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: 023679

Date of Incident: 8/24/2024

Date Received: 9/3/2024

Facility Name: Piney Ridge Treatment Center

Facility Number: 203

Incident Type: Dual

Report Description: On 08/25/2024, [redacted] wrote a grievance against BHA [redacted] saying that [redacted] called him, [redacted] and another resident a name. He said [redacted] shoved them on their beds and ripped up their papers. Upon speaking with the RC, it was reported that [redacted] and [redacted] had been antagonizing [redacted] all night, calling him names and commenting on his deceased child. After internal review, this was reported to the [redacted] and was accepted for investigation on 8/30/24. The incident was assigned to the [redacted]. It is believed by PRTC that the [redacted] was only accepted for [redacted] The staff has been suspended pending investigation. [redacted] came to interview the resident on 9/1/24

Interim Action Narrative:

Maltreatment Narrative: [redacted] Over the weekend, on 8/24, [redacted] wrote a grievance saying [redacted] entered his and [redacted] ?s bedroom and shoved them both. 2 other roommates were asleep and didn?t see it. When they were shoved, [redacted] fell backwards into his bed and hit his head on the top bunk. [redacted] was shoved into the bookshelf. It is unknown if [redacted] hit his head. No reported injuries. Another staff reported hearing the 2 kids yelling that [redacted] shoved them and [redacted] responded with ?yeah because you kicked me first?. [redacted] then started ripping up the children?s things. [redacted] was suspended from the facility.

Licensing Narrative: 9/3/2024 - The complaint was reviewed by the licensing specialist. Permission was obtained from investigator [redacted] to follow up with the facility for the following information: ? If the resident wrote a grievance on 8/24/2024, why was it not called into the [redacted] until 8/30/2024?[Ronissa Adams] complaint was completed on 8/25/24, the patient advocate was out for emergency family leave, obtained on 8/27/24 late in the afternoon by admin. The complaint was confusing at first and was reviewed internally. ? Confirm the staff is on suspension[Ronissa Adams] - yes ? Request any witness statements - In most instances these are not released. We will further consult with corporate. ? Is any video footage of these children?s hallway to show if the staff went into the bedroom[Ronissa Adams] - We tried to download the video ? but it kept erroring out and would not save. But it is not uncommon for staff to go into bedrooms to unlock bathroom doors, etc. ? The names of all the staff that were working on this until at the time of the alleged incident. [Ronissa Adams] [redacted], [redacted] and [redacted] was assigned to East. I do believe that various supervisors were working at the facility that night, to include the COO and CEO. Various different timeframes where reported. ? Names of all the roommates in this bedroom[Ronissa Adams] - [redacted] [redacted] [redacted] and [redacted] Has this A/O ever had any complaints made about him before[Ronissa Adams] HR Director will not be back in the office until Wednesday ? 9/4/24. 9/4/2024 - Licensing specialist followed up with the facility. Requested a copy of the resident grievance form and facility policy for mandated reporting. Notified the facility that it is common practice to request witness statements from the facility and would need them no later than 9/6/2024. 9/5/2024 - The following response was received from facility staff: "It was confusing because the times that the residents listed on complaints was earlier in the night. In addition, the complaint alluded to this occurring in the bedroom hallway according to at least one of the residents. The time frame was confusing as Trish Marshall and Justin Hoover was at the facility that evening for multiple hours including one or the other of the two spending a lot of time on the east unit hallway. Trish Marshall ? COO, Ronissa Adams ? DPI/RM and Kathy Vickers ? DHR reviewed multiple hours of video from that night and from what we saw in the hallway ? could not see what we understood of the incident. However both Trish and I attempted to save video from the evening/night in question and it kept erroring out and would not save. Because of the different time frames being said and a couple of different places where the incident could have occurred we believed it was important to review thoroughly. If you plan to come here ? I can show you the statements and continue to consult on your request. FYI [redacted] will be here tomorrow to speak to individuals. Jarred ? I hope that this clears up any confusion as we continue our collaboration. In addition I have attached the policies to this email." Resident grievance and facility policy attachments have ben reviewed and uploaded to ELS. 9/6/2024 - A visit was conducted at the facility to address concerns for the complaint, obtain witness statements for the following staff: [redacted], [redacted], and [redacted]. Obtain witness statements for the following residents: [redacted] [redacted] [redacted] and [redacted] obtain a copy for the grievance report made on 8/25/2024 from resident

[redacted] and address the [redacted] report not being made immediately after the it was reported to staff. Staff [redacted] was interviewed at the facility in regards to mandated reporting and the reported complaint. 9/26/2024, facility inquired about ICA being lifted. 9/30/2024 - Findings 521 inspection sent to facility. Licensing findings are UNFOUNDED. Training for the incident has been reviewed and uploaded to ELS. 10/22/2024 Approved by Progream Coordinator. Case complete.

ARKANSAS DEPARTMENT OF HUMAN SERVICES
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: Piney Ridge Treatment Center

Facility Number: 203

Licensee Address: 2805 E ZION RD
FAYETTEVILLE AR 72703

Licensing Specialist: Jarred Parnell

Person In Charge: Ronissa Adams

Record Visit Date: 9/6/2024

Home Visit Date: 9/6/2024

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulation Number: 100.110.9.a

Regulation Description: Any owner, operator, employee, foster parent, or volunteer in a child welfare agency shall immediately notify the Child Abuse Hotline if they have reasonable cause to suspect that a child has

Finding Description: A maltreatment report was made by a resident on 8/25/2024. A maltreatment hotline report was not made until 8/27/2024

Action Due Date: 2024-09-10

Action Due Description: Staff [redacted] and [redacted] shall receive re-training on mandated reporting. Documentation of completed training should be sent to the licensing specialist by 9/16/2024

Comply Date:

Sub-Regulation Level 1 Description: Been subjected to child maltreatment

Action Due Description: Staff [redacted] and [redacted] shall receive re-training on mandated reporting. Documentation of completed training should be sent to the licensing specialist by 9/16/2024

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

9/6/2024 - A visit was conducted at the facility for complaint #023679 to review information in regards to the alleged incident, obtain available documentation for staff and residents, review facility policy for mandated reporting and maltreatment reporting. Video footage for the incident was not available for review.

The following documentation was reviewed at the facility

- Resident grievance documentation for [redacted]
- Witness statement for staff:
  - [redacted]

Witness statements for residents:

- [redacted] and [redacted]

An interview was conducted with facility staff supervisor [redacted] for information regarding the report and mandated reporting policy and practices.

Licensing Specialist spoke with facility administration concerning why a resident grievance alleging maltreatment dated for 8/25/2024 was not reported to the maltreatment hotline until 8/27/2024. Facility staff stated there was some confusion regarding time frames for the alleged incident based on statements from the residents and large amounts of video footage was reviewed prior to making the report. This was to ascertain whether there was reasonable cause to submit a maltreatment report.

Maltreatment reporting policy was discussed with the facility as well as the licensing standard 110.9 which states:

9. Any owner, operator, employee, foster parent, or volunteer in a child welfare agency shall immediately notify the Child Abuse Hotline if they have reasonable cause to suspect that a child has

a. Been subjected to child maltreatment

b. Died as a result of child maltreatment; or

c. If they observe a child being subjected to conditions or circumstances that would reasonably result in child maltreatment.

Staff [redacted] is currently suspended pending the investigation.

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

Provider Comments:

Please see on Page 3.

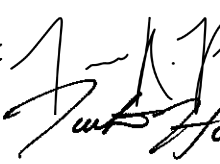
Piney Ridge Treatment Center takes the issues of transparency and patient safety very seriously, with a strong commitment to addressing all concerns related to maltreatment in an open and honest manner. Our Risk Department, along with other key team members, prioritize the handling of complaints and investigations to ensure that we not only meet established standards but also provide the safest possible environment for our patients. Ensuring that every concern is investigated thoroughly is central to our mission, and we are committed to upholding the highest standards of care and safety.

One of the concerns recently raised involves the notification timeline for reporting, which involves two key issues. The first issue concerns the method by which the complaint was delivered. Specifically, the complaint was placed in a grievance box that is not checked seven days a week. This is an internal process that is currently under review to ensure timelier responses in the future. We recognize that any delay in reviewing grievances can affect the speed of our actions, and we are actively working on improving this procedure.

The second issue pertains to the interpretation of the relevant standard, specifically regulation 110.9, which states that any owner, operator, employee, foster parent, or volunteer in a child welfare agency must immediately notify the Child Abuse Hotline if they have reasonable cause to suspect maltreatment. We strictly followed the standard, which requires a determination of reasonable cause before reporting. Reasonable cause implies a need for some level of investigation or evidence gathering to support the facts before a conclusion is drawn that maltreatment may have occurred.

Our interpretation of "reasonable cause" requires us to first establish whether there is a factual basis or proof of the event before hotlining. This process is critical to ensure that reports are accurate and grounded in fact. However, we understand that different interpretations of this standard may exist, and we are open to reviewing our approach to ensure alignment with both legal requirements and best practices. If the standard is expected to be interpreted differently, we believe the term "reasonable cause" should be reconsidered to ensure clarity in its application and be removed or provide a legal definition verses interpretation.

Ultimately, we did self-report this complaint once we determined that there was reasonable cause to believe the event in question could have occurred. Our commitment is to patient safety, and we will continue to review and improve our internal processes to ensure that all concerns are addressed promptly and appropriately. Our focus remains on providing a safe, supportive environment for all individuals in our care.

CCL Staff Signature :  Date: 9/10/2024

Provider Signature : Date: 9/10/2024

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FAYETTEVILLE AR 72703

Licensing Specialist: Jarred Parnell

Person In Charge:

Record Visit Date: 9/30/2024

Home Visit Date: 9/30/2024

Purpose of Visit: Complaint Visit

Regulations Out of Compliance:

Regulations Needing Technical Assistance:

Regulation Not Applicable:

Regulations Not Correctable:

Narrative:

No in-person licensing visit completed on 9/30/2024.

Licensing Specialist received a complaint on 9/3/2024 for ELS Case #023679.

This complaint has been **UNFOUNDED** by licensing.

Provider Comments:

CCL Staff Signature :  Date: 9/30/2024

Provider Signature : Date: 9/30/2024