

TVC KIDS and FUSION

Policy for Parent Conversations About Mandated Reporting Incidents

If you are approached by a parent after calling Mandatory Reporting:

For Non-Staff:

- Sympathize with the parent and situation. Let them know you understand their concerns.
- Tell the parent you are unable confirm or deny their accusation and in any case of reporting we are not allowed to talk about the details of any situation and if they have any further questions, you would be glad to take down their information and have a staff person get back with them.

For Staff:

- Sympathize with the parent and situation.
- Tell the parent you are unable to discuss details because this is an active investigation.
- Explain to the parent our job as mandatory reporters. It is not our job to discern if something is true. We are legally obligated to report when we hear of abuse and neglect. If we do not report, we can be held legally responsible for neglecting our duty as mandated reporters.
- Direct any further questions to CPS or their case manager.
- Within the next few days, meet with Director of Safety to discuss conversation with parent.