



# Reporting and Investigating Allegations of Abuse and Neglect in Regulated Child Care Settings

A Protocol for Licensees, Child Care Staff and Care Providers

March 2017



**NOVA SCOTIA**



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# Introduction

Child care staff and family home day care providers (care providers) are in a unique position to identify and report suspicions of child abuse. It is critical that child care staff and care providers have a solid understanding of the elements related to child abuse. The elements include the definition; the legal and professional responsibilities; the possible indicators of abuse; and the reporting procedures.

This protocol is intended to provide licensees, child care staff and care providers with the information they need in order to respond when there is a suspicion or allegation of child abuse. This protocol is intended for use by all licensed child care facilities, family home day care agencies, and approved family day care homes. The information contained in this document may also be of interest to others who work with families and young children in their community (e.g., family resource centres, Early Childhood Education training institutions).

The primary purpose of the protocol is to establish a set of standardized practices and procedures to be used by child welfare agencies, Department of Education and Early Childhood Development staff, child care staff, care providers, and licensees when there are reasonable grounds to suspect a child may have been or is being, abused or neglected

The second purpose of this protocol is to help licensees, child care staff and care providers understand when to report, the reporting process (e.g., who reports), and the steps to take once a report is made.

The third purpose of this protocol is to help licensees, child care staff and care providers understand the roles and responsibilities of child welfare, and the police, when an allegation that a child is in need of protective services is made and what to expect when a report is being investigated.

Training on this protocol is offered across the province on a regular basis. Protocols are only effective if they are understood and followed. Contact your Early Childhood Development Consultant for more information on regional training sessions.

# General Principles

1. Children have a right to be protected from abuse and neglect.
2. Children are cared for, as nearly as possible, as if they were under the care and protection of loving, wise and conscientious parents.
3. Children have a right to be heard, supported and informed.
4. As a society, we have a collective responsibility for the safety and well-being of all children.
5. Child care staff and care providers, as professionals who are dedicated to the well-being of children, play a very important role in young children's lives. Their responsibility is to protect children in their care from abuse and neglect.
6. All child care staff and care providers should have a general understanding of the indicators of abuse, recognize a disclosure and provide a follow up support to children.
7. The child protection investigative team has the mandate, experience and training in handling allegations of abuse.
8. When an investigation is warranted, there are a variety of factors to consider when determining a priority level response time.
9. The confidential nature of abuse investigations will be respected and upheld at all times.

# Definitions

## **For the purposes of this protocol:**

**Agency** means a person licensed to manage a family home day care program (Day Care Regulations).

**Child** means a person under nineteen (19) years of age (Children and Family Services Act).

**Child Abuse** means a child is in need of protective services pursuant to Section 22(2) of the Children and Family Services Act. Please refer to Page 9-10 for the definition of a child in need of protective services and Page 7 for what constitutes mandatory reporting of third party abuse.

**Child Care Director** is the person, or designate, who coordinates the administration and service delivery of a child care facility, including a licensee, and in the case of a family day care agency, may be a family home day care consultant.

**Care Provider** means a person who is approved by an agency to provide a family home day care program in the person's home.

**Child Care Staff** means a paid employee of a licensee and does not include care providers.

**Child Care Facility** refers to a licensed day care facility that includes centre-based child care and, for the purpose of this protocol, includes family home day care agencies.

**Child Welfare Agency** refers to an agency continued by or established and incorporated pursuant to the Children and Family Services Act and includes the Minister where the Minister is acting as an agency, and Mi'kmaw Family and Children's Services of Nova Scotia.

**Child Welfare** is a branch of Child, Youth & Family Supports, Department of Community Services overseeing matters related to child protection and residential child caring facilities.

**Early Childhood Development Services** is a program of the Early Years Branch, Department of Education and Early Childhood Development overseeing matters related to regulated child care in the Province of Nova Scotia.

**Intake worker** means a social worker employed by a child welfare agency who receives reports of suspected abuse.

**Licensee** means the person in whose name a license has been issued under the Day Care Act.

**Licensing Services** is a program of the Early Years Branch, Department of Education and Early Childhood Development that oversees matters related to licensed child care facilities and family home day care agencies in Nova Scotia.

**Reporting** means reporting possible cases of child abuse or neglect to a mandated child welfare agency pursuant to Section 22 (2), 23(1), 24(2), 24(A), 25(1) and 25(2) and 25(A) of the Children and Family Services Act.

# Definitions of Abuse and Neglect

Abuse of a child can be classified into five categories. In each of these categories, the abuse or neglect has happened, or there is a substantial risk that it may occur.

- Neglect
- Physical abuse
- Sexual abuse
- Emotional abuse
- Family violence

Although these categories may be useful in principle, it is not unusual for a child to suffer more than one form of abuse. For example, children who have been physically abused may also have been told that they deserve the punishment they are getting, which constitutes emotional abuse and may impact their social-emotional well-being.

## Neglect

Neglect means the chronic and serious failure to provide to the child (i) adequate food, clothing or shelter, (ii) adequate supervision, (iii) affection or cognitive stimulation, or (iv) any other similar failure to provide. (Children and Family Services Act)

## Physical abuse

Physical abuse includes all acts by a person which result in physical harm to a child. Physical abuse may result from inappropriate or excessive discipline. The person may not have intended to hurt the child. This may involve minor injury (e.g. a bruise), to a more serious injury, causing permanent damage or death (e.g. Whiplash Shaken Baby Syndrome). Although cultural factors may play a role in caring for or disciplining children, injuring a child is unacceptable. (Children and Family Services Act).

## Sexual abuse

Sexual abuse means (i) the employment, use, persuasion, inducement, enticement, or coercion of a child to engage in, or assist any other person to engage in, any sexually explicit conduct or stimulation of such conduct, or (ii) the use of a child in, or exposure to, prostitution, pornography or any unlawful sexual practice. (Children and Family Services Act)

## Emotional abuse

Emotional abuse means acts that seriously interfere with a child's healthy development, emotional functioning, and attachment to others such as (i) rejection, (ii) isolation, including depriving the child from normal social interaction, (iii) deprivation of affection or cognitive stimulation, (iv) inappropriate criticism, humiliation or expectations of or threats or accusations towards the child, or (v) any other similar acts. (Children and Family Services Act)



## Family violence

A range of abusive behaviors including: threats, coercion, controlling behaviors that cause the victim to fear for their safety or cause financial victimization, physical assault, or sexual assault, any of which occur within relationships based on kinship, intimacy, dependency or trust. A child may be overtly physically harmed during a family violence incident or indirectly harmed as a result of exposure to violence in the home. Indirect harm may result from the child seeing or hearing the incident, or being aware of the violence through indirect observations of the violence, such as physical injuries, tension in the home, verbal disagreements, broken objects, etc.

## Legislative Framework for Intervention

In Nova Scotia, the Children and Family Services Act provides the mandate for intervention by child welfare agencies. It outlines the grounds under which a child may be found to be in need of protective services, or a victim of physical, sexual or emotional abuse. It also dictates the grounds under which a child may be taken into care.

Under the Children and Family Services Act, a child is defined as a person less than nineteen (19) years of age.

For the purpose of this Protocol, Section 22(2) provides the legal framework for agency intervention into allegations of abuse or neglect within or outside of child care settings.

## When to Report

**Section 22** of the Children and Family Services Act states that:

- 2) *A child is in need of protective services where*
  - (a) *the child has suffered physical harm, inflicted by a parent or guardian of the child or caused by the failure of a parent or guardian to supervise and protect the child adequately;*
  - (b) *there is a substantial risk that the child will suffer physical harm inflicted or caused as described in clause (a);*
  - (c) *the child has been sexually abused by a parent or guardian of the child, or by another person where a parent or guardian of the child knows or should know of the possibility of sexual abuse and fails to protect the child;*
  - (d) *there is a substantial risk that the child will be sexually abused as described in clause (c);*
  - (e) *a child requires medical treatment to cure, prevent or alleviate physical harm or suffering, and the child's parent or guardian does not provide, or refuses or is unavailable or is unable to consent to, the treatment;*
  - (f) *the child has suffered emotional abuse, inflicted by a parent or guardian of the child or caused by the failure of a parent or guardian to supervise and protect the child adequately;*
  - (g) *there is substantial risk that the child will suffer emotional abuse and the parent or guardian does not provide, refuses or is unavailable or unable to consent to, or fails to co-operate with the provision of, services or treatment to remedy or alleviate the abuse;*

- (h) *the child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or guardian does not provide, or refuses or is unavailable unable to consent to, or fails to co-operate with the provision of, services or treatment to remedy or alleviate the condition;*
- (i) *the child has been exposed to, or has been made aware of, violence by or towards*
  - (i) *a parent or guardian, or*
  - (ii) *another person residing with the child, and the parent or guardian fails or refuses to obtain services or treatment, or to take other measures, to remedy or alleviate the violence;*
- (j) *the child is experiencing neglect by a parent or guardian of the child;*
- (k) *there is substantial risk that the child will experience neglect by a parent or guardian of the child, and the parent or guardian does not provide, refuses or is unavailable or unable to consent to, or fails to co-operate with the provision of, services or treatment to remedy or alleviate the harm;*
- (ka) *the child's only parent or guardian has died or is unavailable to exercise custodial rights over the child and has not made adequate provision for the child's care and custody;*
- (kb) *the child is in the care of an agency or another person and the parent or guardian of the child refuses or is unable or unwilling to resume the child's care and custody;*
- (l) *the child is under twelve years of age and has killed or seriously injured another person or caused serious damage to another person's property, and services or treatment are necessary to prevent a recurrence and a parent or guardian of the child does not provide, refuses or is unavailable or unable to consent to, or fails to co-operate with the provision of, the necessary services or treatment;*
- (m) *the child is under twelve years of age and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of a parent or guardian of the child or because of the parent or guardian's failure or inability to supervise the child adequately.*  
1990, c. 5, s. 22; 1996, c.10, s. 1.

## Legal Responsibility to Report

**Section 23** of the Children and Family Services Act states in part:

- (1) *Every person who has information, whether or not it is confidential or privileged, indicating that a child is in need of protective services shall forthwith report that information to an agency.*
- (2) *No action lies against a person by reason of that person reporting information pursuant to subsection (1), unless the reporting of that information is done falsely and maliciously.*
- (3) *Every person who contravenes subsection (1) commits an offense.*

**Section 24** of the same Act states in part:

- (2) *Notwithstanding any other Act, every person who performs professional or official duties with respect to a child, including*
  - (b) *a teacher, school principal, social worker, family counsellor, member of the clergy, operator or employee of a day care facility;*

- (d) operator or employee of a child-caring facility or child-care service; who in the course of that person's professional or official duties, has reasonable grounds to suspect that a child
- (f) has or may have suffered abuse;
- (g) is or may be suffering abuse; or
- (h) is or may be about to suffer abuse in the imminent future shall forthwith report the suspicion and the information upon which it is based to an agency.

### **Duty to report location of child**

- 24A (1)** *Every person who receives notice from an agency that there are reasonable and probable grounds to believe that a child is in need of protective services shall, upon obtaining information that would allow the child to be located, forthwith report the information to the agency.*
- (2)** *This Section applies whether or not the information obtained is confidential or privileged.*
- (3)** *No action lies against a person by reason of that person reporting information pursuant to subsection (1), unless the reporting of that information is done falsely and maliciously.*
- (4)** *Every person who contravenes subsection (1) is guilty of an offence and upon summary conviction is liable to a fine of not more than two thousand dollars or to imprisonment for a period not exceeding six months or to both.*
- (5)** *No proceedings may be instituted pursuant to subsection (4) more than two years after the contravention occurred.*
- (6)** *Every person who falsely and maliciously reports information to an agency pursuant to subsection (1) is guilty of an offence and upon summary conviction is liable to a fine of not more than two thousand dollars or to imprisonment for a period not exceeding six months or to both. 2015, c. 37, s. 14.*

Under this Act, any licensee, child care staff, or care provider who has reasonable grounds to suspect a child may be abused or neglected has to report the matter to the local child welfare agency. Failure to do so may constitute an offence punishable by no more than \$5000 and/or imprisonment for a period not exceeding one year.

Abuse or neglect need not have already occurred for a child to be in need of protection. It is not necessary to wait until a child has been harmed to make a report. When abuse or neglect is suspected and there are reasonable grounds to believe a child is in need of protective services, the legal obligation to report applies.

Where the alleged abuse is third party, that is, the alleged perpetrator is someone other than the child's parent or guardian, it must be reported to a child welfare agency.

It is the child care staff and care provider's responsibility to report suspicions of abuse and to disclose knowledge of abuse. It is not the child care staff and care provider's responsibility to investigate or prove that abuse is taking place before a report is made. A report is not an accusation; it raises the concern and is a request for an investigation.

Child care staff and care providers must exercise their responsibility to report, **prior to informing the child care director**. Where a child care staff and care provider makes a report in opposition to the child care director's view, the child care staff and care provider shall not be subjected to any

negative consequences. There will be no sanctions against him/her for reporting an allegation in good faith, including compensation, tenure, promotion, discipline, alienation, etc. It is important to be aware that the duty to report is only fulfilled when a report is made to a child welfare agency.

The child care director ensures that all child care staff and care providers know who is the designate for the director. If the child care director is absent, her/his designate is responsible for executing the roles and the responsibilities of the child care director in the event that an allegation is made. The designate is also responsible for executing roles and responsibilities related to reporting abuse in cases where the allegations are against the child care director

The *Child Abuse Report Form* (Appendix I) of this document shall be made readily available to all child care staff and care providers.

**Section 25(1)** of the Children and Family Services Act states

*In this Section, a child is abused by a person other than a parent or guardian if the child*

- (a) suffers physical harm, inflicted by a person other than a parent or guardian of the child or caused by the failure of a person other than a parent or guardian of the child to supervise and protect the child adequately;*
- (b) is sexually abused by another person other than a parent or guardian of the child or by another individual where the person, not being a parent or guardian of the child, with the care of the child knows or should know of the possibility of sexual abuse and fails to protect the child; or*
- (c) Suffers serious emotional abuse, caused by the intentional conduct of a person other than a parent or guardian of the child.*

**Section 25(2)**, states that

*Every person who has information, whether or not confidential or privileged, indicating that a child under the age of sixteen*

- (a) has or may have suffered abuse;*
- (b) is or may be suffering abuse; or*
- (c) is or may be about to suffer abuse in the immediate future, by a person other than a parent or guardian shall forthwith report the information to an agency.*

**Section 33(1)**, states that

*Where child protection staff have reasonable and probable grounds to believe that a child is in need of protective services and the child's health or safety cannot be protected adequately otherwise than by taking the child into care, the representative may, at any time before or after an application to determine whether a child is in need of protective services has been commenced, without warrant or court order, take a child into care.*

**Section 33(2)**, states that

*A Notice of Taking will be served upon a parent or guardian upon taking a child into care.*

# Legislative Framework for Regulated Child Care Settings

**Section 30(4)** of the Day Care Regulations states that licensees must follow the Department's child abuse protocol when carrying out their professional obligation to report as per the Children and Family Services Act.

If a child care staff or care provider has any concerns that a child may be in protection under the Children and Family Services Act they must contact an intake worker at a child welfare agency. All child care staff and care providers have the duty to report even a suspicion that a child is suffering abuse, may be at risk or has been abused or neglected. Child care staff and care providers should follow the facility's or agency's procedures for documenting concerns. If the intake worker deems that the concern is reportable, the following steps should be followed.

## Reporting Alleged Abuse when a Parent or Guardian is Suspected

### Immediate Steps for Child Care Staff and Care Providers

1. First and foremost, ensure the health and safety of the identified child.
2. The child care staff or care provider who suspects the abuse or who has received the disclosure, will fill out the *Child Abuse Report Form* (Appendix I) as soon as possible, accurately documenting the disclosure and allegation. Where a child has disclosed, use the child's own words. Record any other information that has led to the concerns for the child, such as the child's behaviour, the child's response to parent(s) or guardian, the child's response to child care staff or care provider, the child's interaction with other children, observations of the child at play, etc. The information provided must be relevant, objective (e.g. facts without personal feeling, biases or interpretations) and accurate.
3. Telephone the child welfare agency (Appendix II) closest to where the child resides to report to the intake worker. Inform the intake worker that you are a child care staff or care provider associated with a regulated child care facility. Provide the intake worker with the information as per the *Child Abuse Report Form*. Record on the form the action the intake worker said would occur.
4. Immediately inform the child care director that a report to the child welfare agency has been made.
5. The original form, and any other related notes, should be kept in a confidential, separate and secure file. Forward a copy of the *Child Abuse Report Form* to the intake worker (e.g., fax, mail) if requested.
6. It is not the responsibility of the child care staff or care provider who made the report or the child care director to prove the allegations. Do not interview the child victim.
7. It is not the responsibility of the child care staff, care provider or the centre director to notify parents or guardians that a report has been made. If required, this will be done by the child welfare agency.

## Roles/Responsibilities of the Child Protection Intake Worker

1. The child welfare agency will assess the allegations to determine if there are grounds under the Children and Family Services Act to investigate.
2. The child welfare agency will provide written acknowledgement to the referral source that a report has been made and whether or not it will be investigated.
3. Response times to conduct an investigation are based on the level of risk and the nature of the alleged abuse and will range from one hour to 21 calendar days of the report being received. It is not the responsibility of the facility to notify the parents or guardian that a report has been made. The child welfare agency will notify the parents or guardian.
4. For reasons of confidentiality, the referral source may not be informed of the outcome of the investigation.
5. In rare cases, it may be necessary to take a child directly into care from the child care facility or family home day care. In this event, child welfare agency staff must serve official notice called *A Notice of Taking* and will present this official document to the child care director or care provider. Child welfare agency staff will present identification when taking a child into care.

## Reporting Alleged Abuse when a Child Care Staff or a Care Provider is Suspected

### Immediate Steps for Child Care Staff and Care Providers

1. First and foremost, ensure the health and safety of the identified child.
2. If the allegations are made by a parent or guardian, other child care staff or care provider, inform the person making the allegation of his/her duty to report the allegation directly to the child welfare agency. Advise the person that you are also obligated to make a report immediately.
3. If the allegation is against another child, the child care director shall take immediate and appropriate action to ensure that:
  - both children are kept separate from each other; and
  - each has appropriate support and supervision.
4. The child care staff and care provider who suspects the abuse or who has received the disclosure, shall fill out the *Child Abuse Report Form*, accurately documenting the disclosure and allegation as soon as possible. Where a child has disclosed, use the child's own words. Record any other information that has led to the concerns for the child, such as the child's behaviour, the child's response to staff and care provider, the child's interaction with other children, observations of the child at play, etc. The information provided must be factual (e.g. facts without personal feeling, biases or interpretations) and accurate.
5. Contact the child welfare agency (Appendix II) closest to the child's home, file a report with an intake worker. Inform the intake worker that you are a child care staff or care provider associated with a regulated child care facility or approved family day care home. Provide the intake worker with the information as per the *Child Abuse Report Form*. Record any information

provided by the intake worker which may include recommended actions to ensure the safety and protection of the alleged victim, other children and/or the alleged perpetrator (this may include separating the identified child and the alleged perpetrator).

6. Immediately inform the child care director that a report to the child welfare agency has been made and of any immediate actions required.

When the allegation is against the child care director, notify the chair of the board of directors, or the licensee that a report has been made and of any immediate actions required.

When the allegation is against the Licensee (e.g. operator/owner), contact the facility's or agency's Early Childhood Development Consultant (Appendix III) for further direction.

7. Forward a copy of the *Child Abuse Report Form* to the intake worker (e.g. fax, mail, etc.). The original form and any other notes should be kept in a separate, confidential and secure file at the child care facility or approved family day care home.

### **Roles/Responsibilities of the Child Protection Intake Worker**

1. The child welfare agency will assess the allegations to determine if there are grounds under the Children and Family Services Act to investigate.
2. The child welfare agency will provide written acknowledgement to the referral source that a report has been made and whether or not it will be investigated.
3. The child welfare agency will also then notify the Director of Early Childhood Development Services in writing in the form of a letter using Appendix V.
4. If it is determined that an investigation will take place, proceed to page 12 of this protocol.
5. Response times to conduct an investigation are based on the level of risk and the nature of the alleged abuse and will range from one hour to 21 calendar days of the report being received. It is not the responsibility of the facility to notify the parents or guardian that a report has been made. The child welfare agency will notify the parents or guardian.

# When an Investigation is Required

## Immediate Steps to be taken by the Child Care Director/ Family Home Day Care Agency Director

1. The child care director/family home agency director will discuss with the child welfare agency to ensure that the most appropriate steps and/or precautions are taken to ensure the safety of the children and/or the alleged perpetrator, which may include separating the alleged perpetrator from the children.
2. Advise the child care staff or care provider that:
  - An allegation of abuse has been made against him/her.
  - A report has been made to a child welfare agency and an investigation will take place.
  - They do not have to discuss the incident. Reassure them that not making a statement will not be interpreted as an indication of guilt.
  - They have the right to contact a lawyer and/or their union representative, if the facility is unionized.
3. Advise the child care staff or care provider of what action the child care facility/family home day care agency is taking in accordance with those options outlined in the facility employee or care provider handbook concerning the treatment of child care staff or care providers accused of child abuse.
4. Do not reveal details about the alleged incident to the alleged perpetrator. Do not disclose the identity of the child. An investigative team member or police will provide this information at the appropriate time.
5. Advise the person that all reasonable steps will be taken to keep them informed.
6. The child care director/family home agency director shall cooperate with child welfare agency and/or the police in the investigation of the matter. This may include the provision of all relevant information or documentation, access to the alleged child victim or other staff, where necessary, and the provision of interview space, if required.
7. The child care director/family home agency director should record every contact and conversation pertaining to the investigation. Include in the notes: the time, date and details of all exchanges with investigators, board members and other employees. Be specific, objective and accurate in these records. This information will be beneficial should legal proceedings take place.
8. The child care director/family home agency director shall maintain the *Child Abuse Report Form* and all other documentation related to the investigation in a secure file separate from other program files and accessible only to the child welfare agency, the person who made the report and to the director (providing he/she is not the alleged perpetrator).



## Roles/Responsibilities of the Child Protection Intake Worker

1. The investigating child welfare agency will ensure that the child's parent(s) or guardians, alleged perpetrator, child care centre director or family home agency director, and the Director of Early Childhood Development Services are informed of the outcome of the investigation. The Director of Early Childhood Development will be formally advised of the outcome of the investigation using Appendix VI.

In all cases, confidentiality must be maintained. Allegations must not be discussed with any individuals other than the licensee, child care director/agency director or those involved in the investigative process.

## Record Management and Confidentiality

Individuals involved in an alleged case of child abuse will have access to highly confidential information. Information must not be discussed with other employees, care providers, students, parents, or members of the public except on a need-to-know basis.

It is important that, from the beginning of the investigation, the child care director record all contact and conversation pertaining to the investigation. Notes should include the time, dates and details of all exchanges with investigators, board members and other employees. These records should be as specific and accurate as possible. Should legal proceedings take place, or if an appeal is necessary, this information will be required.

All written records, notations or reports related to an investigation are confidential and are not to be placed in the child's regular file or in any other way allowed to become known to persons who have no legitimate need for such information. A separate CONFIDENTIAL file is required to hold any documentation. The police or child welfare staff involved may request to access this file. Files and child care staff or care provider notes relating to the case can be subpoenaed as evidence by either the police or the child welfare agency.

Documentation must include the date of notation and the recorder's signature. Content should be accurate and kept in chronological order. A copy of all documents should be kept on file at the facility or family home day care. The child welfare staff involved may request that additional documentation and records be kept during the process of an investigation. Such a request should be made to the facility in writing by the child welfare agency.

This confidential file is not part of the child information records required by the *Day Care Regulations* (Section 31). It is recommended that you consult with your Early Childhood Consultant before discarding any such files.



## Appendix I



# Child Abuse Form

## Confidential

**Completing this form prior to making a report will assist both the person reporting and the child welfare agency intake worker. Some information will be provided by the intake worker during the call.**

Name of facility/agency: \_\_\_\_\_

Date of the alleged abuse: (d/m/y) \_\_\_\_\_

Child's name: \_\_\_\_\_

Child's age: \_\_\_\_\_ Date of birth: (d/m/y): \_\_\_\_\_ Sex:  M  F

Does the child have Aboriginal status?  Yes  No

Child's street address (including postal): \_\_\_\_\_

Parent or Guardian's telephone number: \_\_\_\_\_

Name of parent(s) or guardian and relationship to child: \_\_\_\_\_

Name(s) of siblings (if applicable): \_\_\_\_\_

Name of alleged perpetrator if not the parent or guardian: \_\_\_\_\_

Alleged perpetrator's relationship to child: \_\_\_\_\_

Address of alleged perpetrator (including postal code): \_\_\_\_\_

Other information re: identification and location of alleged perpetrator: \_\_\_\_\_

\_\_\_\_\_

Time child usually arrives: \_\_\_\_\_ a.m.

Time child usually is picked up: \_\_\_\_\_ p.m.

Was any other action taken by the person making this report?  Yes  No

If yes, specify action: \_\_\_\_\_

Description of the incident and situation, including a statement of the behavioural and/or physical indicators of abuse. (If more space is needed, attach a separate page.) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please complete this section when speaking with the intake worker.**

Date of call to child welfare agency: (d/m/y) \_\_\_\_\_

Time: \_\_\_\_\_

Child welfare agency called: \_\_\_\_\_

Name of intake worker spoken to: \_\_\_\_\_

Action intake worker recommended: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What should the response be if the parent or guardian comes to pick up the child before they are contacted by the child welfare agency and/or the police? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of person making report: \_\_\_\_\_

Position: \_\_\_\_\_

Signature of person making report: \_\_\_\_\_

Please provide information when completed.

Date: (d/m/y) \_\_\_\_\_ and time \_\_\_\_\_ a.m./p.m.  
centre director or licensee was informed of the report.

When the report is concerning an allegation against a child care staff or care provider:

Date: (d/m/y) \_\_\_\_\_ and time \_\_\_\_\_ a.m./p.m.  
Early Childhood Development Services or Licensing Services were contacted.

## Appendix II





# Provincial Child Welfare Agency

## Contact Information

### Central Region

**Dartmouth District Office I and II**  
Department of Community Services  
103 Garland Ave, Suite 101  
Dartmouth NS B3B 0K5  
Phone: 902-424-3298  
Fax: 902-424-0625

**Halifax District Office**  
Department of Community Services  
6009 Quinpool Road, 4th Floor  
Willow Tree Tower  
Halifax, NS B3K 5J7  
Phone: 902-425-5420  
Fax: 902-422-9424 or 902-477-3895

**Sackville District Office**  
Department of Community Services  
Suite 3400, 40 Freer Lane  
Lower Sackville, NS B4C 0A2  
Phone: 902-869-3600  
Fax: 902-864-4669

**Provincial After Hours Response Team**  
902-424-2434 or 1-866-922-2434

### Eastern Region

**Glace Bay District Office**  
Department of Community Services  
633 Main Street  
Glace Bay, NS B1A 6J3  
Phone: 902-842-4000  
Fax: 902-842-4067

**Sydney District Office**  
Cape Breton-Victoria District Office  
Department of Community Services  
Suite 31, Provincial Bldg, 360 Prince St.  
Sydney, NS B1P 5L1  
Phone: 902-563-3400  
Fax: 902-563-3367

**North Sydney District Office**  
Cape Breton-Victoria  
Department of Community Services  
185 Commercial St.  
North Sydney, NS B2A 3Y7  
Phone: 902-794-5100  
Fax: 902-794-5191

**Inverness-Richmond District Office**  
Department of Community Services  
218 MacSween Street, Unit 3  
Port Hawkesbury, NS B9A 2J9  
Phone: 902-625-0660  
Fax: 902-625-4021

**Provincial After Hours Response Team**  
1-866-922-2434

# Provincial Child Welfare Agency

## Contact Information (continued)

### Northern Region

**Main intake line:** 1-888-919-4236

**Antigonish District Office**  
Department of Community Services  
229 Main Street  
Antigonish, NS B2G 2C1  
Phone: 902-863-3213  
Fax: 902-863-7549

**Colchester County District Office**  
Department of Community Services  
60 Lorne St., PO Box 950  
Truro, NS B2N 5G7  
Phone: 902-893-5950  
Fax: 902-893-5609

**Cumberland County District Office**  
Department of Community Services  
26-28 Prince Arthur Street, Suite 201  
PO Box 399 Amherst, NS B4H 3Z5  
Phone: 902-667-3336  
Fax: 902-667-1594

**Pictou County District Office**  
Department of Community Services  
7 Campbell's Lane  
New Glasgow, NS B2H 2H9  
Phone: 902-755-5950  
Fax: 902-755-7367

**Provincial After Hours Response Team**  
1-866-922-2434

### Western Region

**Granville Office Annapolis Child Welfare**  
Department of Community Services  
5495 Granville Road, Granville Ferry, Box 70  
Annapolis Royal, NS BOS 1A0  
Phone: 902-532-2337  
Fax: 902-532-5858

**Digby District Office**  
Department of Community Services  
PO Box 399, 84 Warwick Street  
Digby, NS B0V 1A0  
Phone: 902-532-2337 (Granville/Annapolis Office)  
Fax: 902-532-5858

**Hants District Office**  
Department of Community Services  
50 Empire Lane, Suite 0090  
Windsor, NS B0N 2T0  
Phone: 902-798-2289  
Fax: 902-798-3669  
Shubenacadie Office: Phone: 902-758-1295

**Kings District Office**  
Department of Community Services  
76 River Street  
Kentville, NS B4N 1G9  
Phone: 902-678-6176  
Fax: 902-679-0522

**Lunenburg District Office**  
Department of Community Services  
Suite 105, Provincial Building  
99 High St., Bridgewater, NS B4V 1V8  
Phone: 902-543-4554  
Fax: 902-543-6186

# Provincial Child Welfare Agency Contact Information (continued)

## Western Region (continued)

### Queens District Office

Department of Community Services  
PO Box 1360, 123 Henry Hensey Drive  
Liverpool, NS B0T 1K0  
Phone: 902-354-3525  
Fax: 902-354-7460

### Yarmouth District Office

Department of Community Services  
10 Starrs Rd, Yarmouth, NS B5A 2T1  
Phone: 902-742-0700  
Fax: 902-742-8945

**Provincial After Hours Response Team**  
1-866-922-2434

## Mi'kmaw Family and Children's Services of Nova Scotia

### Indian Brook Office

PO Box 179, Shubenacadie  
Hants County NS B0N 2H0  
Phone: 902-758-3553  
Toll Free: 1-800-263-8686  
Fax: 902-758-2390

### Eskasoni Office

PO Box 7142  
Eskasoni, Cape Breton B1W 1A2  
Phone: 902-379-2433 or  
Toll Free: 1-800-263-8300  
Fax: 902-379-2381

### For additional contact information

Offices with Child Welfare Services  
[http://www.gov.ns.ca/coms/department/  
contact/ChildWelfareServices.html](http://www.gov.ns.ca/coms/department/contact/ChildWelfareServices.html)



## Appendix III



# Department of Education and Early Childhood Development Staff

For contact information at Early Childhood Development Services please refer to:

**<http://www.ednet.ns.ca/earlyyears/contact.shtml>**

For contact information at Licensing Services please refer to:

**<https://www.ednet.ns.ca/earlyyears/licensing/>**

For licensing complaints and concerns, you can call toll free at **1-877-233-9555**.





## Appendix IV



# Sample: Acknowledgement of Referral Letter

(Date)

(Name and Address of Referral Source)

Dear (Name of Referral Source)

Thank you for your referral dated (date referral was made).

The Agency (will be) (will not be) investigating this referral  
(and the assigned worker is \_\_\_\_\_).

Should you have further questions or concerns about this situation,  
please do not hesitate to contact our office at (phone number of  
Child Welfare Agency who is responding to referral).

Sincerely,

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(Name of social worker)

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(Name of supervisor)



## Appendix V



# Notification to Director of Early Childhood Development Services: Decision Whether to Investigate

Name of Alleged Offender (Child Care Staff/Provider): \_\_\_\_\_

Name of Centre Where Employed: \_\_\_\_\_

Name of Child: \_\_\_\_\_ Child's D.O.B.: \_\_\_\_\_

Name of Parent(s): \_\_\_\_\_

Date of Initial Referral to Child Protection: \_\_\_\_\_

Reason for Referral: \_\_\_\_\_

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Decision Made Not to Investigate

Decision to Investigate

Signature: \_\_\_\_\_  
Intake Social Worker

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
Protection Supervisor

Date: \_\_\_\_\_





## Appendix VI



# Notification to Director of Early Childhood Development Services

## Outcome of Investigation

Name of Alleged Offender (Child Care Staff/Provider): \_\_\_\_\_

Name of Centre Where Employed: \_\_\_\_\_

Name of Child: \_\_\_\_\_ Child's D.O.B.: \_\_\_\_\_

Name of Parent(s): \_\_\_\_\_

Date of Initial Referral to Child Protection: \_\_\_\_\_

Investigating Child Welfare Agency: \_\_\_\_\_

Child Protection File # \_\_\_\_\_

Substantiated

Unsubstantiated

Inconclusive

Comments \_\_\_\_\_

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Signature: \_\_\_\_\_  
Intake Social Worker

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
Protection Supervisor

Date: \_\_\_\_\_

