

Arizona Department of Child Safety

Practice Guide to Hotline Interview Questions

The following are additional questions that will assist in the critical thinking and information gathering process. There may be times when it is needed to ask follow-up questions in regard to specific maltreatment types or specific situations, such as Safe Haven baby or near fatality.

NEGLECT

Abandonment

1. Do you know where the child's parent is now?
2. Do you know when the parent last had contact with the child?
3. Do you have any information about when the child's parent is coming back?
4. Do you know what arrangements the parent made for care of this child?
5. How long are you able or willing to care for the child? Are relatives or friends of the family available? If yes, what are their names and how can we contact them?

(If the parent is the source and wants the child removed from the home, ask them):

1. What assistance have you asked for in order to be able to care for your child, such as counseling, medical or psychiatric assessment, or assistance from the school or law enforcement?
2. Is there anyone with whom your child could live, such as relatives or family friends, while you obtain assistance?
3. Have you considered professional placement, such as a teen shelter?
4. Are you willing to work with DCS to make arrangements other than DCS placement for the care of your child?

Clothing

1. Do the child's clothes match the weather conditions? If no, describe.
2. Are the clothes that the child wears clean and do they fit the child?
3. What effect is the lack of clothing having on the child?

Drug Labs

1. How was the child exposed to the dangerous drug lab (e.g. meth lab)? Is the drug lab located in the child's living environment or is it in another environment (structure or vehicle) where the child was present? If yes, how often does the caregiver bring the child to this environment?
2. If the drug lab was in another environment, did the caregiver know or have reason to know that a lab would be present?
3. Does the child exhibit symptoms of drug exposure such as a skin rash, agitated or lethargic behavior or other symptoms? Did the child sustain an injury from being exposed to the drug lab? If yes, can you describe the injury?
4. Where was the caregiver cooking the drug? If not in the living environment, where were they cooking and what is the proximity to the living environment?
5. Where were the fumes being vented?
6. Was the child in the living environment or area where cooking or venting occurred?
7. Where are the chemicals and/or the equipment used to manufacture the drugs stored? What is the proximity to the child and does he/she have access?
8. Is drug or chemical residue present? If yes, where?
9. Did the caregiver have a place for the child to go when he/she was cooking or using the drug?

Food

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Practice Guide to Hotline Interview Questions

1. What makes you believe the child is not getting enough food?
2. Do you know if the child is getting food from another source (i.e. school or relative)? If yes, where?
3. If reporter has been in the home, describe the food you saw in the home?
4. What is the child's overall appearance? Do you know the child's height and weight? Has the child lost weight?
5. Do you know the parents' stature/size?

Home Environment

1. Describe the physical condition of the home? If you are standing in a room describe what you see.
2. Has anything happened to the child?
3. How long has the family lived this way?

Supervision

1. **Is the child alone now?**
How long has the child been alone? Does the child know how to contact emergency personnel? Where is the person who should be watching them and when will they return? Have you called police?
2. **If the child is not alone now:**
Who is taking care of the child? Can the child remain with this adult or is intervention needed now? How often is the child left alone and when does this usually happen? Does someone check on the child when alone? Who and how can we contact them? Does the child know how to contact a parent or emergency personnel?

Sexual Exposure

1. Describe the sexual activity or the explicit sexual material to which the child was exposed.
2. Describe how, when and where the caregiver exposed the child.
3. Describe how the caregiver failed to take actions to prevent the child from observing the sexual activity or explicit sexual materials.

Substance Exposed Newborn

1. Has the child or mother been tested and what are the results? If the drug is a prescription drug, was the drug prescribed to the mother during her pregnancy?
2. What is the reported history of drug use, including any admission of use by the mother and/or the extent of use during the pregnancy? What type of drug was used and when was the last use?
3. Has mother ever received drug treatment? Do others in the home use drugs? Is the father aware of the mother's drug use?
4. What is the medical and physical condition of the child? Has a doctor diagnosed or noted withdrawal symptoms or other adverse effects or is the child considered medically fragile? If yes, what are the medical concerns and what treatment or care is needed?
5. What are the child's birth weight, gestational age, and APGAR scores?
6. What prenatal care was received? Was the mother tested for drugs during her prenatal visits? If yes, what were the results?
7. Who is the medical doctor and what is the name and location of the hospital where the child was born?
8. Does the mother show signs of attachment and bonding? Does she want to hold the child; talk to the child; want the child in her room?

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Arizona Department of Child Safety

Practice Guide to Hotline Interview Questions

9. Is a support system available to the mother?
10. Are you aware if the mother has made preparations for the child in the home? Is there a crib or someplace safe for the child to sleep?

PHYSICAL ABUSE

Confinement

1. Why was the child confined?
2. How was the child confined and for how long?
3. Was the child denied access to food, water, and a bathroom?
4. Did the child have a means to exit the area of confinement in the event of an emergency? Was a person present during the entire length of confinement?

Hitting a Child

1. How did the caregiver hit the child (i.e. open hand, closed fist, with an instrument)?
2. How many times did the caregiver hit the child?
3. Where on the child's body were they hit?
4. Did the caretaker use excessive force?
5. Did the child fall down or fall into something after they were hit?

Injury due to Physical Restraint

1. Why was the child restrained?
2. What type of restraint was used on the child?
3. Did the child resist the restraint?
4. What is the size of the child?
5. Did the caregiver use excessive force?

No Physical Injury, but Other Symptoms

1. Is the child experiencing any pain? If yes, where? How long?
2. Is the child exhibiting any other symptoms (i.e. vomiting, blacked out)?
3. Is the child experiencing any impairment (i.e. limping, difficulty sitting, lack of range of motion of limbs)?

EMOTIONAL ABUSE

Emotional

1. What is the caregiver doing or saying to the child?
2. Have you noticed a change in the child's behavior? If yes, describe.
3. What behaviors is the child exhibiting?
4. Do you think the child's behavior is related to what the caregiver is doing?
5. Do you know if the child has seen a medical doctor, psychologist or mental health professional? What is the name and phone number? Do you know the diagnosis?

MEANS TO LOCATE

Means to Locate

1. What is the name of the school/daycare the children attend?
2. What after school programs do the children attend (i.e. Boys and Girls Club, Salvation Army, Kroc Center, etc.)

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Practice Guide to Hotline Interview Questions

3. Are the parents employed? If so, do you know the name of the company?
4. Does the children/family go to church or place of worship?
5. Do you know if they have any future medical or dental appointments where the children will be present?
6. Do you have the name of a relative they may stay with or who may know where they are staying?
7. Do you know the major cross streets or how to get to the home as to where the family is staying? (pull up Google Maps and do a turn-by-turn directions with the caller)
8. Can you describe the home (color, things in the yard, etc.)?
9. What is the name of the apartment complex/trailer park, etc.?
10. Do you have a description of the family's car and/or license plate number?
11. What business were they coming from? (this can assist with identifying the family)

(Other resources: Looking the family's name in the white pages, Arizona Department of Corrections, Sex Offender Registry, Facebook, Twitter and other social media sites)

SAFE HAVEN NEWBORN

Safe Haven Newborn

1. Is the parent or agent who delivered the newborn still present?
2. Did the parent express intent to return for the newborn infant?
3. Does the child appear to be a newborn infant (under 72 hours old)?
4. What is the newborn's condition?
5. Does the infant need immediate medical attention? If so, have you called 9-1-1?
6. Did the parent or agent offer any information about themselves or the newborn?
7. Did the parent or agent say why they brought the newborn to a Safe Haven?

All newborn infants must be examined at a hospital.

1. ***If the source is a hospital***, confirm that the infant has received a physical examination. If not, advise the source to arrange for a physical examination of the infant.
2. ***If the source is not a hospital***, advise the source to immediately transport or arrange for the infant to be transported to a hospital for a physical examination.
3. Obtain the name, address and phone number for the hospital. If the source does not know the name, address and phone number for the hospital, advise the source to call the Hotline as soon as possible when this information is known.

(If the Safe Haven provider is a licensed private adoption agency ask the following):

1. Does the agency have the ability and the desire to take legal custody and place the infant for adoption? If yes, advise the source that the agency has 24 hours from the time of the completion of the physical examination to take custody of the infant.
2. Obtain the agency name, a contact name, and the address and phone number for the agency.

(If the Safe Haven provider is a church ask the following):

1. Is the church affiliated with a licensed private adoption agency? If yes, obtain the licensed private adoption agency name, a contact name and the address and phone number for the agency. Advise the source that the Hotline will make contact with that agency.

FATALITIES & NEAR FATALITIES

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Fatalities

(Ask the medical professional (physician, doctor of osteopathy, physician's assistant or licensed nurse practitioner) the following):

1. Is the child's injury or condition most consistent with a non-accidental injury or due to caregiver neglect?
2. Based on the information the medical professional has at this time, is it your opinion that it is likely the child died as a result of this injury or condition?

(If the source is an individual (nurse, social worker, etc.) other than the individual, has the medical professional verbally confirmed or documented answers to the following questions):

1. Is the child's injury or condition most consistent with a non-accidental injury or due to caregiver neglect?
2. Based on the information the individual has at this time, is it his or her opinion that it is likely the child died as a result of this injury or condition?

Near Fatalities

(Ask the medical professional (physician, doctor of osteopathy, physician's assistant, or licensed nurse practitioner) the following):

1. Is the child's injury or condition most consistent with a non-accidental injury or due to caregiver neglect?
2. Is the child in serious or critical condition because of this injury or condition?

(If the source is an individual (nurse, social worker, etc.) other than the individual, has the medical professional verbally confirmed or documented answers to the following questions):

1. Is the child's injury or condition most consistent with a non-accidental injury or caregiver neglect?
2. Is the child in serious or critical condition because of this injury or condition?