



**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

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**Notice of Serious Incident**

**Case Number:** 024229

**Date of Incident:** 9/23/2024

**Date Received:** 9/24/2024

**Facility Name:** Millcreek of Arkansas PRTF

**Facility Number:** 233

**Incident Type:** Licensing

**Report Description:** [REDACTED] was involved in an altercation on her unit. She was targeted by several peers. Code green was called and staff separated. Staff took [REDACTED] to Dallas County Medical Center to be checked out due to complaint of face pain. All scans and x-rays [REDACTED] She was released back to Millcreek.

**Interim Action Narrative:**

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**Maltreatment Narrative:**

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**Licensing Narrative:** 9/24/24-Reviewed for licensing concerns. Email sent to facility requesting safety plan for targeted client, nursing note and any incident reports and/or witness statement. Emily Burris of Millcreek confirmed via text message there was video of this incident. Visit scheduled for 9/25/24. 9/25/24-Facility visited and video reviewed. Facility cited 907.2. 10/4/24-Training for staff involved provided to licensing.



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:** Millcreek of Arkansas PRTF

**Facility Number:** 233

**Licensee Address:** 1828 INDUSTRIAL DR  
FORDYCE AR 71742-7110

**Licensing Specialist:** Clayton DeBoer

**Person In Charge:**

**Record Visit Date:** 9/25/2024

**Home Visit Date:** 9/25/2024

**Purpose of Visit:** Self Report Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Regulation Number:** 900.907.2

**Regulation Description:** Child caring staff shall be responsible for providing the level of supervision, care, and treatment necessary to ensure the safety and well-being of each child at the facility, taking into account the child's age, individual differences and abilities, surrounding circumstances, hazards and risks.

**Finding Description:** Two staff seen doing little physically to prevent attack on client by peers.

**Action Due Date:** 2024-10-14

**Action Due Description:** Staff [REDACTED] and [REDACTED] will be retrained on TCI and proof of training will be provided to licensing.

**Comply Date:**

**Action Due Description:** Staff [REDACTED] and [REDACTED] will be retrained on TCI and proof of training will be provided to licensing.

**Narrative:**

Facility visited in response to self-report that client [REDACTED] was taken to the hospital after an altercation with peers. Video reviewed. Initial staff/client ratio: 2:5, transitioning to 2:8 by the end of the altercation. [REDACTED] received several kicks to the facial area. While this was happening staff [REDACTED] had already walked away to call a Code Green. The other staff, [REDACTED] was within arms' length of [REDACTED] while [REDACTED] was being kicked in the facial area and did little physically to intervene. [REDACTED] extended her arms as to deescalate attack, but never used body as a barrier or removed [REDACTED] from the area in attempt to prevent attack. Facility cited 907.2. Both staff [REDACTED] and [REDACTED] will be retrained on TCI. Proof of training will be provided to licensing.

**Provider Comments:**

We assert that the staff members did intervene with minimal physical contact. We acknowledge the citation and agree that improvements need to be made. As part of our response, both staff members involved in the incident are undergoing retraining in de-escalation techniques through Therapeutic Crisis Intervention (TCI). This will ensure they are better equipped to handle challenging situations while prioritizing the safety and well-being of the children in our care.

However, we feel it is important to highlight an ongoing concern regarding the regulatory climate and the processes involved in maltreatment investigations. While we fully support and comply with safety standards and protocols, the current environment seems to be inadvertently creating a situation where staff are hesitant to intervene in critical moments. There is a growing fear among staff that any action, even those intended to protect a child, could result in personal repercussions or accusations of misconduct. This hesitancy to act in real-time incidents could lead to greater risks for both children and staff members.

We believe this unintended consequence is putting both our employees and the children in a precarious position, which could be detrimental to the overall safety of our facility. We hope that, through open communication, we can work together to create a system where staff feel confident in their ability to protect children without fear of reprisal, while still maintaining accountability and high standards of care.

CCL Staff Signature :

Date: 9/25/2024



Provider Signature :

Date: 9/25/2024

