

# Oregon Child Abuse Hotline

## Educator's Guide

### The Basics

- The state has begun to transition to one central hotline for reports of child abuse.
- The Oregon Child Abuse Hotline will go live in April 2019 with a focus on safety, consistency and customer service.
- When in full operation, the Hotline will be open 24 hours a day, 7 days a week, 365 days a year.



### What's new

- One statewide phone number open 24/7/365.
- Multilingual and language line services.
- Improved training for staff to better screen for suspected child abuse.
- Enhanced abilities to capture data. This will help to continually improve quality and call metrics.

### What won't change

- Relationships built by DHS, teachers, school counselors, law enforcement agencies and the communities they serve.
- Our commitment to engage our educators.
- Our commitment to provide training and consultation when there is a need.

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## Focus on safety, consistency and customer service

### **Safety:**

- National data reveals with a central hotline more families are:
  - Assessed
  - Found eligible for support services
- Improved training through a new robust screening academy and curriculum.

### **Consistency:**

- Call center technology will capture real time data and provide information to help:
  - Train
  - Coach
  - Improve screener performance
- Consistent application of the law when screening child abuse reports.

### **Customer Service:**

- Trained screeners and supervisors will be available 24/7/365 to respond to child abuse reports.

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## What you need to know

- If the child is in immediate danger, call 911.
- As a *mandatory reporter*, **the law requires** you to report child abuse to the Hotline if you have reasonably suspect it is occurring. This is the case both in or outside the school. If you report only to your supervisor, it does not fulfil your legal obligation.
- You are immune from liability and cannot be sued when you make a good-faith report based on reasonable grounds.
- Abuse includes (but is not limited to):
  - Physical abuse
  - Mental injury
  - Sexual abuse
- Neglect
- Threatened harm
- Child selling, buying or trafficking
- Unlawful exposure to a controlled substance (as defined by ORS 475.005).
- You may not delegate the duty to report suspected abuse or neglect to any other person.

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## Information you need to make a report (when known):

- For every adult and child involved:
  - Name
  - Age
  - Race
  - Gender
  - Contact information
- Description of the suspected abuse. Include any physical, mental or sexual injuries. Tell when and where it occurred.
- Relationship of the alleged perpetrator to the child.
- When the next contact may be.
- Cultural or language considerations and ethnicity.
- Any previous evidence of abuse. Also, if anyone said what happened.

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## What you *don't* need:

**To prove abuse occurred.** Your report is merely a request of an assessment by Child Protective Services (CPS).

Find other mandatory reporter resources at <https://go.usa.gov/xPZxP>