



Child Abuse and Domestic Violence Report Code

Sources

This Report Code ('Meldcode') is based on the Nederlands Jeugdinstituut 2010 (Dutch Youth Institute 2010) draft Report Code for childcare, and the code from the childcare sector (2011). Both are based on the Ministry of Health, Welfare and Sport's basic Domestic Violence and Child Abuse Report Code (January 2010), and developed in collaboration with the quality childcare and playgroup covenant parties (MOgroep Kinderopvang, Branchevereniging Ondernemers in de Kinderopvang, BOinK, and the childcare parents' association), the Advies- en Meldpunt Kindermishandeling (AMK) (Child Abuse Hotline), and the Bureau Jeugdzorg Zuid-Holland (Youth Care Agency of South Holland).

Furthermore, content obtained via www.handelingsprotocol.nl (2012) has also been used.

The Report Code is adjusted in 2015 because of the transition from youth care to the local authority and the change of the AMK into Veilig Thuis.

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Abbreviations and Definitions

Management

Executive Board responsible for the daily direction and final accountability of Compañanny company.

Regional Operations Manager (ROM)

The Compañanny employee that manages several locations of Compañanny via the location manager.

Location Manager (LM)

The Compañanny employee who manages the location.

Deputy Location Manager (DLM)

The Compañanny employee who supports the LM in her daily work. With independent After-School Care, the DLMs fulfil the tasks of the GTLs.

Group Team Leader (GTL)

The Compañanny employee who manages two or three groups (which, together, form one corner). The GTL works with one of these groups herself, as well as spending one day in the office.

Pedagogic Coach (PC)

The Compañanny employee who takes care of the children, and offers counselling or other means of support. Furthermore, she ensures the implementation and execution of Compañanny's educational policy, coaches the Nannies and GTLs, and provides educational support to parents.

Nanny

The Compañanny employee who takes care of the children, and offers counselling or other means of support.

Attention Officer (AO)

The Compañanny employee who has specific expertise in the field of child abuse and domestic violence.

Parent(s)

The adult(s) responsible for the care and upbringing of the child. Wherever 'parent' is written, it may also apply to one or more parents, as well as the 'guardian'.

She / Her / Herself

Wherever 'she', 'her' or 'herself' is mentioned, it can also apply to 'him', 'his' or 'himself'.

The qualified organisation of Compañanny childcare

Whereas:

- Compañanny is responsible for providing a good quality of service to its children, and that this responsibility is also applicable in the case of services to children who are (presumably) dealing with domestic violence and/or child abuse;
- Based on this responsibility, the employees working for Compañanny are expected, in their contact with the children, to be attentive to any signs that may indicate domestic violence and/or child abuse, and that they effectively respond to these signs;
- Compañanny wishes to establish a Report Code so that its employees know what steps to take in the event of signs of domestic violence and/or child abuse;
- Compañanny also clearly establishes within its Report Code the manner in which it shall support its employees during these steps;
- The term 'domestic violence' is defined as: (threats of) violence, in any location, by someone within the domestic circle. 'Threats of violence' include: physical, sexual or psychological harm to the personal integrity of the victim, including any abuse by the parent(s), honour-related violence, and female genital mutilation (FGM). The victim's 'domestic circle' includes: parent(s); the parent's (ex) partners; relatives; and housemates;
- The term 'child abuse' is defined as: any form of threatening or violent interaction – be it active or passive – that is of a physical, psychological or sexual nature towards a minor and is carried out by the parent(s) or other persons with whom the minor has a relationship of dependency, which will cause serious harm or threaten to prejudice the child in the form of physical or psychological injury, including any designated honour-based violence and female genital mutilation;
- The term 'Nanny' in this Report Code is defined as: the employee working for Compañanny who, in this respect, takes care of the children, and offers counselling or other means of support;
- The term 'child' in this Report Code is defined as: the child to whom the employee grants her professional services.

With the following in mind:

- The Social Support Act;
- The Youth Care Act;
- The Data Protection Act;
- The Childcare Act;
- Amending OKE Act;
- Quality childcare policies;
- The Complaints Act;
- CompaNanny's privacy regulations

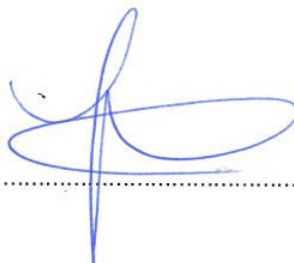
The following shall be adopted within the childcare organisation:

- An Action Plan regarding signs of domestic violence and/or child abuse
- An Action Plan regarding signs of mistreatment by a practitioner
- An Action Plan regarding signs of sexual behaviour between children

CompaNanny also takes on the responsibility of:

- Creating conditions for a safe working and reporting environment (see part 4 of the Report Code).
- Completing the Contact Sheet and ensuring that it is accessible to all its professionals.

CompaNanny Management signature:



Responsibilities within the Report Code that apply to CompaNanny

In this Report Code, the Location Manager (hereafter, referred to as LM) is the central person in terms of coordinating actions concerning suspicions of child abuse and/or domestic violence.

Together with Operations and the Attention Officer (hereafter, referred to as AO), the LM is responsible for the discussion of suspected child abuse, to start the process of help, and, where necessary, to protect the victim. The AO's of CompaNanny are Laurie Broekhuizen and Renée Wiebring. They can be reached at 020-4170117.

Internally, the AO can, at any time, be approached for advice or assistance. Externally, this advice and assistance can be found via Veilig Thuis (Child Abuse Hotline).

When a CompaNanny employee carries out undesirable behaviour towards children or colleagues, the protocol of dealing with unwanted employees will be followed.

Responsibilities and Duties of the Nannies

Primarily, Nannies have a responsibility to communicate instances of child abuse and/or domestic violence.

As a Nanny, you are expected to:

- Look out for, and identify, signs of child abuse.
- Consult matters with a colleague or with the Pedagogic Coach (hereafter, referred to as PC).
- Discuss every case with your Group Team Leader (hereafter, referred to as GTL).

During your contact with the children as a Nanny, you may detect signs of suspected child abuse, domestic violence and/or neglect.

You will discuss these signs with a colleague and your GTL, and decide on how this issue will be addressed further, following the Action Plan.

The LM will coordinate how to proceed further and is also the one who ultimately, if necessary, makes a report to Veilig Thuis.

In certain situations, it may be possible that the Nanny will have a conversation with a child, especially if that child comes forward herself with information.

In such instances, it may be better that such a conversation is held with another party (for example: the AO, GTL, PC, or LM). The LM will determine who conducts these talks.

It is important that you, as a Nanny, are aware of the Report Code's policy, and where your responsibilities lie. If you are no longer directly involved in the process, it is important that you stay informed of the situation by enquiring whether any further action has been taken, and if so, what that action is.

When a child is in immediate danger and there is no time to consult with the LM, AO, GTL, PC, Quality or Operations, then contact Veilig Thuis yourself in the role of the Nanny.

Responsibilities and Duties of the GTLs

Primarily, GTLs have a responsibility to communicate instances of child abuse and/or domestic violence.

As a GTL, you are expected to:

- Look out for, and identify, signs of child abuse.
- Support your team with their responsibilities of communicating instances of child abuse and/or domestic violence.
- Discuss these matters with your colleagues, the PC or LM.
- Compile the signs with the LM, and come to a decision together regarding the consequent plan of action.
- Following your consultation with the LM, report back to your team regarding whether the child is to be helped, and, if so, in what manner.

When a child is in immediate danger and there is no time to consult with the LM, AO, GTL, PC, Quality or Operations, then contact Veilig Thuis yourself in the role of the Nanny (see page 16).

Responsibilities and Duties of the Location Manager

Primarily, the LM has a responsibility to communicate instances of child abuse and/or domestic violence.

In addition to this, the LM coordinates any action taken in a suspected case. The LM shall make decisions in consultation with other experts within the company (such as the AO, Operations, PC, GTL, etc.) and outside the company (usually Veilig Thuis). The LM must also be able to substantiate these decisions.

As a LM, you are expected to:

- Be aware of the Report Code's Action Plan.
- Coordinate the execution of the Report Code in a suspected case of child abuse and/or domestic violence.
- Substantiate your decisions and actions regarding the application of the Report Code.
- Assign tasks (who does what and when).
- Inform the relevant parties involved (this also includes parent meetings, which you shall conduct with at least one other person. You may decide who this other person is on the basis of the specific situation).
- Consult and cooperate with the AO and Operations.
- Depending on the situation, consult and collaborate with others – be they internal and/or external – if necessary.
- Complete the location-specific information in the Contact Sheet of the Report Code, and keep it up to date.
- Take part in talks held within and outside CompaNanny, and make an informed choice about whether your presence is/is not required.
- Keep your cooperation agreements with chain partners; this can be either structurally or situation specific.
- When making any decisions, you must primarily consider the safety of the child, but also the safety of other parties involved (e.g. other family members, colleagues, and other employees).
- Contact Veilig Thuis for advice, consultation or reporting of the situation.
- Evaluate the steps taken by the parties involved.
- Supervise careful conduct when it comes to maintaining the privacy of the family concerned.
- Supervise filing and reporting.
- Explain the purpose and the content of the Report Code to those within the organisation and the parent(s).

Responsibilities and Duties of the PC

Primarily, the PC has a responsibility to communicate instances of child abuse and/or domestic violence.

In addition to that, the PC coaches others about their responsibility to communicate instances of child abuse and/or domestic violence, and to be able to further implement the Report Code in an optimum way.

As the PC, you are expected to:

- Determine, in consultation with the LM, how you can provide support to the Nannies, the child and (potentially) the parent(s).
- Provide support, if requested and required, to the LM and the GTL, and help make decisions.
- Ensure that you are (kept) aware of the child's welfare during and after the Report Code process.
- Provide the GTL / Nannies with tips to ensure that the child feels as comfortable as possible at CompaNanny.
- Discuss matters with the LM if there is a situation where we are unable to give the child what he/she needs.

Responsibilities and Duties of the AO (who works in cooperation with Quality, when necessary)

The AO has expertise in the field of Domestic Violence and Child Abuse.

The AO coaches employees who suspect child abuse and/or domestic violence and those who set up the Report Code. This can involve helping make practical decisions, but also discussing norms and values, verifying a suspicion, interview skills, risk assessment, and the child's safety.

The AO is responsible for:

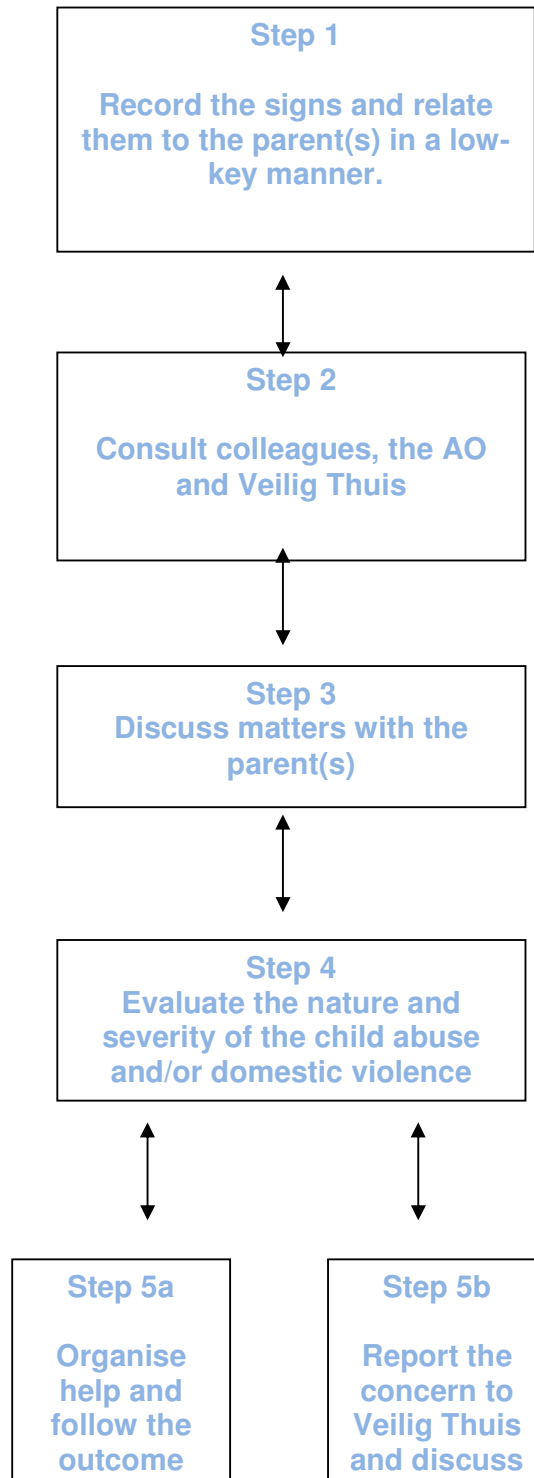
- Transferring skills and knowledge within CompaNanny with regards to the Report Code;
- The inclusion of the Report Code in CompaNanny's policy;
- The inclusion of expertise regarding child abuse and/or domestic violence in CompaNanny's training plan;
- Evaluating the operation of the Report Code, advising the Management (when necessary), and putting actions into place for the optimal implementation of the Report Code;
- Providing assistance to the LM in the form of advice or practical support with regards to applying the Report Code (e.g. by co-conducting discussions);
- The direct coaching of LMs and Operations in applying the Report Code;
- Answering questions any CompaNanny employee may have regarding the Report Code;
- Explaining the purpose and the content of the Report Code to those within the organisation and the parent(s).
- Promoting the purpose and the content of the Report Code to those within the organisation and the parent(s) (in collaboration with the Marketing department);
- Keeping certain information about the Report Code confidential (e.g. the number of times Veilig Thuis is/has been consulted, the number of times that a Care Report is carried out per location and per year, etc).

Responsibilities and Duties of the Management and Operations Managers

The Management / Operations are responsible for:

- The inclusion of the Report Code in Compañanny's policy;
- Appointing and training an AO;
- The inclusion of expertise regarding child abuse and/or domestic violence in Compañanny's training plan;
- Regular training and providing other forms of professional expertise development to employees, to ensure that they have sufficient knowledge and skills, that they can easily detect domestic violence and/or child abuse, and that they know the Report Code's Action Plan;
- Aligning the Report Code with the work processes within the organisation;
- Ensuring there are enough internal and external experts readily available to the staff to assist them in identifying signs of child abuse and/or domestic violence, and to help them follow the Report Code's Action Plan;
- Monitoring of the operation of the Report Code and, if necessary, putting actions into place for the optimal implementation of the Report Code;
- Promoting the purpose and the content of the Report Code to those within the organisation and the parent(s).
- Agreeing on how Compañanny will support its employees when they are held accountable by the parent(s) for the way they have used the Report Code;
- Agreeing on how Compañanny will increase its responsibility if the communication regarding, and referral for, a child stagnates;
- Operations may, in consultation with the LM, provide practical support when it comes to implementing/coordinating the Report Code (for example, appointments held at the home);
- Operations follows the process and supports the LM in making decisions;
- The Management bears ultimate responsibility for the implementation of the Report Code.

Signs of Child Abuse and/or Domestic Violence:
CompaNanny's Action Plan



The Action Plan

In general, it is important to emphasise that every CompaNanny employee who works with the children is alert to any conspicuous behaviour and signs the children may give out that could point to child abuse and/or domestic violence (this could be referred to as Step 0). Only when you are worried about the behaviour of a child or the situation a child is in, do you follow the Report Code's Action Plan.

The steps described in the Action Plan are placed in a specific order. However, it is not obligatory to follow this exact order. What is important is that all the steps are taken before a final decision is made on whether to file a report. For example, it may be that a Nanny discusses matters first with her GTL before consulting the other Nannies. It is also possible that certain steps will be taken several times.

Step 1: Recording the signs

Responsibility: Nanny

Registration Responsibility: LM

- The Nanny observes the child and the parent(s).
- The Nanny checks the signs list (Early Warning Signs, Appendix 5).
- The Nanny relates the facts that she is concerned about, where possible, directly with the parent(s). It is preferable if this is done in a direct but informal way, such as a conversation during the handover at the beginning or end of a day, or via a short meeting.
- The Nanny consults her close colleagues and together, they look for signs that either enhance or negate the concern.
- All discussions, appointments and actions are recorded in a child's file (see Appendix 3).

Step 2: Consult colleagues, the AO and Veilig Thuis

Responsibility: LM

Registration Responsibility: LM

- The Nanny discusses her concerns with her GTL in the presence of the LM.
- Together, they sort the information using the signs list (see Appendixes 5, 6 or 7), and supplement it, if necessary, with the discussions held with other Nannies in the group, so that they can observe the child further and (or, once again) relate the facts to the parent(s) in an informal way.
- The LM informs the ROM, the DLM and the PC.
- The LM discusses the situation with the AO.
- The AO informs the Quality Manager.
- The situation may eventually be discussed in a consultation. The consultation options regarding this are: PC consultation (at Head Office); GTL pedagogic consultation; Group Corner consultation; Individual consultation between the PC and LM and/or individual consultation between the GTL and the LM.
- The LM can call Veilig Thuis for a consultation – be it an advisory consultation, which is a one-time or initial discussion about a case, or a follow-up consultation regarding a previously discussed case.

- The LM will inform the AO what advice Veilig Thuis has given, and what specific steps are being taken and by whom.
- The LM determines, in consultation with the AO/Veilig Thuis, whether to contact external organisations such as:
 - *Het Centrum voor Jeugd en Gezin (CJG)* (The Centre for Youth and Families)
 - The Parent- Child Team (OKT) / Social Team
 - The child's school

Please note: contact with external organisations may only be made with the parent(s)'s permission, unless there is immediate danger to the child. See the privacy policy possibilities and Appendix 4

- The results of all talks and meetings are discussed with the parent(s), unless the LM, in consultation with Veilig Thuis/AO, has decided otherwise.
- All discussions, appointments and actions are recorded in a child's file (see Appendix 3).

Step 3: Discuss matters with the parent(s)

Responsibility: LM

Registration Responsibility: LM

- The LM relates the concerns with the parent(s) in a meeting (see Appendix 10).
- Another person must be present during this discussion, and the LM may decide who this other person is on the basis of the specific situation (e.g. the PC, GTL, AO, ROM and/or a Nanny).
- As of Step 3, the LM should consider very carefully whether it is necessary for a Nanny to be present at any meeting. Her attendance should be an exception as opposed to the norm. It can be very stressful for Nannies to become too involved in the process, as they are unable to carry out their work in an uninhibited manner. In many instances, because of her cares and concerns for the child, the Nanny tries to solve the problem herself and thus gets too involved with the child and parent(s). This can lead to the contact/relationship between the Nanny and the parent(s) being disrupted/disturbed. On the other hand, the decision to have the Nanny in the meeting can be a positive one as it may win/retain the parent(s)'s trust. The LM must weigh up the pros and cons of choosing to have the Nanny present at a meeting, and make an informed decision.
- All discussions, appointments and actions are recorded in a child's file (see Appendix 3).

Step 4: Evaluate the nature and severity of the child abuse and/or domestic violence

Responsibility: LM

Registration Responsibility: LM

- The LM compiles the information, possibly with the help of the AO.

- The LM always contacts Veilig Thuis, and together with Veilig Thuis, evaluates the nature, risk and the severity of the situation (CompaNanny never does this without consulting Veilig Thuis!).
- The LM informs the AO and Operations what advice Veilig Thuis has given. Together, they discuss how to take this advice further.
- They will decide on whether to take Step 5a (organise help and follow the outcome) or Step 5b (report the case to Veilig Thuis).
- All discussions, appointments and actions are recorded in a child's file (see Appendix 3).

Step 5a: Organise help and follow the outcome

Responsibility: LM

Registration Responsibility: LM

- The LM relates the concerns to the parent(s) once again in a meeting.
- Another person must be present during this discussion, and the LM may decide who this other person is on the basis of the specific situation (e.g. the PC, GTL, AO, ROM and/or a Nanny). CompaNanny must discuss with the parent(s) what kind of help they advise. The LM must make a definitive agreement with the parent(s) regarding when and how the parent(s) will seek help.
- The LM ensures that this is checked or makes agreements that the implementation of help is actually observed.
- The Nannies, GTL and PC monitor the continued welfare of the child. The parent(s)'s failure to comply with the agreements and/or a continued concern about the child can lead to Step 5b being taken.
- All discussions, appointments and actions are recorded in a child's file (see Appendix 3).

OR

Step 5b: Report the concern to Veilig Thuis and discuss

Responsibility: LM

Registration Responsibility: LM

- The LM discusses reporting the concern to Veilig Thuis with the AO and the ROM.
- The ROM informs the Management and the Quality Manager about the planned reporting of the concern.
- The LM informs the parent(s) about the planned reporting of the concern.
- Another person must be present during this discussion, and the LM may decide who this other person is on the basis of the specific situation (e.g. the PC, GTL, AO, ROM and/or a Nanny).
- The LM files a report to Veilig Thuis.
- All discussions, appointments and actions are recorded in a child's file (see Appendix 3).

Evaluation

After the implementation of Step 5, the process will be evaluated, under the leadership of the LM. It is also possible to choose to involve the AO directly at this point.

The evaluation form (see Appendix 3) is to be shared with the ROM and the AO.

Step 1: Recording the signs

Something 'fishy' is often the first feeling you will notice in a situation where you're going to worry about a child. This feeling stems from an observation that deviates from the 'normal', and for which you can find no direct explanation. These signs, which are usually not directly linked to child abuse and/or domestic violence, are nevertheless very important.

Each sign separately can be part of a larger whole and a whole can be a greater reason to worry.

It is therefore very important for you as a Nanny to recognise and note down the signs that give rise to these 'fishy' feelings, because over time, these noted signs can lead to the discovery of a pattern or consistency.

Also by talking to colleagues, you can ensure that you get a better picture of a child and his/her situation. Some signs may make you more worried, but also pay attention to the signs that can ease your concerns.

Observe the child and his/her parent(s), and factually register what you see. Do not try to interpret anything.

To be able to focus and look at matters objectively, it is important to use the signs lists in Appendixes 5, 6 or 7. Knowing these signs is always important. Therefore, make sure that you know the signs list as well as possible. Read through the list every now and then to refresh your memory, hang it up in the Nanny staffroom, discuss the list with colleagues, and keep each other sharp by talking about it.

It may be that certain signs have a very good explanation. Therefore it is important to communicate unusual cases with the parent(s) as quickly as possible.

Small details that stand out can be discussed immediately and in a low-key manner, for example during the handover at the beginning or end of a day. This way, satisfactory answers are often quickly ascertained and misunderstandings can be written off early on. Such openness is very important when it comes to contact with the parent(s). Openness and honesty creates trust and have always been a very important foundation, especially when difficult things have to be discussed.

Even if concerns cannot be alleviated directly by the parent(s), it is very important to deal with them as soon as possible and in a discreet manner. This way, the parent(s) does not face any shocking surprises because they are already aware of what issues worry you, and so a possibly more intense discussion does not just 'come out of thin air'.

Try to interpret the situations as little as possible. Relate the facts with the parent(s):
What do you see?
What do you hear?

What do you smell?

In exceptional cases, it may be that you are not willing to relate the signs/your concerns with the parent(s) because you fear for the safety of the child, other family members and/or yourself. In such instances, share your concerns immediately with your LM, and, together, discuss what you can do.

Register

All signs that confirm or negate a suspected case of child abuse and/or domestic violence should be kept in a child's file (see Appendix 3). Be sure to explain any contact made regarding the signs, including the steps that have been implemented and the decisions made.

This provides a summary and can help when substantiating further decisions. Furthermore, it can help with accountability for the actions and decisions made, at a later date (for example during the childcare inspection).

The Early Warning Signs list (Appendix 5 and 8) and Age-specific Signs lists (Appendixes 6 and 7) can be used to sort, clarify and supplement the signs.

For further information about the Child Dossier, see Appendix 3.

***ALL personnel working within Compafanny have a responsibility to communicate instances of child abuse and/or domestic violence.
This definition also applies to them.***

Step 2: Consult colleagues, the AO and Veilig Thuis

The Nanny discusses her concerns with the GTL and the LM. Together they sort the information using the signs list (see Appendixes 5, 6 or 7), and supplement it, if necessary, with the discussions held with other Nannies in the group, so that they can observe the child further. The observations made during this interim period can be mentioned during the meeting with the parent(s) in Step 3.

The Early Warning Signs list (Appendix 5) can be used to organise the signs, and this can eventually be supplemented with the Age-specific Signs lists (Appendixes 6 and 7). By completing these signs lists, a summary is created of information known to date, as well as an overview of what information might still need to be investigated further. The list is based on the signs list found on www.meldcriteria.nl. Not all the information in this list is as relevant to find out. Yet it is important to think about what information you could find out, and then make a conscious choice. Avoid making interpretations of signs while filling in the Early Warning Signs list. Organise the factual information and do not take longer than 10 minutes to do so.

From this point on, the LM will be involved in all subsequent steps in the process. The LM is responsible for the practical implementation, coordination and support when it comes to applying the Report Code and shall, in consultation with others, make decisions.

A great deal of consultation and discussion will take place during this step of the Report Code. It is therefore important to consciously engage with the child's and parent(s)'s privacy rights. In almost all cases, it is best to request the parent(s)'s permission when seeking contact with experts or organisations outside of CompaNanny. Privacy legislation should never be at the expense of a child.

If the parent(s) do not consent to contact being made with experts or organisations outside of CompaNanny, it is possible to discuss the case anonymously. This does, however, occasionally make matters difficult if further steps need to be taken. Veilig Thuis may be contacted at any step in the process for an anonymous advisory consultation and counselling about the child. In consultation with Veilig Thuis, an anonymous report regarding the case may ultimately be filed, and the parent(s) will be unaware of the fact that CompaNanny has filed such a report at that moment in time. However, CompaNanny prefers openness and transparency.

In order to keep the parent(s) open during the process, (in most cases) it is important to ensure they understand the process. This does not necessarily mean that the parent(s) will always agree with the decision CompaNanny makes. Having a trusting relationship with the parent(s) is a means, not an end. The goal is to protect a child against situations where, in his/her development, he/she may be threatened.

For more information about the *Wet Bescherming Persoonsgegevens* (WBP) (Data Protection Act), see Appendix 4.

Questions regarding this topic can be asked via privacyhelpdesc@minjus.nl

Veilig Thuis (Child Abuse Hotline)

If there is any doubt regarding the cause of the situation and/or any possible insecurity in the child, advice from Veilig Thuis should be sought.

Veilig Thuis has plenty of information concerning possible signs of child abuse and/or domestic violence available. Staff can advise on the steps required and how to conduct talks.

Veilig Thuis can also make an initial evaluation on whether there are just causes for concern in any particular situation, and if child abuse and/or domestic violence may exist.

CompaNanny considers Veilig Thuis as a key partner to work with during all steps of the Report Code. It provides an opportunity to share concerns in a discreet manner, and to collaborate with experienced professionals in order to reach positive outcomes.

For more information, see Appendix 12 and www.vooreenveiligthuis.nl

Emergencies: acute risks

1. If the child is in imminent danger and needs immediate protection, the situation should be reported to Veilig Thuis without delay. They will decide immediately what to do and whether it is necessary to alert the *Raad voor de Kinderbescherming* (Council for Child Protection) (e.g. if an injured child has to go to hospital and the parents refuse to take him/her there or pick him/her up.) In such instances, a provisional *onder toezichtstelling* (O.T.S) (supervision order) can be requested so that the parents (temporarily) do not have authority over their child.
2. If a dangerous situation arises at the location: First call the police, and then Veilig Thuis if the situation/report is one of child abuse.
3. If in doubt, call Veilig Thuis to ask for advice.

Reporting is preferably done by, or following consultation with, the LM, AO, ROM or Quality. If these personnel are not available or contactable, every employee may contact Veilig Thuis directly.

Veilig Thuis is available 24 hours a day, seven days a week via an accessible Public Service.

Such a situation must subsequently be reported, and the supervisor informed about the report.

Contact Numbers:

Veilig Thuis: 0800-2000

Police: 0900-8844 or 112

Step 3: Discuss matters with the parent(s)

The LM will relate the concerns to the parent(s) in a meeting. Another person must be present during this discussion, and the LM may decide who this other person is on the basis of the specific situation.

The LM can contact the AO and/or Veilig Thuis for support in the preparation and/or the conducting of the meeting.

For the meeting with the parent(s), the following steps are to be followed:

1. Explain the **purpose** of the meeting to the parent(s).
2. Describe the facts that have been established and the observations that have been made (also the observations that have recently been made).
3. Ask the parents to provide a response.
4. After their response, provide (if necessary and if possible) an interpretation of what you have seen, heard and observed.
5. Put everything discussed in the meeting in writing and, if possible, have all parties sign the document.

In most cases, it is unclear what the causes of the signs are. By informing the parent(s) and exchanging information about their child's development, the causes can be clarified, invalidated or ratified.

Ask the parent(s) to give his/her opinions explicitly, and ask about child-related issues in the home.

- Does the parent recognise the situation?
- How does the child behave at home?
- How does the parent respond?
- How is the child educated/nurtured at home?
- How does the child react?
- How has the development of the child progressed until now?
- How does the parent find this?
- How has the parent experienced the education and his/her role as a parent?

If the parents recognise the concern, an investigation into opportunities and solutions can be initiated. Some parents must first be motivated so that the concerns concerning their child can be shared, but most parents want to be helped. It helps, therefore, to give the parent(s) more information about their child's development and the consequences their child faces in the current situation.

Only when the parent(s) cannot be motivated and they continue to deny the concerns, it is wise, following discussions with Veilig Thuis, to consider filing a report.

Reporting a concern to Veilig Thuis without first discussing the signs with the parent(s) is only possible if:

- The safety of the child, yourself, or that of another (e.g. the other parent or family members) is in question; or
- If there is good reason to believe that, following this discussion with you, the parent will break contact with you and leave Compañnny.

This does not apply when requesting advice from Veilig Thuis as questions may always be asked anonymously.

For more guidance regarding conversations with parents, see Appendix 10.

Step 4: Evaluate the nature and severity of the child abuse and/or domestic violence

The LM compiles, possibly with the help of the AO, the information, and contacts Veilig Thuis to make an assessment of the nature, risk and severity of the situation together.

It must also be considered whether the police should be involved. Finally, offenses of child abuse and/or domestic violence are to be considered.

For the evaluation, the following factors are of importance:

- The age of the victim
- The nature of the violence
- The degree of dependence
- The duration of the violence
- Expectations of the damage caused
- Degree of isolation in which the violence takes place

The child records (see Appendix 3) are important when it comes to recovering the above information.

Note! It must always be clear whether the information contains facts or assumptions. Information provided by others can only be used if it has also been mentioned.

Step 5: Decide: Organise help yourself or Report

Step 5a: Organise help and follow the outcome

If, on the basis of the assessment made in Step 4, there are enough grounds to show that the child and his/her family can be protected reasonably sufficiently against the risks of child abuse and/or domestic violence, the LM will discuss this with the parent(s).

In this discussion, the LM and parent(s) should clearly agree on the assistance that will be arranged:

From where will the help be sought?

In most cases, this will be the Centre for Youth and Family (CJG) or the Parent- ChildTeam (OKT)

Who approaches the supporting body?

It could be that the threshold is too high for the parent(s) to call the *CJG/ OKT* themselves. The LM (or someone who is deployed by the LM, such as a PC or AO) can then call the *CJG/ OKT* the parents or contact the institution in advance.

When does this happen?

Discuss this and make a definite agreement.

How will feedback be given regarding whether the parent(s) have actually sought help, and whether there is a positive outcome from this help?

The LM ensures that this is checked or makes agreements that the implementation of help is actually observed.

The Nannies, GTL and PC monitor the continued welfare of the child.

If there are signs that the child abuse and/or domestic violence has not stopped or has started again, Step 5b should be taken (reporting a concern to Veilig Thuis).

CompaNanny is not a relief agency, but it certainly has the potential to offer guidance and support to parents and children. Special arrangements can be made regarding help offered by CompaNanny, for example in cooperation with the *CJG/ OKT*. Instances include parenting advice from the PC, and the use of certain methods in the group. CompaNanny will do everything to provide support in difficult situations, as long as it is positive for the child and feasible within the location.

Considerations herein are made in consultation between the LM, AO, Quality and ROM.

Step 5b: Report the concern to Veilig Thuis and discuss

If the child or the parent cannot be protected against the risk of child abuse and/or domestic violence, then a report shall be filed to Veilig Thuis.

Before the LM files the report, the ROM, Management, Quality Manager and AO must be informed. The only exception to this rule is an emergency case.

The LM will include within her report to Veilig Thuis what can be done to protect the child, other parent and any other family members (such as siblings) against the risk of child abuse and/or domestic violence, within the limits of daily activities, once the report has been filed.

The LM will also inform the parent(s) about the intended filing of the report. Another person must be present during this discussion, and the LM may decide who this other person is on the basis of the specific situation (e.g. the PC, GTL, AO, ROM and/or a Nanny).

Things to consider during the discussion with the parents (see also Appendix 10):

- Explain why CompaNanny intends to file this report and what its purpose is.
- During the discussion, stick to the facts and observations, and avoid any interpretations or opinions.
- Ask the parents to provide a response.
- If the parent(s) object to the filing of the report, the LM must discuss with the parent(s) whether and how these objections can be overcome. This information must be written down and signed by the LM and the parent(s).
- If the objections cannot be overcome, the objections must be weighed against the need to protect the child, the other parent and/or other family members against child abuse and/or domestic violence. Age and the nature and severity of the situation play an important role when considering this. Parents do not need to agree with the filing of the report in order for the report to be filed.

Contact with the parent(s) regarding the filing of the report can only be waived:

- If the safety of the child, a parent, that of the professionals themselves, and/or that of another is at stake.
- If there are good reasons to assume that the parent(s) may break contact with CompaNanny as a result.

These decisions should always be made in consultation with Veilig Thuis.

If, after a period of time, there is insufficient improvement in the situation, the LM will contact Veilig Thuis again, and possibly repeat the filing of the report.

Veilig Thuis itself recommends that it can be contacted several times if there is insufficient improvement or if the situation deteriorates.

CompaNanny Contact Sheet per location

To be filled in per location: **Note! Find and fill in the region-specific data**

Organisation: Police
Emergency telephone number: 112
Phone:
Organisation: Police (social, youth and sex offenses)
Contact person:
Address:
Telephone number:
Mail address:

Organisation: Veilig Thuis
Emergency telephone number: 0800-2000
Telephone number:
Contact person:
Address:
Mail address:

Organisation: Parent- Child Team (OKT)/ Youth and Family Team
Emergency telephone number:
Telephone number:
Contact person:
Address:
Mail address:

Organisation: Centrum voor Jeugd en Gezin (CJG)
Contact person:
Address:
Telephone number:
Mail address:

Organisation: GGD
Contact person:
Address:
Telephone number:
Mail address:

Organisation: Algemeen Maatschappelijk Werk
Contact person:
Address:
Telephone number:
Mail address: