



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: 023248

Date of Incident: 8/16/2024

Date Received: 8/16/2024

Facility Name: Neurorestorative Timber Ridge

Facility Number: 102

Incident Type: Dual

Report Description: [REDACTED] was engaged in a behavioral outburst and two staff intervened to maintain safety. One staff [REDACTED] utilized improper intervention by grabbing his shirt and while grabbing his shirt he hit the wall. The second staff immediately asked for the staff to leave. Another staff [REDACTED] came to assist in intervening to maintain safety and the client stated that the staff who was asked to leave, grabbed him too tight and that the staff scratched him. The nurse did complete a follow up and noted the scratches, the nurse cleaned and treated the area. The therapist completed a follow up as well, the information that client and witnesses provided [REDACTED]. Staff to client ratio 6:8 [REDACTED] and [REDACTED] have been suspended on active investigation leave pending HR decision on employment and investigation.

Interim Action Narrative: Resident was assessed by the nurse and two staff members were placed on suspension.

Maltreatment Narrative: AV is 10yo [REDACTED] AO is [REDACTED], but potential AOs include [REDACTED] and [REDACTED]. [REDACTED] caseworker's name is [REDACTED], out of [REDACTED] pulled AV up by shirt and shoved AV into the wall. [REDACTED] threatened AV stating "you better be lucky staff saved you?". When other staff checked on AV, there were scratches left on AV's arm. [REDACTED] was attempting to de-escalate a situation involving AV prior to the incident with [REDACTED] grabbed AV by the arm and walked AV to his room to try to take AV to a lower stimulation area. AV reported that [REDACTED]

grabbed him really hard while outside. There are reported to be skin discoloration and scratches currently on AV's arm from the incidents. The injuries were cleaned at the facility, and the involved staff are currently suspended pending investigation. AV has a current discharge date from Timber Ridge Behavioral Health in Benton of [REDACTED]

Licensing Narrative: 8/16/24-Facility provided documentation that has been uploaded. Program Coordinator requested the [REDACTED] and facility reported more information will be provided once received. [REDACTED]. Phone call received from [REDACTED] of Timber Ridge that staff have been placed on leave pending certain termination. Witness statements and nursing note support that unprofessional conduct and disciplinary action that resulted in physical injury and threat of bodily harm did indeed occur. Facility will be cited 109.1g and 905.4g. 8/19/24-Email sent to [REDACTED] and [REDACTED] to get permission to contact facility and A/V regarding allegation. Visit scheduled for 8/19/24. [REDACTED] granted permission for licensing to contact facility and/or alleged victim. Facility visited and cited 109.1g and 905.4g.



Division of Child Care & Early Childhood Education
P.O. Box 1437, Slot S140, Little Rock, AR 72203-1437
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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: 8/19/2024

Home Visit Date: 8/19/2024

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

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 engaged in behavior that could be viewed as physically harmful to children.

Action Due Date: 2024-08-16

Action Due Description: Staff 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 immediately suspended pending certain termination.

Regulation Number: 900.905.4.g

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

Finding Description: Staff used disciplinary action that resulted in physical harm.

Action Due Date: 2024-08-16

Action Due Description: Staff immediately suspended pending certain termination.

Comply Date:

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

Action Due Description: Staff immediately suspended pending certain termination.

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

Facility visited 8/19/24 in response to complaint that staff [REDACTED] and [REDACTED] used inappropriate physical force with client [REDACTED]. Witness statement from staff [REDACTED] supports that staff [REDACTED] was both unprofessional and used excessive force resulting in physical injury to client [REDACTED]. Nursing note supports that [REDACTED] received scratches after this incident. The nursing note supports that staff [REDACTED] may have been responsible for physical injury to client [REDACTED]. Facility cited 109.1g and 905.4g. Staff [REDACTED] and [REDACTED] immediately suspended pending certain termination.

Provider Comments:

CCL Staff Signature :

Date: 8/19/2024



Provider Signature :

Date: 8/19/2024

