

GUIDELINES FOR CALLING THE CHILD ABUSE HOTLINE

Mandated reporters and other persons should call the Hotline when they have reasonable cause to suspect that a child has been abused or neglected. The Hotline worker will determine if the information given by the reporter meets the legal requirements to initiate an investigation.

Criteria:

- The alleged victim is a child under the age of 18.
- The alleged perpetrator is a parent, guardian, foster parent, relative caregiver, or any person responsible for the child's welfare at the time of the alleged abuse or neglect.
- There is a specific incident of abuse or neglect or a specific set of circumstances involving suspected abuse or neglect.
- There is demonstrated harm to the child or substantial risk of physical or sexual injury to the child.

Information the reporter should have prepared for the Hotline:

- Names, birth dates (or approximate ages), races, gender, etc. for all adult and child subjects.
- Addresses for all victims and perpetrators, including current location.
- Information about the siblings or other family members, if available.
- Specific information about the abusive incident or the circumstances contributing to risk of harm. The reporter should have information about when the incident occurred, the extent of injuries, how the child says it happened, and any other pertinent information.

CHILD ABUSE HOTLINE

1-800-25-ABUSE OR 1-800-252-2873

1-800-358-5117 (TTY)

The Hotline operates 24 hours per day, 365 days a year. The Hotline is less busy in the early morning hours, and reporters may be able to get through more quickly during these times. Reporters should be prepared to provide phone numbers where they may be reached throughout the day in case the Hotline must call back for more information.