



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: 022639

Date of Incident: 7/17/2024

Date Received: 7/17/2024

Facility Name: Neurorestorative Timber Ridge

Facility Number: 102

Incident Type: [REDACTED]

Report Description: [REDACTED]

[REDACTED] The summary of the incident is below: Client [REDACTED] was making loud noises in an attempt to provoke another client. Staff utilized verbal de-escalation skills however the intervention was not effective. Team lead, [REDACTED] then intervened to assist the client [REDACTED] away from the one he was trying to provoke. Team lead pre-taught client [REDACTED] about going to his room, but client went and sat on the couch. Client got up off of the couch, independently, and started walking towards his room. Client stopped at the beginning of the hallway and began to be aggressive towards team lead. Staff, [REDACTED], came to assist team lead, and when she went in to intervene, client turned and spat in staff, [REDACTED] face. After the client spat in her face, staff, [REDACTED] slapped client in the back of the head/neck area with an open hand. Staff, [REDACTED] then tried to hit the client a second time when client fell to the ground, but witness, team lead, unsure if she made contact, but team lead was attempting to move closer to staff, Shundra, and client to intervene and maintain safety. Client attempted to kick staff [REDACTED] but team lead moved staff back when the staff reach to attempt to hit client again. Team lead unsure if staff made contact to the client. When team lead intervened he asked staff [REDACTED] to step away. Team lead went with client to his room and switched out with a different staff, [REDACTED] and immediately notified Director, [REDACTED] [REDACTED] Director directed team lead to send staff [REDACTED] [REDACTED] home and off of premises. [REDACTED] [REDACTED] complied and left. This client is [REDACTED]. Staff to client ratio was 4:4 and this occurred in the RSPD program. [REDACTED]

Interim Action Narrative: A/O was suspended pending certain termination.

[REDACTED]

Licensing Narrative: 7/17/24-Witness statements, case manager notes, nursing notes and prior proof of trainings for A/O sent to licensing and reviewed. Witness statements support allegation did indeed occur. Facility cited 109.1g and 404.4h .



Division of Child Care & Early Childhood Education
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521 Visit Compliance Report

Licensee: Neurorestorative Timber Ridge

Facility Number: 102

Licensee Address: 15000 TIMBERRIDGE LANE
BENTON AR 72019

Licensing Specialist: Clayton DeBoer

Person In Charge: Kenleigh Bennett

Record Visit Date: 7/17/2024

Home Visit Date: 7/17/2024

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: Witness statement support that staff [REDACTED] slapped client [REDACTED] in the back of the head/neck area with an open hand.

Action Due Date: 2024-07-17

Action Due Description: Staff [REDACTED] immediately suspended pending certain termination.

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: Staff [REDACTED] immediately suspended pending certain termination.

Regulation Number: 400.404.4.h

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

Finding Description: Witness statements support that staff [REDACTED] slapped client [REDACTED] in the back of the head/neck area with an open hand.

Action Due Date: 2024-07-17

Action Due Description: Staff [REDACTED] suspended pending certain termination.

Comply Date:

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

Action Due Description: Staff [REDACTED] suspended pending certain termination.

Narrative:

No site visit conducted. This is to document response to complaint that [REDACTED] slapped client [REDACTED] in the back of the head/neck area with an open hand. Alleged incident occurred at Neurorestorative Timber Ridge Americana Residential House. Facility provided licensing with nursing notes, staff witness statements, and case management notes which were all reviewed. Witness statements support that alleged incident did indeed occur. Facility cited 109.1g and 404.4h. Prior de-escalation and CPI training for A/O provided to licensing. Staff [REDACTED] was immediately suspended pending certain termination.

Provider Comments:

CCL Staff Signature :

Date: 7/17/2024



Provider Signature :

Date: 7/17/2024