



**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: 027293

Date of Incident: 2/1/2025

Date Received: 2/4/2025

Facility Name: Millcreek of Arkansas PRTF

Facility Number: 233

Incident Type: [REDACTED]

**Report Description:** On February 1, 2025, [REDACTED] exhibited agitation after a game of Tic-Tac-Toe, during which he forcefully kicked open the living unit door. Despite multiple prompts from staff to return, he remained outside. As the situation escalated, a physical restraint was implemented when [REDACTED] resisted a staff member's attempt to assist him from his seated position against the wall. Following the release from the restraint, [REDACTED] was escorted to his room, where he engaged in self-injurious behavior by striking himself with a plastic tote. Due to the continued risk of harm, a second physical restraint was applied. Upon assessment, [REDACTED] reported pain at a 5/10 level but demonstrated a full range of motion with no visible swelling or deformity. Initially, it was considered that the pain might have resulted from the forceful contact with the door. A subsequent evaluation on February 3rd led to a referral to [REDACTED] for an outpatient x-ray, [REDACTED]. During a follow-up interview, [REDACTED] stated that he first noticed the pain while being physically escorted to his room. He acknowledged fighting against staff members and struggling during the escort. He expressed that he did not believe the injury was intentional. Millcreek has made a report to the [REDACTED]. No return correspondence has been received at the time of this report.

**Interim Action Narrative:** Per [REDACTED], two A/O's will be named in this case: [REDACTED] and [REDACTED]. Phone call made to Chris Butler of Millcreek 2/5/25. Both A/O's will immediately be placed on administrative leave pending investigation and/or

██████████ Narrative: A/V is ██████████. A/O is unknown (staff at Millcreek of Arkansas). PRFCs are ██████████. On February 1, 2025, ██████████ exhibited agitation after a game of Tic-Tac-Toe, during which he forcefully kicked open the living unit door. Despite multiple prompts from staff to return, he remained outside his living unit. As the situation escalated, a physical restraint was implemented when ██████████ resisted a staff member's attempt to assist him from his seated position against the wall. Following the release from the restraint, ██████████ was escorted to his room, where he engaged in self-injurious behavior by striking himself with a plastic tote. Due to the continued risk of harm, a second physical restraint was applied. Upon assessment, ██████████ reported pain at a 5/10 level but demonstrated a full range of motion with no visible swelling or deformity. Initially, it was considered that the pain might have resulted from the forceful contact with the door. A subsequent evaluation on February 3rd led to a referral to ██████████ for an outpatient x-ray, ██████████. During a follow-up interview, ██████████ stated that he first noticed the pain while being physically escorted to his room. He acknowledged fighting against staff and struggling during the escort. He expressed that he did not believe the injury was intentional.

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Licensing Narrative: 2/4/25-██████████. ██████████ Clayton DeBoer and granted permission to visit the facility. Phone call was made to Emily Burris and Chris Butler of Millcreek to ascertain if there was an A/O. Ms. Burris and Mr. Butler indicated they did not see anything in video reviewed that would support allegation against a specific staff. 2/5/24-Phone call made to ██████████ who visited A/V and reviewed video yesterday. ██████████ stated that there would be two A/O's in this report: ██████████ and ██████████). Phone call made to Emily Burris and Chris Butler of Millcreek that both A/O's would need to be placed on administrative leave pending investigation and/or an approved ICA by Program Manager Chelsea Vardell. Visit scheduled for 2/6/25. Per phone call with Chris Butler, the incident occurred on 2/1/25, but there was no complaint or hospital visit until 2/3/25, thus was reported timely. 2/5/25-ICA requested for ██████████. 2/6/25-Facility visited and camera footage reviewed. Facility cited 905.9. Licensing is not prepared to make a complaint finding at this time. 2/11/25-ICA for ██████████ approved by Program Manager Chelsea Vardell. 2/14/25-Staff training sent to licensing. Witness Statements for incident provided to licensing and reviewed. ██████████ statement indicates his ankle was injured by staff. All staff statements do not support that client was injured during restraints. 2/27/25-██████████ Conversation had regarding incident. 2/27/25-Case reviewed and staffed with Program Coordinator Kendra Rice. Licensing investigation for complaint is unfounded. 2/28/2025, case and documentation reviewed. Complaint unfounded by licensing case complete. ICA has NOT been lifted as of 2/28/2025.



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:** 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:** 2/6/2025

**Home Visit Date:** 2/6/2025

**Purpose of Visit:** Complaint Visit

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Regulation Number:** 900.905.9

**Regulation Description:** Physical restraints shall be performed using minimal force and time necessary. Physical restraint means the application of physical force without the use of any device, for the purposes of restraining the free movement of a resident's body. Briefly holding a child without undue force in order to calm or comfort, or holding a hand to safely escort a child from one area to another, is not considered a physical restraint.

**Finding Description:** Staff carried a client completed off the ground during a physical escort.

**Action Due Date:** 2025-02-14

**Action Due Description:** 4 staff involved have already received TCI refresher. Campus wide in-service will be provided emphasizing that clients are not to be carried off the ground during physical escorts.

**Comply Date:**

**Action Due Description:** 4 staff involved have already received TCI refresher. Campus wide in-service will be provided emphasizing that clients are not to be carried off the ground during physical escorts.

**Narrative:**

Facility visited in response to a complaint that client [REDACTED] sustained injury, [REDACTED] from a restraint that occurred on 2/1/25. Video reviewed in real time of incident. Client initially kicks open a locked metal door barefoot and enters the nursing station. Several staff appear to attempt to talk to client [REDACTED] then aggressively swings at staff [REDACTED] at which point a restraint is used. Three staff participate in restraint, two towards the top part of [REDACTED] and one toward the legs part of [REDACTED] [REDACTED] ankles are visible throughout the restraint, as no staff were directly on [REDACTED] ankles. When restraint ends, [REDACTED] is seen being carried to his room by 4 staff. [REDACTED] was completely off the ground during this carry. There is no video in [REDACTED] room. Staff [REDACTED] [REDACTED] have both been placed on administrative leave pending investigation or approved ICA. The 4 staff involved in the incident have been retrained on TCI restraint practices. Additionally, a campus wide in-service will be provided for all staff by 2/14/25, emphasizing that clients are not to be carried off the ground during a physical escort. Facility cited 905.9 for not using minimal force by carrying [REDACTED] off the ground. It cannot be determined that this action nor any action in the restraint resulted in the injury to client [REDACTED]. Licensing is not prepared to make a complaint finding at this time.

**Provider Comments:**

CCL Staff Signature :

Date: 2/6/2025



Provider Signature :

Date: 2/6/2025





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**Licensing Specialist:** Clayton DeBoer

**Person In Charge:**

**Record Visit Date:** 2/27/2025

**Home Visit Date:** 2/27/2025

**Purpose of Visit:** Revisit Complaint

**Regulations Out of Compliance:**

**Regulations Needing Technical Assistance:**

**Regulation Not Applicable:**

**Regulations Not Correctable:**

**Narrative:**

This is to document that Case#027293 has been investigated and determined to be unfounded by Licensing.

**Provider Comments:**

CCL Staff Signature :

Date: 2/27/2025



Provider Signature :

Date: 2/27/2025

