

## STEPS IN REPORTING SUSPICIONS OF CHILD ABUSE

Anyone who suspects that a child has been abused or is at risk for abuse, has legal and moral responsibilities. Agencies and programs that provide services to children and their families also have roles and responsibilities with respect to child abuse and family violence. Below is a summary of steps to follow when reporting, as well as how a child protection agency may be involved.

### THE PERSON WHO SUSPECTS CHILD ABUSE

- Anyone who suspects child abuse must immediately report the suspicions to a child protection agency. **The person who suspects the abuse must call him/herself – no one else can help you decide if a report should be made or make the report for you.**
  - In Ontario, the report can be made to a: Catholic Children's Aid Society, Jewish Family and Child Service, Children's Aid Society, or Native Child and Family Services.
  - Information on how to reach the nearest child protection agency can be found: in the emergency numbers page at the front of the white-page telephone book; in the important numbers page at the front of the yellow page telephone book; through the yellow pages website <http://www.yellowpages.ca>; through the Ontario Association of Children's Aid Societies website <http://www.oacas.org/childwelfare/locate.htm>; by calling 411; or by calling the local police department.
  - If you have doubts or concerns about making a report of suspected abuse, consult with a worker from a child protection agency. Do not discuss your suspicions with anyone else until you have consulted with a child protection worker.
  - You can call a child protection agency any time of the day or night, every day, 7 days a week. After regular business hours, you will probably have to leave a message with your phone number. An after-hours protection worker should call you back soon after. **If you feel a child is in immediate danger, do not wait to be called back. Phone the police.**
  - Leaving a message with a child protection agency is not enough – you must Talk to an intake secretary or worker to make a report.
  - If this is your first time calling a child protection agency, tell the worker that you are unfamiliar with the process.
  - Make sure you write down the name of the person you spoke to at the child protection agency and anything s/he told you to do.
- Although anonymous calls can be made, it is more difficult for authorities to follow-up on the case, gather information and protect the child. It is in the best interest of the child that the reporter leaves his/her identifying information.

- If you work with an agency or program, inform your immediate supervisor of your intention to call a child protection agency. Do not discuss your suspicions with anyone, including your supervisor, until you have consulted with a child protection worker. The supervisor should provide support. However, even if s/he does not want you to make the call, you must follow through on your legal responsibility and call a child protection agency.
- Document the indicators of abuse. If you have more information after the first call was made, you must phone the child protection agency again.
- Do not tell a parent or caregiver about your suspicions or the report until you have asked a child protection worker if it would be OK to tell. Telling could ruin the investigation or put the child in danger.

### **AN AGENCY/PROGRAM**

- If a supervisor of an agency/program receives a call from someone who suspects child abuse, the supervisor is expected to provide support, including allowing the person time to document the incident.
- An agency/program should have a child abuse policy in place. Parents, caregivers and agency/program staff should know ahead of time how people in the agency/program will proceed if there is a suspicion of child abuse.

***If you are not sure if you should be reporting suspicions of child abuse, call a child protection agency to discuss your concerns with a worker and ask for guidance.***

***Respect the confidentiality of everyone involved in a suspicion of child abuse. A child protection agency must also respect confidentiality and details of the case cannot be shared.***

### **A CHILD PROTECTION AGENCY**

- An intake worker records the information you give in your report and passes it to a child protection worker.
- A child protection worker will see if there is any record of the child, the family or the alleged abuser in the child protection system.
- The child protection agency will decide whether or not the child is in immediate danger.
- The child protection agency will decide whether or not to begin an investigation.
- In some cases, a child protection worker will contact the police to share information and a decision will be made whether or not police should investigate.
- If necessary, a child protection worker will arrange for the child to get medical attention.