PROCEDURE TITLE	Mandatory Abuse and Neglect Reporting Procedure	**DOCUMENT ID**	PROG-DEV-0204.04
OWNER	Child Protection Officer	**CREATION**	02.24.2021- Board
STANDARDS AND REGULATIONS	**COA :** TS 2.01 **Admin Code :** FAC 65C-14.017, OHAC 2151.421, **Statute:** F.S. 39.201, G.S. § 7B-301,	**RENEWAL DATE**	02.2028
RELATED OMC POLICIES / PROCEDURES	Mandatory Abuse and Neglect Reporting Policy; Child Protection Procedure; Client Incident Reporting Procedure; Incident Report Review Team Procedure	**LAST MODIFIED/ APPROVAL**	05.2026 – Chief Operating Officer
APPLICABLE TO	1 - All Staff 8 - Volunteers	**EXPERT REVIEW**	02.16.2021-Nina Gupta

PURPOSE

This procedure describes the requirements and processes by which staff and volunteers are trained to report suspected sexual, physical, or emotional abuse as well as any suspected neglect or exploitation to the appropriate authorities and defines required timelines and steps taken to document these reports.

FORMS AND REFERENCE DOCUMENTS

Title	Description
Florida Department of Children and Families – Abuse Hotline Information	https://www.myflfamilies.com/services/abuse/abuse-hotline
North Carolina Department of Health and Human Services – Child Abuse and Neglect Information	https://cacnc.org/report/
Ohio Department of Jobs and Family Services – Report Child Abuse and Neglect	https://jfs.ohio.gov/child-and-adult-protection-foster-and-adoption/report-child-or-adult-abuse-neglect/report-child-abuse-and-neglect#:~:text=How%20to%20Report%20Child%20Abuse,Reports%20can%20be%20anonymous.
Oklahoma Department of Human Services – Report Child Abuse and Neglect	https://www.childwelfare.gov/how-report-child-abuse-and-neglect/
Tennessee Department of Children's Services – Reporting Abuse FAQ & Training	https://www.tn.gov/dcs/program-areas/child-safety/report-child-abuse.html
Texas Department of Family & Protective Services – Report Abuse, Neglect, or Exploitation	https://www.dfps.texas.gov/contact_us/report_abuse.asp
Incident Report	Client Database

PROCEDURE

1. One More Child (OMC) will provide annual training regarding the statutory requirements for reporting instances and/or suspicions of abuse and neglect.
2. In emergency cases where a child is in immediate danger, 9-1-1 is to be called for local law enforcement.

3. When a report is made to an abuse reporting hotline or appropriate regulatory body, the individual making the report will follow the instructions given during the call, obtain any relevant identification information of who received the report and information they provided, and document the information in the client Incident Report.

4. Each individual with firsthand knowledge of the abuse/suspected abuse and/or neglect or who first becomes aware of it is expected to make the report to appropriate authorities as soon as possible but no later than 24 hours after becoming aware of the situation. Staff are responsible for ensuring this occurs, even if it requires them to call as a reporter with second-hand information.

5. Individuals are also expected to notify the appropriate supervisor/director as soon as possible but no later than 24 hours after becoming aware of a situation where abuse/neglect or suspected abuse/neglect has occurred. If needed, supervisors/directors will assist in making the report to the appropriate authorities.

6. Supervisors/directors will ensure the information regarding the situation is entered into the agency's client database and forwarded to the appropriate leadership staff in accordance with the guidelines in the Client Incident Reporting Procedure. In situations where a report is made about an individual who is not a client of OMC, the OMC Child Protection Officer will be notified and sent all relevant information. The Child Protection Officer will be responsible for reviewing the information to ensure all necessary steps are followed, notify the Risk Management team for inclusion in the next Incident Report Review Team meeting and for the documentation to be saved in a designated, secured subfolder of the Incident Report Review Team SharePoint network folder.

7. In situations where the alleged perpetrator of the abuse/neglect is a staff member or volunteer of OMC, mandatory reporting requirements will be followed, and immediate notifications will be made to the Human Resources Department as well as the appropriate director/executive director, relevant vice president, and Chief Operating Officer. OMC will cooperate with any investigations that may occur and follow applicable OMC Human Resources procedures.

   In situations where the alleged perpetrator of the abuse/neglect is an agency foster parent, the appropriate director and executive director will be notified in compliance with the Client Incident Reporting Procedure.

Global

Reporting will be made in accordance with the applicable country's laws and regulations with the Global team assisting in the process as needed.

All OMC staff, board members, and volunteers are mandatory reporters of known or suspected abuse or neglect and should abide by Florida State guidelines where there are no official state protocols. When there exist discrepancies to these protocols, the official governing state legislation will supersede all agency protocols for the designated state in which services are rendered.

Florida

According to Florida Statutes, any person who knows, or has reasonable cause to suspect, that a child is abused, abandoned, or neglected by a parent, legal guardian, or other person responsible for the child's welfare is a mandatory reporter. Furthermore, reporters in the following occupation categories are required to provide their names when making a report:

- Physician, osteopathic physician, medical examiner, chiropractic physician, nurse, or hospital personnel engaged in the admission, examination, care, or treatment of persons
- Health or mental health professionals other than one highlighted above
- Practitioner who relies solely on spiritual means for healing
- School teacher or other school official or personnel
- Social worker, day care center worker, or other professional childcare, foster care, residential, or institutional worker
- Law enforcement officer

- Judge

In Florida, mandatory reporters are to report instances and/or suspicions of abuse and neglect to the Florida Abuse Hotline by calling 1-800-96-ABUSE. The hotline receives and processes reports 24 hours a day, seven days a week. When a report is made to the hotline, staff should follow the instructions given during the call and obtain the identification number of the hotline worker who received the call for the purpose of including this information in the documentation of the call/report.

North Carolina
Any person or institution who has cause to suspect that a juvenile who is under the age of 18 and is not married, emancipated, or a member of the U.S. Armed Forces, is abused, neglected, or dependent must make a report to the county Department of Social Services.

There are a few exceptions for certain individuals who acquire the information in the context of a relationship that is privileged under North Carolina law. A person with attorney-client privilege is not required to report. In addition, the following people with statutory privileges are not required to report, if the privilege prevents the report (the statute establishing the privilege is in parentheses):

- Licensed psychologists, licensed psychological associates, their employees and associates (G.S. 8- 53.3);
- Social workers licensed or certified under G.S. Ch. 90B and engaged in the delivery of private social work services (G.S. 8-53.7);
- Clinical mental health counselors licensed under G.S. Ch. 90, Art. 24 (G.S. 8-53.8);
- Employees and agents of rape crisis centers and domestic violence programs, as those terms are defined in the privilege statute (G.S. 8-53.12).

There is no exception to the reporting requirement for doctors, nurses, or other individuals with relationships that are privileged under the physician-patient privilege (G.S. 8-53) or the nurse-patient privilege (G.S. 8-53.13).

In case of an emergency, staff must call 9-1-1. In non-emergency situations, the county health department is to be contacted. A complete list of resources can be found on the North Carolina Department of Health and Human Services website here; https://www.ncdhhs.gov/divisions/social-services/child-welfare-services/child-protective-services/about-child-abuse-and-child-neglect

Ohio
Any person who knows, or has reasonable cause to suspect based on facts that a child under 18 years of age, or a person under 21 years of age with a developmental disability or physical impairment, has suffered or faces a threat of suffering any physical or mental wound, injury, disability, or other condition of a nature that reasonably indicates abuse or neglect of the child shall report such information to the county child services agency or county Peace Officer. A statewide hotline may be called, which will redirect callers to the services in their identified county. This number is: 855-O-H-CHILD (855-642-4453). The state of Ohio requires the person reporting child abuse/neglect to contact the county in which that child resides. This contact may be in the form of a phone call, fax, email or walk in. If staff encounter an emergency or immediate crisis, they will call 9-1-1.

Oklahoma
Any person who knows or has reasonable cause to suspect a child under 18 years of age is a victim of abuse or neglect, or in danger of being abuse or neglected, shall, under the law, immediately report such information to the Oklahoma Department of Human Services (DHS). The reporter's identity is confidential. Oklahoma provides a 24-hour statewide child abuse hotline to report abuse or neglect in the state of Oklahoma. This number is: 1-800-522-3511. Reports can also be made online in non-emergency situations via secure site here: https://childhelphotline.org/ . If staff encounter an emergency or immediate crisis, they will call 9-1-1.

Tennessee
Everyone in Tennessee is a mandated reporter under state law. Any person with reasonable cause to believe a child is being abused or neglected must, under the law, immediately report to the Tennessee Department of Children's Services or to local law enforcement. The reporter may remain anonymous. Individuals may call the Child Abuse Hotline to report child abuse or neglect

in the State of Tennessee. This number is: 877-237-0004. Reports also can be made online on via secure site here: https://apps.tn.gov/carat/.

Texas

Anyone who has reasonable cause to believe a child, or person 65 years or older, or an adult with disabilities is being abused, neglected, or exploited must report it to the Department of Family and Protective Services according to Texas laws. A person who reports abuse in good faith is immune from civil or criminal liability. Department of Family and Protective Services keeps the name of the person making the report confidential. Anyone who does not report suspected abuse can be held liable for a misdemeanor or felony. Time frames for investigating reports are based on the severity of the allegations. Reporting suspected abuse makes it possible for a family to get help.

The Department of Family and Protective Services cannot accept anonymous reports of abuse and neglect involving children and their families. Reporters must provide a first and last name and home or business phone number to meet reporting requirements. Anonymous reports of child abuse and neglect may be made to local and state law enforcement agencies instead. Reporters' names are confidential by law. Individuals may make a report to Health and Human Services Commission Complaint and Incident Intake:

- Online: *https://txhhs.my.site.com/complaint/s/*
- By phone: 1-800-458-9858