome of investigation.



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521 Visit Compliance Report

Licensee: United Methodist Children's Home Little Rock Campus

Facility Number: 115

Licensee Address: 2002 SOUTH FILLMORE
LITTLE ROCK AR 72204

Licensing Specialist: Chelsea Vardell

Person In Charge:

Record Visit Date: 4/16/2024

Home Visit Date: 4/16/2024

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Licensing complaint 019579 has been investigated and determined to be UNFOUNDED.

Both staff involved in this incident received individual in-service re-training on CPI techniques along with a review of the different phases of intensive teaching.

Both staff involved in this incident can be removed from their current ICA and return to normal job duties.

Provider Comments:

CCL Staff Signature : *Chelsea Vardell*

Date: 4/16/2024

Provider Signature : *Craig Hanna*

Date: 4/16/2024