



**MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION  
OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE  
COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**  
6/3/2019

**DVN**  
002517431

**FACILITY NAME**

NEW LIFE ASSEMBLY OF GOD

**FACILITY ADDRESS**

801 SW 1ST ST

**CITY**

OAK GROVE

**ZIP CODE**

64075-9112

**PHONE NUMBER**

(816) 690-9043

**COUNTY**

JACKSON

**ASSIGNED SPECIALIST**

SNODGRASS, PENNY

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-60.060 (11)

In case of an accident or injury to a child, the provider shall notify a parent immediately. If a child requires emergency medical care, a parent's prior written instructions shall be followed. A form shall be completed indicating the circumstances and the date and time of the injury. The form shall be signed by the caregiver and his/her supervisor. A copy of the form shall be given to the parent the day of the accident or injury and necessary explanations shall be given. The form shall be filed in the child's record.

RSMo 210.254.2(5)

The notice of parental responsibility shall include the following: The disciplinary philosophy and policies of the child-care facility.

**CONCLUSION SUMMARY**

Section for Child Care Regulation has determined that New Life Assembly of God did not follow it's Notice of Parental Responsibility (NPR) and therefore this allegation is substantiated.

On June 3, 2019 Child Care Facility Specialist (CCFS) Penny Snodgrass conducted an unannounced inspection at this facility to initiate the complaint investigation. During the inspection interviews were conducted with Program Coordinator Karri Lindmark, staff member Katie Lindmark, three (3) children; Child A, B and C, Father of Child A, and Children's Pastor Mark Turner. Throughout the investigation, telephone interviews were conducted with Pastor Todd Blansit, Durham Bus Company general manager Rhonda McKown, bus driver Ashley Coleman and bus monitor Hannah Rollet.

The program's Notice of Parental Responsibilities (NPR) states no corporal punishment or threatening may be used to discipline students. But based on interviews and observation of the New Life Assembly of God video of this incident the allegation is substantiated because Karri Lindmark used undue force with Child A when she had her hand on the back of Child A's neck and the right side of the neck and/or the right ear as she picks Child A up off the floor and takes Child A to the bus. Child A is seen in the video screaming as Karri has a hold of this area on his body. It appears that Karri is forcefully pushing Child A to the bus with her hand on Child A's neck and/or ear as Child A is screaming.

On June 3, 2019 Child A stated that "Karri pulled him by the ears and holded him up by the neck and that Karri hurt his ear and it bled." Child A also stated that Karri had two hands on his neck and that Karri pulls him by the ears.

Child B stated that Child A wasn't listening to Karri so Karri grabbed Child A by the neck.

Bus driver Ashley Coleman said that she heard Child A screaming and saying to Karri "that hurts, let go of me." Ashley Coleman also said that she heard Karri tell Child A to stop it and that she didn't have a hold of Child A that tight.

Ashley Coleman and bus monitor Hannah Rollet said they both observed Karri's hands on the back of Child A's neck as she pushed him to the bus and that Child A's ears were red. Ashley Coleman stated that she observed hand imprint marks on Child A's neck and Hannah Rollet observed red marks on the back of Child A's neck. Child A told Hannah Rollet that Karri was pulling his ears and it felt like she was pulling them off.

Karri Lindmark stated that she did have her hand on the back of Child A's neck but that she was just guiding Child A to the bus.

Karri stated that they use texting as a form of communication when situations happen with Child A . But no follow up report is being completed to have the information in the child's file.

Pastor Todd Blansit stated that he watched the video and feels that Karri half way followed the NPR for discipline and that the discipline policy is too vague and doesn't say specific steps to follow for children's own safety in relationship to discipline. He doesn't feel that Karri pulled Child A's ear and was not grabbing Child A's neck.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
New Life Assembly of God will educate all staff of the policy on how staff will document accidents/incidents.	Yes	9/19/2019

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
New Life Assembly of God shall review the NPR, focusing on the discipline policy and make any updates as necessary and provide a copy to SCCR. If there are no updates to the NPR, New Life Assembly of God will notify SCCR.	Yes	9/19/2019

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
New Life Assembly of God will submit a plan of when and how documentation will be completed after an incident or accident with a child in care.	Yes	9/19/2019

<b>DISPOSITION</b>	<b>DISPOSITION DATE</b>
SUBSTANTIATED	9/3/2019

**APPROVING SUPERVISOR**  
KENNEDY, AMY C