



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: 024390

Date of Incident: 9/29/2024

Date Received: 9/30/2024

Facility Name: Perimeter of the Ozarks

Facility Number: 237

Incident Type: Licensing

Report Description: ? Serious injury requiring outside medical attention ? Resident?s attempted suicide ? Allegation of abuse/neglect related to a restraint ? Resident?s death ? AWOL/Elopement ? Allegation of sexual/physical abuse ? Sexual Misconduct X Other,

Arrest Patient/Resident Name/DOB: [REDACTED] Date/Time of incident: 09/29/24 at 21:30 Patient Insurance: [REDACTED] Name of Perimeter Staff Making Notification Date Time Name of Person Notified DHS Charriot Sales, Director of Risk Management 09/30/24 18:00 Felicia Harris, Chelsea Vardell, Kendra Rice, Jarred Parnell OLTC Charriot Sales, Director of Risk Management 9/30/24 18:00

Jeff.rosenbaum@dhs.arkansas.gov Disability Rights Center, Inc. Charriot Sales, Director of Risk Management 09/30/24 18:00 incidentreporting@disabilityrightsar.org Perimeter Charriot Sales, Director of Risk Management 09/30/24 18:00 Skyler Barnes, Shawna Stover, Chris Perry, Brandy Pfeifer, Carey Ouzts, Rebecca Thomas Guardian/Caseworker Sabrina McLellen, LPN 09/29/24 23:30 [REDACTED] Charriot R. Sales, Director of Risk Management 09/30/24

Signature and title of staff completing this form Date: Name of Facility: Perimeter Behavioral of the Ozarks Phone Number: 479-957-9857 ext. 108 Street Address, City, State, Zip: 2466 S. 48th Street Suite B. Springdale, AR 72762

Please describe the incident: On 09/29/24, the Springdale Police Department was called to respond to an incident on scene. During their visit, resident [REDACTED] attacked and assaulted several staff. She was taken to the Juvenile Detention Center and was scheduled for court on 09/30/24 at 08:10. She returned to Perimeter on 09/30/24 at approximately 14:00. Actions

Taken: ? Called the Springdale Police Department. ? Resident taken to the Juvenile Detention Center. ? Court appointment on 30 Sep 24 at 08:10. ? Guardian notified.

Interim Action Narrative:

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## Maltreatment Narrative:

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Licensing Narrative: 10/1/2024 - The provider reported incident was reviewed by the licensing specialist. Licensing specialist will follow up with facility for camera footage of if the resident received a citation. 10/1/2024 -Citation information received, reviewed, and uploaded to ELS. 10/3/2024 - A visit was conducted at the facility to review camera footage for the report incident. Timestamp for the video footage was 9/29/2024 - at 8:18 PM - 10 staff present for the incident. Residents can be seen in different positions in the sun room. Resident [REDACTED] can be seen standing on a chair and removing a light fixture cover in the sun room. Staff [REDACTED] can be seen walking into the unit and initiates a restraint on [REDACTED]. The staff and resident struggle for a moment, [REDACTED] can be seen assisting [REDACTED] and takes over the restraint, [REDACTED] removes himself from the restraint and [REDACTED] is assisted by another staff. Resident [REDACTED] is restrained by staff person [REDACTED] for approximately 30 seconds to one minute. Police arrive at 8:20PM and remove [REDACTED] to the milieu and then transport the resident JDC. Licensing discussed preventative measures the facility is taking in order to deescalate resident before restraints and police intervention is required.

1. De-escalation Training All staff members undergo regular training in crisis prevention and intervention via Handle with Care, with a strong emphasis on verbal de-escalation techniques. This includes recognizing early signs of agitation and employing strategies such as verbal de-escalation, calming techniques, and environmental modifications to support regulation.
2. Therapeutic Interventions and Programming We have increased the availability of therapeutic programming, including group and individual therapy sessions, to address emotional regulation, conflict resolution, and coping skills. By focusing on these skills in a structured manner, we aim to reduce underlying stressors and improve residents' ability to handle challenging situations.
3. Trauma-Informed Care Approach We continue to use a trauma-informed care framework, which emphasizes understanding the root causes of behavior, considering trauma histories, and using empathy to guide our interactions with residents. This approach helps reduce triggers and build trust between staff and residents, mitigating tensions.
4. Leadership Review of Emergency Safety Interventions (ESIs) In addition to these preventative measures, all Emergency Safety Interventions (ESIs) are reviewed by leadership to ensure that best practices are being followed. This review process includes analyzing the circumstances that led to the intervention, evaluating whether preventative strategies were properly applied, and identifying areas for improvement. By conducting these thorough reviews, we aim to reduce the frequency of incidents requiring restraints or outside intervention and to further refine our de-escalation protocols. We are committed to maintaining a safe and supportive environment for all residents and staff and continue to review and refine our practices to meet these goals. If you have any additional

suggestions or would like to discuss our strategies further, we are more than happy to set up a time for a deeper conversation.



**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:** Perimeter of the Ozarks

**Facility Number:** 237

**Licensee Address:** 2466 SOUTH 48TH STREET  
SPRINGDALE AR 72766

**Licensing Specialist:** Jarred Parnell

**Person In Charge:** Charriot Sales

**Record Visit Date:** 10/8/2024

**Home Visit Date:** 10/8/2024

**Purpose of Visit:** Self Report Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

10/7/2024 - A visit was conducted at the facility to review camera footage for the report incident 024390. Timestamp for the video footage was 9/29/2024 - at 8:18 PM - 10 staff present for the incident. Residents can be seen in different positions in the

sun room. Resident [REDACTED] can be seen standing on a chair and removing a light fixture cover in the sun room. Staff [REDACTED] can be seen walking into the unit and initiates a restraint on [REDACTED]. The staff and resident struggle for a moment. [REDACTED] can be seen assisting [REDACTED] and takes over the restraint, [REDACTED] removes himself from the restraint and [REDACTED] is assisted by another staff. Resident [REDACTED] is restrained by staff person [REDACTED] for approximately 30 seconds to one minute. Police arrive at 8:20PM and remove [REDACTED] to the milieu and then transport the resident [REDACTED].

Licensing discussed preventative measures the facility is taking in order to deescalate resident before restraints and police intervention is required.

#### 1. De-escalation Training

All staff members undergo regular training in crisis prevention and intervention via Handle with Care, with a strong emphasis on verbal de-escalation techniques. This includes recognizing early signs of agitation and employing strategies such as verbal de-escalation, calming techniques, and environmental modifications to support regulation.

#### 2. Therapeutic Interventions and Programming

We have increased the availability of therapeutic programming, including group and individual therapy sessions, to address emotional regulation, conflict resolution, and coping skills. By focusing on these skills in a structured manner, we aim to reduce underlying stressors and improve residents' ability to handle challenging situations.

#### 3. Trauma-Informed Care Approach

We continue to use a trauma-informed care framework, which emphasizes understanding the root causes of behavior, considering trauma histories, and using empathy to guide our interactions with residents. This approach helps reduce triggers and build trust between staff and residents, mitigating tensions.

#### 4. Leadership Review of Emergency Safety Interventions (ESIs)

In addition to these preventative measures, all Emergency Safety Interventions (ESIs) are reviewed by leadership to ensure that best practices are being followed. This review process includes analyzing the circumstances that led to the intervention, evaluating whether preventative strategies were properly applied, and identifying areas for improvement. By conducting these thorough reviews, we aim to reduce the frequency of incidents requiring restraints or outside intervention and to further refine our de-escalation protocols.

We are committed to maintaining a safe and supportive environment for all residents and staff and continue to review and refine our practices to meet these goals. If you have any additional suggestions or would like to discuss our strategies further, we are more than happy to set up a time for a deeper conversation.

### Provider Comments:

CCL Staff Signature :

Date: 10/8/2024



Provider Signature :

Date: 10/8/2024



