How to join a Skype meeting

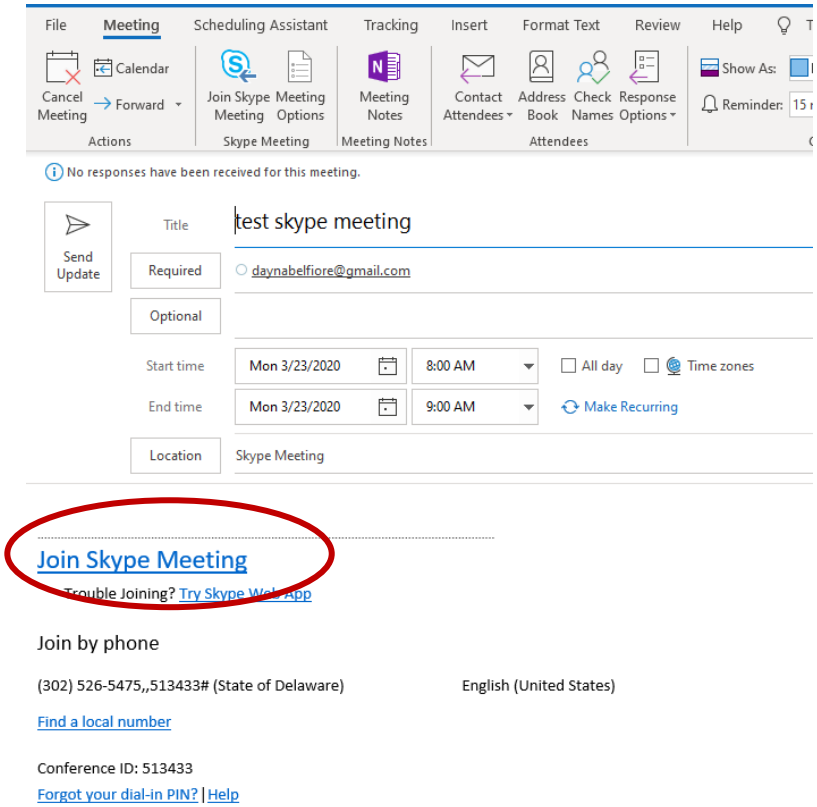
- Anyone with the link can join the meeting. You do not need a Skype for Business account to join
- You may have to download the web app. Some may need to check with their computers administrator to download the app or give you permission.

Step 1: Click the link

To access through your calendar:

With your calendar open, open the meeting invitation/meeting marker.

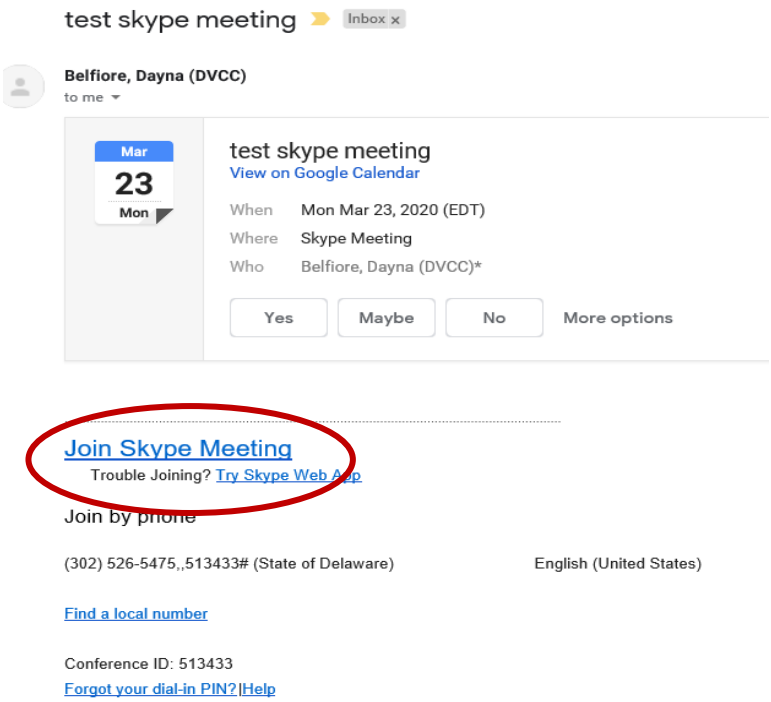
Click “Join Skype Meeting”



To access through your email:

Open the email containing the meeting invitation

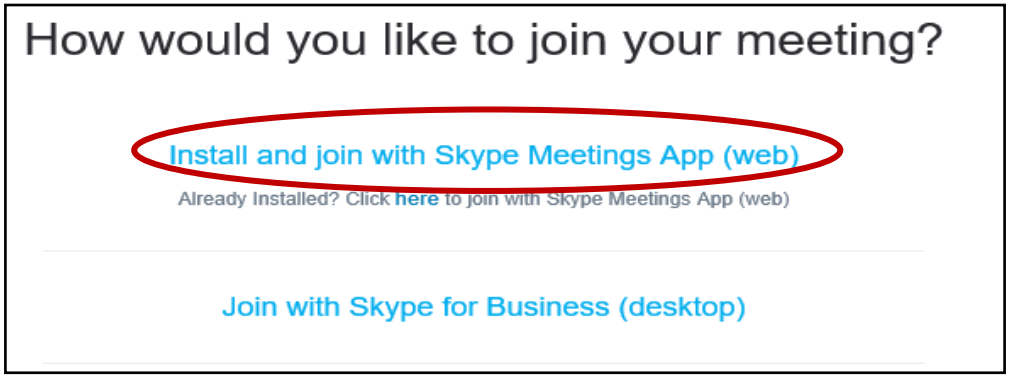
Click “Join Skype Meeting”



Step 2: Chose how you would like to join the meeting

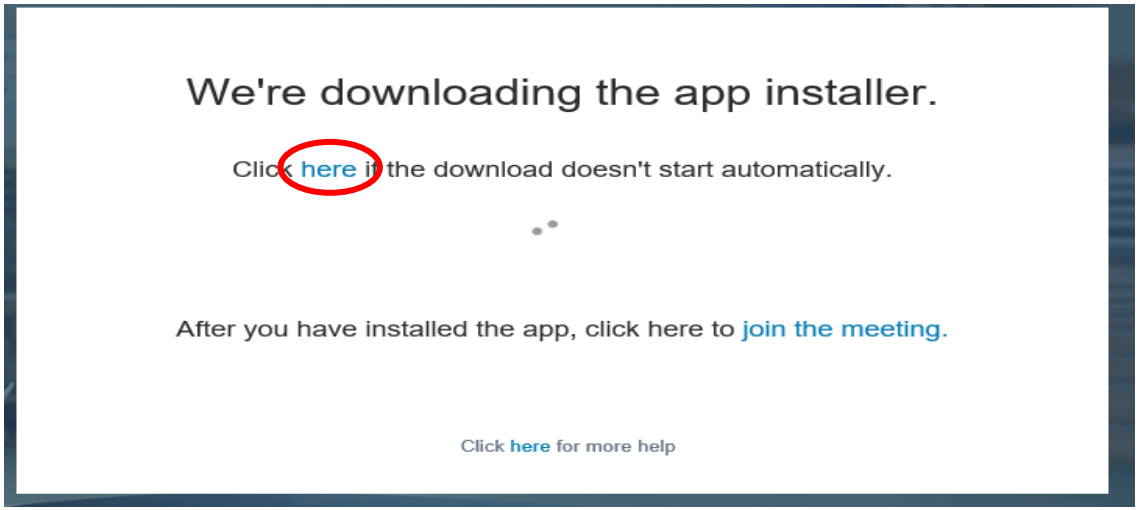
For those who do not have Skype for Business on their desktop, click the link to install Skype and join.

For those who do have Skype for Business on their desktop, join via your desktop icon.



Step 3-Install/download the app

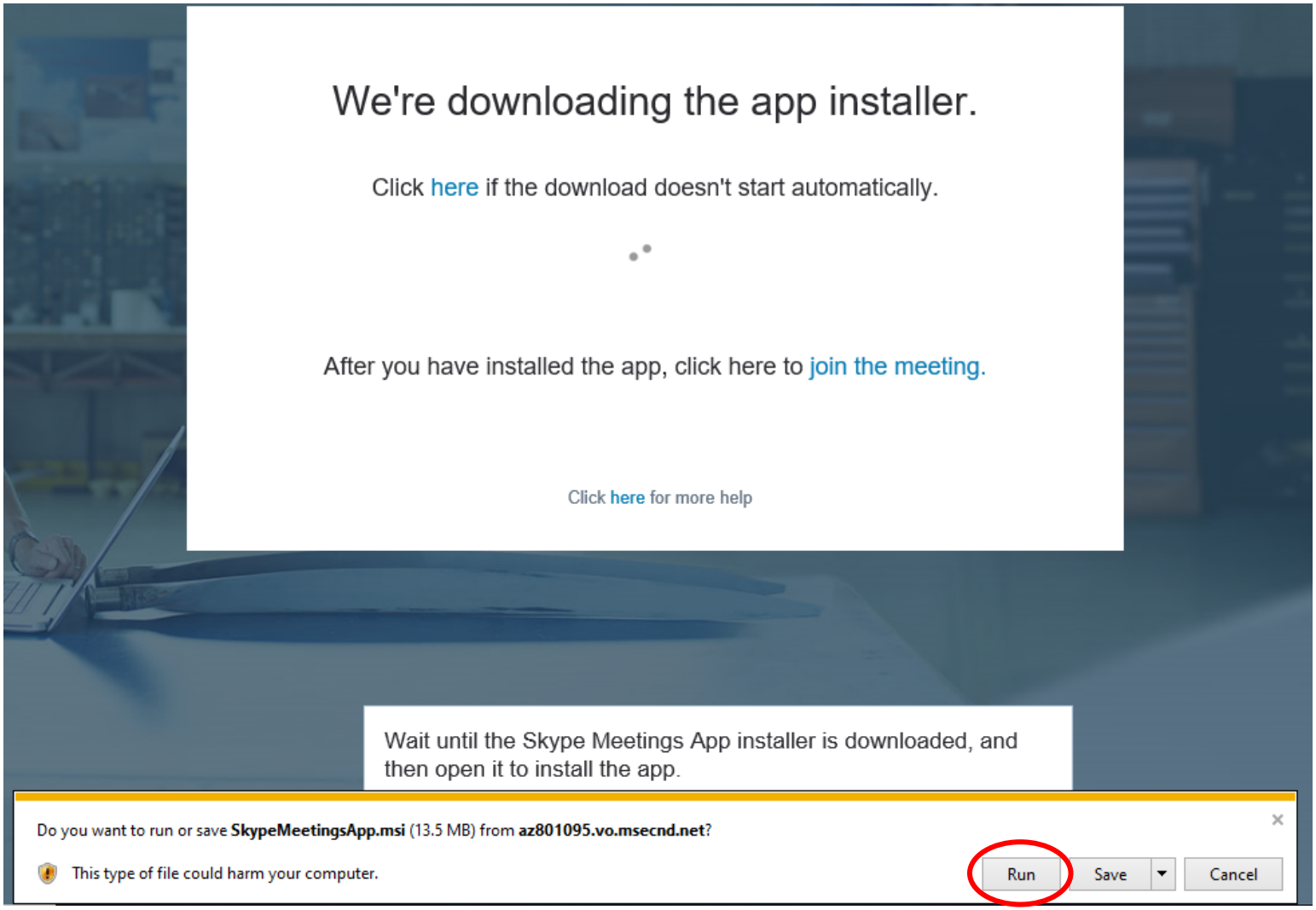
Click “here” to begin downloading the app installer.



Step 4: Run the installation (computers set up to automatically install apps will skip this step)

Click “Run” when prompted.

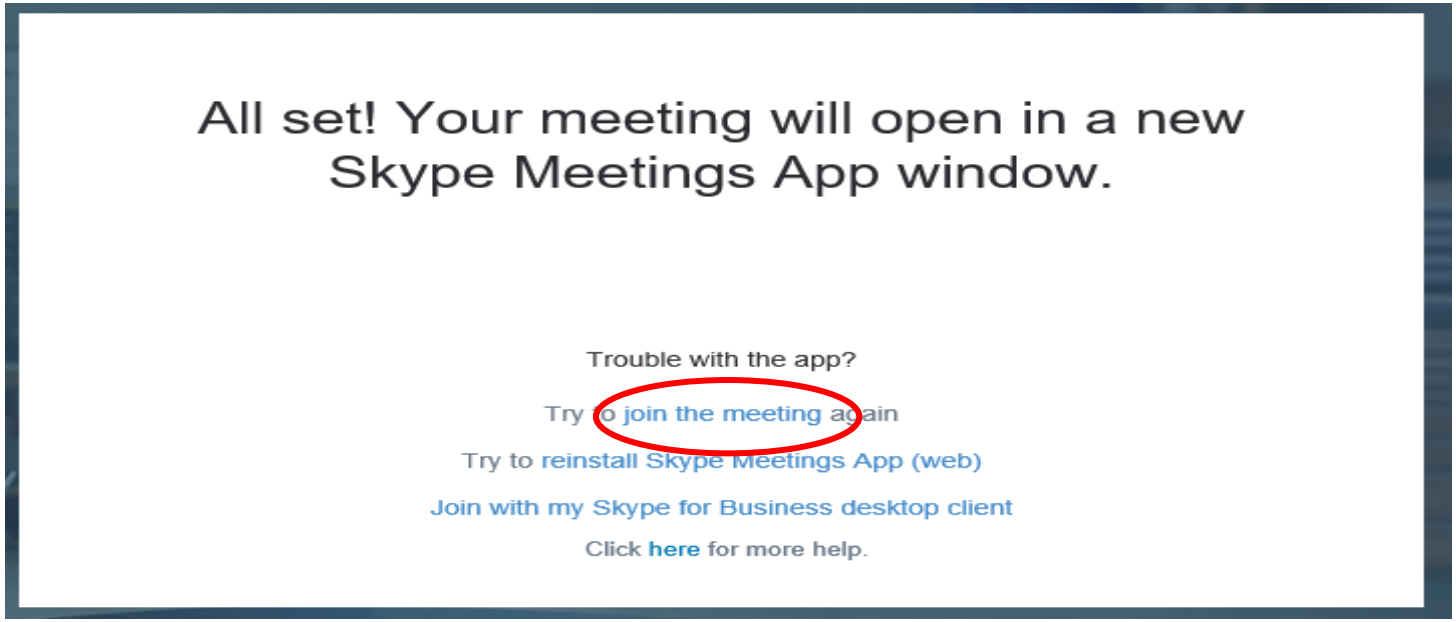
Note: Be sure pop-ups are enabled in your browser.



Step 5: Join the meeting

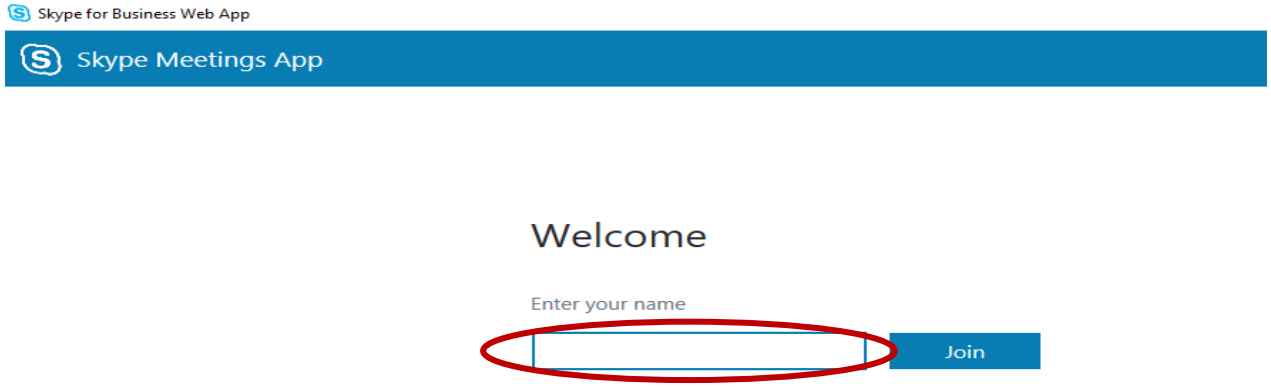
Once installed you will see the below message.

If a new window has not opened, click “join the meeting again.”

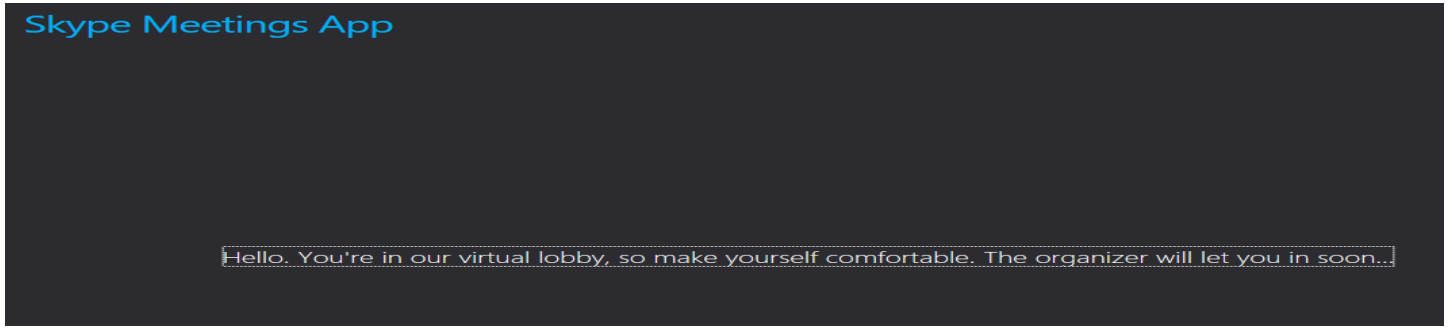


Step 6: Identify yourself to the group

In the new window, enter your name and click “join”



If the organizer is connected you will be connected via video. If the organizer has not yet signed on you will be placed in a vitrual lobby. Once the organizer signs in, you wil automattically join the connference room.



Step 7: Join the audio

To join the audio, call (302) 526-5475 and use Conference ID: 513433#. *Note: You may use your computers speakers and microphone, if your device is capable.*

RESOURCE GUIDE

MANDATORY REPORTING OF CHILD ABUSE & NEGLECT IN DELAWARE

Contact the State of Delaware —
Child Protection Accountability Commission for questions at 302-255-1730.

Created August 2019

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Reporting Law

Under 16 Del. C. § 903, "any **person**, **agency**, **organization**, or **entity** who knows or in good faith suspects child abuse or neglect shall make a report." This means that *every person* in Delaware is mandated to report child abuse and neglect. In addition, agencies, organizations, and entities will be held accountable when individuals fail to report.

The law also clarifies that "no individual with **knowledge of child abuse or neglect**, or knowledge that leads to a good faith suspicion of child abuse or neglect, shall rely on **another individual who has less direct knowledge** to call the report line." This means that an individual does not satisfy his/her statutory, child abuse mandatory reporting obligations if he/she relies on another person without direct knowledge to make the report on his/her behalf.

However, if there are multiple people with direct knowledge of child abuse or neglect, a **joint report** may be made by one person, but it must include **all persons with joint knowledge** of the known or suspect incident of child abuse or neglect. The best practice would be for all the individuals with direct knowledge to call the Report Line together.

You can view the statute online at https://delcode.delaware.gov/.

Failure to Report

Individuals who fail to report child abuse or neglect may be liable for a civil penalty. The Division of Family Services (DFS) reports all persons, agencies, organizations, and entities to the **Department of Justice** for investigation if they fail to make mandatory reports of child abuse or neglect to the DFS Report Line. The **civil penalty must** not exceed $10,000 for the first violation, or $50,000 for subsequent violations.

You can view the Penalty for Violation at https://delcode.delaware.gov/.

Handling a Disclosure

Disclosure means that you were chosen by the child as the person he or she trusts enough to tell. If a child discloses abuse or neglect, it is your duty to **make a report**. It is also important to react responsibly and calmly by acknowledging their courage for sharing and by using affirmations like "I believe you," and "This is not your fault."

Your reaction to the disclosure may have a significant impact on the child. It is important that you do not overreact or shut the child down. It is also important to gather the Minimal Facts (who, what, when and where) without interrogating the child or offering your own gap-fillers when they are telling the story. Listen and ask open-ended questions if necessary.

Minimal Facts

Minimal Fact Questions may be necessary when an individual has knowledge or reasonable suspicion of child abuse or neglect AND must make a report to the DFS Report Line. Minimal Fact Questions help reporters to obtain the information needed to make a clear and concise report of child abuse and neglect, and it focuses reporters on the essential information – **who, what, when, and where?**

There are three scenarios when individuals may have knowledge or reasonable suspicion of abuse or neglect:

1. **Disclosure** - A child discloses to you
2. **Discover** - You witness the act by an adult (or youth for sexual abuse incidents) with a child
3. **Reason to Suspect** – You have seen behavioral and/or physical signs of abuse or neglect with child

Individuals must ask Minimal Fact Questions when: A child makes a disclosure and provides some of the Minimal Facts (or a general statement – such as "I was beaten, abused or neglected.") OR when behavioral and/or physical signs of maltreatment are observed. If you witness an act of abuse or neglect, ensure the child is physically safe, immediately contact the police and then call DFS. It is not necessary to ask the minimal facts in situations where the child is imminent danger.

Minimal Facts (Cont.)

The **Minimal Fact Questions** are as follows:

- **What** happened?
- **Who** did that to you? Are there other victims/witnesses?
- **Where** did this happen?
- **When** did this happen?

Open-ended questions, such as what happened, help a child tell his/her story. Where is helpful in determining the appropriate legal jurisdiction so the correct police department can be notified. When is important as it relates to the need (or not) for an immediate medical exam (i.e. evidence collection). After asking what, when and where, if the child discloses abuse or neglect it is okay to ask the question who did that to you.

In addition, asking if there are other victims or witnesses assists DFS in corroborating the child's statements and assessing whether anyone else was present when the abuse occurred. Make sure to write down the child's exact words. Also, try to limit the number of persons the child interacts with so the child will not have to tell the information over and over again. Finally, if the child is unable to communicate, then make the report based on your observations of the behavioral and/or physical indicators of child abuse or neglect.

Information Needed

The DFS Report Line may ask reporters to **provide information** such as:

- Child's statements
- Physical symptoms and/or behavioral changes
- Any information about the way the caregiver's behavior is impacting the care of the child
- Alleged child victim's physical health, mental health, educational status
- Medical attention that may be needed for injuries
- Family composition
- Any information that could put the child's or DFS worker's safety in peril

Demographics can usually be found in the child's records. If you already have the information, then there is no need to ask the child. Prepare to be on the phone call for about **20 minutes** so that you can make a detailed report.

Making a Report

800-292-9582

iseethesigns.org

All suspected child abuse and neglect of any minor in the State of Delaware must be reported to the **DFS Report Line** at 1-800-292-9582. When a child's life is in danger, you should call 911 immediately and then make a call to the Report Line.

Less serious reports of child abuse or neglect may be submitted online to DFS at Iseethesigns.org. Online reports satisfy your obligation under the law so long as the online reporting tool is utilized appropriately. Please note that online reports are not reviewed immediately like Report Line calls. If in doubt about whether a Report Line call is needed, the online reporting tool will provide mandated reporters with direction, as long as the questions are answered accurately. If the tool determines that a call to the Report Line is warranted, please make the call immediately. Mandated reporters must keep in mind that the child's safety could be in jeopardy if a report is not received in a timely manner.

Beginning in May 2012, DFS began implementation of a new model for how reports are handled at the Report Line. The new model is called **Structured Decision Making®** and there are three main questions that will be asked of the reporter:

- **What are you worried about?**
- **What is working well?**
- **What needs to happen next?**

These questions act as guides for helping Report Line staff understand the complete scope and nature of the report.

Spanish translation is available 24/7. When the reporter leaves their name and number, a translator is on call and will call the reporter back to take the report.

Every report is digitally recorded and reviewed by a DFS Report Line supervisor. If informed that your report does not meet criteria for investigation and you continue to have concerns, you should ask to speak to a Report Line supervisor.

DFS Response

DFS is required to receive **all** suspected reports of child abuse and neglect in the state. Upon receipt of a report of suspected abuse or neglect, DFS will do **one of three things**:

Accept the report & investigate the allegations or conduct a family assessment;

Refer the report to law enforcement for investigation; or

Document the report but not investigate the allegations.

DFS **responds** according to the priority level given to each investigation case. DFS Response times are: **P1**: Within 24 hours; **P2**: Within 72 hours; **P3**: Within 10 days.

MDT Response

The Delaware Code requires a comprehensive investigation by a **multidisciplinary team** (**MDT**) for cases of child abuse and neglect. This approach is described in a Memorandum of Understanding (MOU) between the MDT, which consists of DFS, law enforcement, the Department of Justice and the Children's Advocacy Center.

MDT Roles and Responsibilities:

- **DFS—** is required to receive all suspected reports of child abuse and neglect in the state. However, DFS is only responsible for investigating intrafamilial and institutional cases. The only exception to this is cases of child trafficking. While extrafamilial cases must be reported to DFS, DFS is only responsible for receiving, documenting and referring these cases to law enforcement for investigation.
- **Law enforcement agencies—** are responsible for conducting criminal investigations of child abuse and neglect. Reports may be made to law enforcement but not in lieu of contacting DFS.
- **Department of Justice (DOJ)—** are responsible for the prosecution of criminal cases throughout the State from misdemeanors to murders.
- **Children's Advocacy Center (CAC)—** Whenever appropriate, cases will also be referred to the CAC for a forensic interview, medical exam and/or mental health screening.

Please click here to view the MDT Best Practices MOU

Definitions of Abuse & Neglect

Physical Abuse

Abuse is defined as causing any **physical injury to a child through unjustified force**, torture, negligent treatment, sexual abuse, exploitation, maltreatment, mistreatment, or any means other than accident. [11 Del. C. § 1100 (1)] Physical injury is defined in statute as any impairment of physical condition or pain. [11 Del. C. § 1100 (5)] This means that injury and pain are considered when a case is received regarding allegations of abuse against a child. However, pain and injury alone DO NOT make the force unjustified. In fact, Delaware law does not prohibit physical discipline or corporal punishment as sometimes the use of force is for the purpose of safeguarding or promoting the welfare of a child. For instance, a person intentionally inflicting pain to cause harm to a child and not for the purposes of discipline is vastly different than a person spanking a child to address the child's misbehavior.

Abuse occurs when a person causes any physical injury to a child through unjustified force. The Delaware Code identifies specific behaviors in which physical injury to a child is never justified, even if it did not result in an observable injury to a child. These behaviors are: Throwing, Kicking, Burning, Cutting, Hitting with a closed fist, Interfering with breathing, Use/threatened use of a deadly weapon, Prolonged deprivation of sustenance/medication, and Doing any other act that is likely to cause/does cause physical injury, disfigurement, mental distress or substantial risk of serious physical injury or death. [11 Del. C. § 468(1)c.] Any and all of these incidents require an immediate report to the DFS Report Line, and DFS is required to notify law enforcement of potential criminal violations against a child.

Reporters are not responsible for determining if the use of force against a child is justified or unjustified. DFS or law enforcement will make that determination after considering the following: who exercised the force; what was the purpose of the force; and whether the force was reasonable given the size, age, and baseline health conditions of the child; and the location, strength and duration of the force applied to the child.

Sexual Abuse

Sexual Abuse is defined as any act against a child that is described as sex offense in the Criminal Code, including: sexual harassment, indecent exposure, incest, unlawful sexual contact, rape, sexual exploitation of a child, or sexual abuse of a child by a person in a position of trust, authority or supervision. [10 Del. C. § 901 (21)]

Definitions of Abuse & Neglect

Sexual Abuse (continued)

Delaware's consent law is broken down into these age groups:

- **Children less than 12 years old**: CANNOT legally consent to sexual contact.
- **Children ages 12-15 years old:** can ONLY consent with someone who is no more than 4 years older than the child.
- **Children ages 16-17 years old**: can consent with someone under 30 years old.
- **ALL children under 18**: CANNOT legally consent to sexual contact with ANY-ONE in a position of trust, authority, or supervision over them.

Commercial Sexual Exploitation

Commercial Sexual Exploitation is the broad term under which Domestic Minor Sex Trafficking (**Child Trafficking**) is categorized. It includes the recruitment, harboring, transportation, provision, or obtaining of a person for the purpose of a commercial sex act, in which the commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such an act has not attained 18 years of age.

It can be difficult and dangerous for victims to leave their traffickers as the perpetrators typically use various methods of "conditioning", such as starvation, confinement, physical abuse, rape, forced drug use, and threats of violence towards the victim and/or their families. Victims are also likely to suffer from long-term physical and psychological trauma.

While any child can be targeted by a trafficker, research has shown that traffickers often target children with increased vulnerabilities, including:

- Children who are chronically missing or who frequently run away (especially 3+ missing incidents)
- Children who have experienced childhood sexual abuse, especially if the abuse was unreported or unaddressed, or resulted in the child being removed from the home
- Children who have experienced prior sexual assault or rape
- Children with significant substance abuse issues or who live with someone who has significant substance abuse issues
- Children who identify as LGBTQ and have been kicked out or who have been stigmatized by their family.

Please click here to view the Juvenile Trafficking Pre-assessment Checklist

Definitions of Abuse & Neglect

Emotional Maltreatment

Emotional Maltreatment is sometimes defined as psychological maltreatment, which includes both emotional abuse and emotional neglect:

- **Emotional Abuse**— threats to inflict undue physical or emotional harm, and/or chronic or recurring incidents of ridiculing, demeaning, making derogatory remarks or cursing. [10 Del. C. § 901 (10)]
- **Emotional Neglect**— incidents of isolating/shunning, rejecting, or ignoring a child.

Domestic Violence

Domestic Violence (DV) is a pattern of abusive behaviors and tactics used by one partner to gain and maintain power and control over another intimate partner. Children of all ages can be deeply affected by DV. Cases involving children must be reported to DFS when a child is experiencing:

- **Physical Harm**— child is injured; child is suspected to be injured, since a weapon or potentially dangerous object has been used; or child has attempted to physically intervene.
- **Emotional Harm**— child is aware (sight or sound) of an incident perpetrated against his/her caregiver and it involves a significant injury to the victim or use of a weapon; and child has a diagnosed mental health condition or behaviors that signify severe psychological harm.

Neglect

Neglect occurs when, while ***having*** *the ability and financial means* to care for a child, the parent or caregiver:

- Fails to provide necessary care, which may include food, shelter, or medical care;
- Fails to provide supervision appropriate for the child; or
- Chronically engages in substance abuse and the abuse negatively impacts the care of the child. [10 Del. C. § 901 (18)]

Dependency

Dependency is not the same as neglect. Dependency occurs when a parent or caregiver ***does not have*** *the ability or financial means* to provide necessary care for the child, or when the child is living in a non-related home on an extended basis. Reports must be made to DFS for dependent children or children living with an adult individual who is not an adult relative. The term "extended basis" is used to suggest that the child resides in the home, as opposed to just visiting. It is the responsibility of DFS to determine if the living arrangement has been on an extended basis and to explore the appropriateness of the living arrangement through interviews, a home assessment, and background checks. [10 Del. C. § 901 (8)]

Indicators of Abuse & Neglect

Category	Physical Indicators	Behavioral Indicators
Physical Abuse	• Unexplained bruising, lacerations, fractures or burns, human bite marks, or bald spots • Unable to use an arm/bear weight • Wearing clothing that covers body when not appropriate	• Complaining of soreness • Shrinking at the approach of adults • Reports injury by caregiver
Sexual Abuse	• Difficulty walking or sitting • Bedwetting/soiling • Sexually Transmitted Infections or early pregnancies • Exhibiting inappropriate sexual behaviors for developmental stage	• Runs away, attempts suicide • Refusal to be left alone • Significant changes in mood, behavior, appetite, school performance
Neglect	• Poor hygiene, inappropriate dress • Consistent lack of supervision • Unattended physical problems or medical needs	• Consistent hunger • Poor social skills • Stealing food • Poor school attendance or social appearance
Child Trafficking	• Has multiple cell phones or electronic devices or large amounts of cash or prepaid cards • Name or symbol tattooed, burned, or branded onto his/her body • Referencing traveling to other cities or states or traveling job opportunities (e.g. modeling, singing, dancing)	• Significant changes in behavior, including increased virtual behavior, or associating with a new group of friends • Refusing to ask for help or resisting offers to get out of the situation (not identifying as a victim) • Being preoccupied with "getting money"
Emotional Maltreatment	• Delay in physical or emotional development • Inability to develop emotional bonds with others • Social isolation	• Is either inappropriately adult (e.g. parenting other children) or inappropriately infantile (e.g. frequently rocking or head-banging) • Shows extremes in behavior, such as being overly compliant or demanding, extremely passive, or aggressive

FAQs

1. Can I be held liable for making a report of child abuse or neglect?
As long as you make a report of child abuse or neglect in good faith you will have immunity from any liability, civil or criminal so long as the report is made without malice or willful misconduct. [16 Del. C. § 908]

2. What if my organization/entity requires me to notify an administrator or other employee (such as a School Resource Officer (SRO), counselor or nurse) before making a report to DFS?
Some organizations/entities have internal policies that require employees to report child abuse and neglect to an administrator prior to making the report. In Delaware, we have been very clear that a report must first be made to the DFS Report Line. Then, the administrator should be notified immediately. This is because there have been situations where an administrator has discouraged an individual from making a report, or has required approval prior to making a report. Agencies, organizations or entities may be exposed to civil penalties if an administrator makes a decision not to report on behalf of the individual.

3. Do I satisfy my statutory, child abuse mandatory reporting obligations by only contacting the law enforcement agency?
No. The statute requires an immediate report to the Division of Family Services (DFS) Report Line. Law enforcement may also be contacted but not in lieu of contacting DFS. [16 Del. C. § 904]

4. Am I violating HIPAA when I make a report?
No. The Health Insurance Portability and Accountability Act (HIPAA) of 1996 does not preclude reporting suspected child abuse.

5. Can information about a DFS investigation be shared?
In general, DFS will share information only when there is a signed release of information (informed, time limited consent). However, DFS, law enforcement, the Children's Advocacy Center and the Department of Justice exchange information on families and children when this information is needed to assist an investigation involving a shared client.

6. Can I be told any information about the disposition of my report?
DFS Report Line staff will call mandated reporters to provide the general disposition of the report. [16 Del. C. § 903]

FAQs

7. What if I do not have proof that a child is being abused or neglected?
You do not need to have proof, evidence, or a confession of any alleged abuse or neglect to make a report to the DFS Report Line. The legal system uses various burdens of proof – including beyond a reasonable doubt (sure, not certain, of the accused guilt – in criminal cases), preponderance of the evidence (more likely than not – used in civil cases), and reasonable suspicion. Beyond a reasonable doubt is the highest burden of proof. Reasonable suspicion is a lower burden of proof and may be quantified at around 10% to 15% likelihood of guilt. Most state laws only require reasonable suspicion or reasonable cause to suspect or believe that abuse or neglect is occurring. This means that you do not have to have proof just knowledge to reasonably suspect abuse or neglect though physical or behavioral signs of maltreatment.

8. What are the categories of child abuse and neglect?
Child abuse and neglect is categorized based on the identity of the perpetrator. The three categories are: intrafamilial, extrafamilial, and institutional.

- **Intrafamilial**– Any child abuse or neglect involving a parent, guardian, custodian, or any other members of the child's family or household.
- **Extrafamilial**– Any child abuse or neglect involving an alleged perpetrator who is not a member of the child's family or household AND does not involve institutional abuse/neglect.
- **Institutional**– Any child abuse or neglect which has occurred to a child in the custody of the Department of Services for Children, Youth & Families (DSCYF) and/or placed in a facility, center or home operated, contracted or licensed by DSCYF.

9. Should I call the DFS Report Line to report a child that is in crisis??
If you become aware of a child in crisis (i.e. suicide talk or attempts) a report should be made to the Division of Prevention and Behavioral Health Services 24-Hour Mobile Response and Stabilization Services at 1-800-969-HELP (4357). This will ensure that the child is connected to the appropriate services immediately.

10. Does physical violence between students (or teens dating) need to be reported?
Physical violence between students does not need to be reported to the DFS Report Line. However, any physical violence between a student and school employee or between a student and parent, caregiver or other minor (if acting as a caregiver) needs to be reported to DFS.

Please click here to view the Statutory Reporting Requirements for School Employees

FAQs

11. What is the difference between physical abuse and accidental injury?

Keep the following in mind when determining if an injury is accidental:

- Cuts and bruises caused from accidents normally occur on bony areas of the body.
- Reoccurring injuries likely indicate abuse.
- If a series of injuries appear in a pattern or resemble an object, the injury may have been inflicted.
- If the child's or caregiver's explanation for the injury is inconsistent with the facts, the injury would be suspicious.
- Suspect abuse if there was a delay in seeking medical attention.

12. What is considered "normal" vs. abusive sexual behavior in children?

Childhood sexual behavior is common and varies based on age/developmental level. However, you should call the Report Line for concerns with childhood sexual behavior that:

- Is clearly beyond the child's developmental stage (a three-year-old attempting to kiss an adult's genitals).
- Involves threats, force, or aggression.
- Involves children of widely different ages or abilities (an 11-year-old "playing doctor" with a four-year-old).

13. Does sexual contact or violence between students (or teens dating) need to be reported?

Any sexual contact or violence that occurs between students, teens dating, students and school employees, or students and parents, caregivers or other minors must be reported to the DFS Report Line.

Please click here to view the Statutory Reporting Requirements for School Employees

14. Does sexting need to be reported?

Sexting or youth produced sexual images are nude, sexually suggestive, or explicit images possessed and/or transmitted by way of cell phone, electronic device or online. The transmission of youth-produced sexual images makes sexting unlawful. A report must be made to the DFS Report Line under the following circumstances:

- Child did not consent to being photographed or recorded, or
- Cannot consent to the sexual act or to being photographed or recorded due to his or her age (under 12).

FAQs

15. At what age can a child be left alone?

Delaware law does not specify an age when a child may be left alone. For any aged child, DFS considers factors such as the child's level of functioning, maturity, physical and mental health, disabilities, length of time alone, and the time of day. Mandated reporters must contact the Report Line if they have knowledge or reasonable suspicion that a child has been left alone for a period of time that is inappropriate for the child's age or developmental status. DFS recommends **never** leaving a child alone in a car, regardless of age.

16. Are mandated reporters statutorily required to notify DFS of child abuse or neglect that occurred out of state?

Yes. Delaware's child abuse mandatory reporting law does not limit the reports of child abuse or neglect to incidents that occur only within Delaware. The Report Line will accept calls of child abuse or neglect that may have occurred out of state.

17. Does the law require reports about past child abuse or neglect disclosed by an adult?

Delaware's child abuse mandatory reporting law does not include a time exception to the reporting requirement. Therefore, reports about past child abuse or neglect are also required. Reports must be made even when it is suspected that the alleged offender is deceased, was charged/prosecuted, or is unknown, and this information must be corroborated by the proper authorities. Please also remember:

- Young adults may still be in the custody of DSCYF until the age of 21, so DSCYF must be notified of these allegations.
- In other situations where one particular victim of abuse or neglect is now an adult, other children may still be at risk of victimization by the alleged offender.

18. Does this obligation exist if the adult refuses to provide information?

Yes, so long as the information originally provided by the individual creates a good faith suspicion.

19. Does this obligation exist if the adult provides a vague disclosure (e.g. I was raped as a child) and no other minimal facts (who, what, when, and where)?

Yes. A report must still be made to the DFS Report Line.

20. Is this requirement limited to sexual abuse since there is no statute of limitations?

No. There is no time exception for making a mandatory report in both child abuse and child neglect incidents.

If you suspect that a child is being abused or neglected:

Gather the Minimal Facts:

What happened?
When did that happen?
Where did that happen?
Who did that to you?
Are there other victims or witnesses?

Make a report to the Division of Family Services:

24/7 Report Line:
1-800-292-9582

Online:
iseethesigns.org

State of Delaware Child Protection Accountability Commission

Making a Report to the Division of Family Services ("DFS") Child Abuse and Neglect Report Line

Step 1	1. Disclosure: Child Discloses to You		2. Discover: You Witness the Act by an Adult (or Youth for Sexual Abuse Incidents) with a Child	3. Reason to Suspect: You have Seen Behavioral and/or Physical Signs ("Signs") of Abuse or Neglect in Child
Response	**Minimal Facts are Disclosed by Child**	**Minimal Facts are Missing**	**Safety of Child**	**You Must Ask Minimal Fact Questions**
	Child Discloses <u>All</u> of the Following Information to You: ❖ What happened; ❖ When it happened; ❖ Where the alleged incident happened; AND, ❖ Name of alleged perpetrator.	You Must Ask 1 or More of the Minimal Fact Questions to gather additional details: ❖ What happened? ❖ When did it happen? ❖ Where did it happen? ❖ Did anyone do that to you?	❖ Ensure the Child is Physically Safe and Isolated from the Alleged Perpetrator. ❖ Immediately Contact Police.	❖ What happened? ❖ When did it happen? ❖ Where did it happen? ❖ If the responses to the three questions above indicate harm was caused by an individual whose identity is not revealed, then ask: Did anyone do that to you?
				Abuse/Neglect Suspected
				❖ Child Makes Disclosure; OR ❖ Child's Injuries are Suspicious for Abuse and Child Does Not Provide a Reasonable Explanation; OR ❖ Child Does Not Provide Explanation for Behavioral and/or Physical Signs (i.e. sudden change in behavior or black eye) and Abuse or Neglect is Still Suspected.

Step 2	Report to DFS Child Abuse and Neglect Report Line	Report not Needed – Document Situation and Observe Child
Report	All persons with direct knowledge must make an immediate report to the DFS Report Line at 1-800-292-9582 OR complete an Online Report at ISeetheSigns.org (if applicable). Please also be aware that Delaware law has clarified that mandatory reporters cannot rely upon a person with less direct knowledge to call the DFS Report Line. Police may also be called if you are concerned about the child's immediate safety. You must not tell the parent or caregiver that a report is being made for the child's safety.	1. No Disclosure of Abuse or Neglect Made by Child; AND 2. Child Provides Explanation for Injuries that is Consistent with having an Accidental Origin; OR 3. Signs Relate to Other Medical, Psychological or Social Issues and <u>Not</u> Abuse or Neglect.
	Information Needed to Make Report	
	Have records available to provide demographics, parent information, educational status, and primary language for family. If known, you must share concerns for siblings, domestic violence, substance abuse, dangerous animals and weapons. DFS Report Line staff will also ask the following questions: What are you worried about? What is working well? What do you want to happen next? *Please note: DFS Report Line staff may ask you to gather additional information from the child victim.*	
	Post Report and Information Sharing	
	In general, DFS will share information only when there is a signed release of information from the parent or caregiver. Please contact the caseworker directly to obtain this information or to report additional concerns related to the child. However, if a new incident of abuse or neglect occurs, the information should be reported directly to the DFS Report Line.	

Mandatory Reporting Law

Call to Report Abuse

All suspected child abuse and neglect must be reported to the 24-hour Division of Family Services (DFS) Child Abuse and Neglect Report line at 1-800-292-9582. You may also call any Law Enforcement Agency or 911, but not in lieu of contacting DFS. You are not required to provide proof. Anyone who makes a good faith report based on reasonable grounds is immune from prosecution.

Reporting Law: Title 16 Del. C.

§ 903 Reports Required

Any person, agency, organization or entity who knows or in good faith suspects child abuse or neglect shall make a report in accordance with § 904 of this title. For purposes of this section, "person" shall include, but shall not be limited to, any physician, any other person in the healing arts including any person licensed to render services in medicine, osteopathy or dentistry, any intern, resident, nurse, school employee, social worker, psychologist, medical examiner, hospital, health care institution, the Medical Society of Delaware or law-enforcement agency. In addition to and not in lieu of reporting to the Division of Family Services, any such person may also give oral or written notification of said knowledge or suspicion to any police officer who is in the presence of such person for the purpose of rendering assistance to the child in question or investigating the cause of the child's injuries or condition.

§ 904 Nature and content of report; to whom made

Any report of child abuse or neglect required to be made under this chapter shall be made by contacting the Child Abuse and Neglect Report Line for the Department of Services for Children, Youth and Their Families. An immediate oral report shall be made by telephone or otherwise. Reports and the contents thereof including a written report, if requested, shall be made in accordance with the rules and regulations of the Division, or in accordance with the rules and regulations adopted by the Division. No individual with knowledge of child abuse or neglect or knowledge that leads to a good faith suspicion of child abuse or neglect shall rely on another individual who has less direct knowledge to call the aforementioned Report Line.

§ 908 Immunity from Liability

Anyone participating in good faith in the making of a report pursuant to this chapter, performing a medical examination without the consent of those responsible for the care, custody and control of the child pursuant to §906 (b) (5) of this chapter or exercising emergency protective custody in compliance with 907 of this chapter shall have immunity from any liability civil or criminal that might otherwise exit and such immunity shall extent to participation in any judicial proceedings resulting from the above actions taken in good faith. This section shall not limit liability of any health care provider for personal injury claims due to medical negligence that occurs as a result of any examination performed pursuant to this §906 (b)3 of this Title.

§ 914 Penalty for violation

(a) Whoever violates § 903 of this title shall be liable for a civil penalty not to exceed $10,000 for the first violation, and not to exceed $50,000 for any subsequent violation.

(b) In any action brought under this section, if the court finds a violation, the court may award costs and attorneys' fees.

Community Resources

Helplines

Delaware Helpline 211	**Mobile Crisis (Adult Services)** 1-800-652-2929 (NCC) 1-800-345-6785 (KC/SC)
Child Priority Response Crisis Helpline 1-800-969-4357 (HELP) or Text DE to 741741	**Domestic Violence Hotline** NCC: (302) 762-6110 KC/SC: (302) 422-8058
ContactLifeline Crisis Helpline (Sexual Assault) NCC: (302) 761-9100 KC/SC: 1-800-262-9800	**National Center for Missing and Exploited Children - CyberTipline** www.cybertipline.com 1-800-THE-LOST (1-800-843-5678)
RAINN – National Sexual Assault Hotline 1-800-656-4673 (HOPE)	**Delaware Victim Services** 1-800-VICTIM-1

Healing Resources- Treatment Providers

Delaware Guidance - Children NCC: (302) 652-3948 KC: (302) 678-3020 SC: (302) 645-5338	**SOAR, Survivors of Abuse In Recovery** NCC: (302) 655-9049 KC/SC: (302) 422-3811 Lewes: (302) 645-4903
Jewish Family Services of Delaware (302) 478-9411	**La Esperanza Community Center** SC: (302) 854-9262

Additional Resources

Children's Advocacy Center of Delaware NCC:(302) 651-4566 KC: (302) 741-2123 SC: (302) 854-0323 www.cacofde.org	**Beau Biden Foundation for the Protection of Children** Patty Dailey Lewis, Executive Director (302) 477-2018 www.beaubidenfoundation.org
Prevent Child Abuse Delaware www.pcadelaware.org	**Darkness to Light** www.D2L.org
Stop it Now www.stopitnow.com	**Child Inc. – Runaway & Homeless Youth** (302) 762-6373
For more information on the Delaware Initiative to train 55,000 Delaware adults or to schedule additional training: **stewards@beaubidenfoundation.org**	

DVCC MEDICAL COMMITTEE MEETING
OCA AND DOJ PRESENTATION
CASE EXAMPLES FOR DISCUSSION
APRIL 15, 2020

OCA & DOJ
Example 1- Teens

A 16 year old patient tells you they are feeling depressed. They explain that they are in a relationship with a 27 year old and the relationship has been getting more serious. They tell you they feel isolated. Their significant other is very jealous (i.e. checks their snapchat, phone calls etc.) and recently assaulted someone who smiled at your patient. Your patient reports that they have almost no social supports or connections anymore because their significant other restricts their contact with others. Your patient tells you their scared because lately their partner is calling them derogatory names and threatening physical violence.

Is a report warranted?

Suggested Healthcare Providers Response:

OCA & DOJ
Example 2- Mother with known infant in the home

A patient who is 6 weeks post-partum calls you from her car, while in the office parking garage, asking for clothing because she ran out of the house half dressed. When meeting with her she tells of an incident that occurred earlier in her home where she was the victim of verbal and physical abuse. She has no significant injuries and the abuse she reports did not involve a weapon or potentially dangerous object. She assures you the 6-week old baby was not present during the physical or verbal assault and is safe at home.

Is a report warranted?

Suggested Healthcare Providers Response: