

## Case 1

Referral: [ NAME/SURNAME OF PERSON CALLING IN THE CASE ]

Your role: Pediatrician

**Context/Background:** You are a pediatrician, employed by a private pediatric clinic, having serious suspicions that a child you are seeing is being maltreated. After consulting with a colleague, you decide to call the Social Services Department [please change according to country specific structures of Child Protection System] of your local State Hospital [please change according to country specific structures of Child Protection System] and report the case.

**Instructions:** Please, give the social worker taking your call, **ONLY**, the following information (printed in the **GREEN** font).

**Introduce the reason for your call:** “Good morning. I would like to report the case of a child that I suspect is being severely maltreated.”

**Add the details of the case you are reporting:** « About 5 months ago, a small girl with injuries was admitted in the clinic where I work. During the physical examination, I noticed an obvious swelling of the right eyelid, along with bruises on the thighs and buttocks. It was clear she had been beaten with some object, a stick, or something similar. Her parents, visibly overwhelmed, claimed the girl had been attacked by an older, unknown child in the street, where they were playing, and no further inquiries were made. Today, however, the girl was admitted, for a second time, with even more critical injuries than the first time. The parents said they found her in this state, beaten, in her bed.” The child’s name is Kate Miller [the name could/should change].

**Instruction:** Please, provide the information noted below, in **BLUE** font, **ONLY**, in the case that the social worker, specifically, asks for it. For some of the possible questions it is **IMPOSSIBLE** for you to have answers (so, you may say “I do not know, I do not understand the question, see notes in **red** font). The order of the possible responses corresponds to the most likely order of the possible questions from the social worker (if you receive any), but there is a chance the possible questions will be presented in a different order, too. Thus, it is helpful to browse the list of possible questions with the respective responses before the role play.  
 Thank you!

## RECORD

**Agency ID** → in case you receive a question about «the agency’s ID», say “I do not know/I do not understand the question”

**Operator ID** → in case you receive a question about «the operator’s ID», say «I do not know /I do not understand the question»

**Date of Record** → if you get asked about today’s date, say «April 25<sup>th</sup>, isn’t it?»

**Source of Information** → if you receive a question about your relationship with the child, say « I am a pediatrician and, as I said, I work at the Children’s Hospital of “Saint Marina”, in Athens»

→ if you receive more questions about the child (such as names/surnames of caregivers, address, contact phone number), respond «The names of the parents are Giannis and Eleni. The address on file says 10 Portland St. in Athens and their phone number is 210 3333444»

## INCIDENT

**Incident ID** → in case you receive a question about the «incident ID», say «I do not know/I do not understand the question»

**Date of Incident** → if you get asked when the incident took place, say «judging from the wounds’ state, I suppose it probably happened about two days before she was brought into the hospital. I cannot know with certainty, but I believe it must have been a couple-or three days before she came in»

**Location of Incident** → if you get asked about where the incident took place, say «her parents mentioned that, this time, they found her at home, in this state, whereas, the first time they brought her in, they had claimed some child had beaten her on the street»

**Acts of maltreatment/omissions in child’s care** → if you receive questions seeking more information regarding (possible) acts of maltreatment or omissions in the child’s care relating to the **CURRENT** incident, say « she was beaten, most likely with a belt, her back has scratches and bruises everywhere; in addition, she presents with an aggravated inflammation inside the mouth cavity, possibly because she ate something really spicy, like some sauce, chili pepper or something like that; in any case she was very scared, when she came in, she was trembling and crying; I tried to ask her about what happened, but she could not utter a single word. I am not sure if it’s due to the inflammation in the mouth, or she is just very

*scared»*

**School Attendance** → if you get asked does she go to school, say *«I do not know, but I would not think so, she is really young»*

## CHILD

**Child's ID** → if you receive a question about «child's ID», say *«I do not know/I do not understand the question»*

**Child's Sex** → if you get asked about the child's sex, say *«I told you, she is a girl»*

**Child's Age and/or Date of Birth** → if you get asked the child's age, say *«she must be approximately 3.5 years old»*

**Birth** → if you receive a question specifically about her date of birth, reply *«I have her birth date on file. Would you please give me a minute to locate it?»*, then pause for two seconds, and continue *«she was born January the 3<sup>rd</sup>, 2012»*

**Child's Citizenship Status** → if you receive questions regarding the child's citizenship, say *«her parents are Greek nationals. Based on the child's health record she is a Greek national, too. By the way, since I mentioned the record, the child has received, almost, none of the mandatory vaccinations, until now»*

## FAMILY

**Family Type** → if you get asked about the child's family or family situation, respond *«she was brought in both times by her parents; I suppose she lives with them»*

**Family Composition** → if you receive a question regarding the family composition/ other family members, or, whether you know who else lives with the child, say *«Based on the conversation I had with her parents the first time, when I asked whether perhaps Kate had had a fight with her siblings, they mentioned she is the only child in the family. This is the extent of my knowledge»*

**Primary Caregiver(s)** → if you get asked who was responsible for the child's care when the incident took place, say *«The parents, I believe, although, both times, for both incidents, the parents mentioned Kate was by herself»*

**Primary Caregiver(s)' Sex** → if you receive a question regarding the caregivers' sex, say *«what do you mean? ... we are talking about the mother and the father»*

**Primary Caregiver(s)' Date of Birth** → if you receive questions regarding the caregivers' date(s) of birth, say *«I cannot know that, we keep no records of the parents' dates of birth»*

→ if you get asked about the probable ages of parents, say *«they are in their 30s»*

→ if you are asked to be more specific regarding the caregivers' probable ages, say *«the mother seems like she could be 25-30, and the father a little older, like 30-35»*

## SERVICES

**Institutional Response** → if you receive questions regarding the provision of services to the child following **THE CURRENT INCIDENT** (and if yes, what kind, specifically) say *«Yes, like I said – in addition to the pediatric examination, as in the first time, a stomatology specialist, a colleague here at the hospital, saw the child, too. Also, this time, we will be keeping her for at least two days of hospitalization, since she is not able to feed from the mouth»*

**Referral(s) to Services** → if you get asked whether there were referrals to other/additional services, say *«I do not know, I do not think so...»*

**ID date for Source of Information** → if you get requested to provide your personal data, say *«Sure, like I said, I work as a pediatrician at the Children's Hospital of "Saint Marina" and my name is (any name). Would you like my phone number? You may find me weekdays, during working hours, here, at the Hospital, at 210 7777771»*

→ if you are asked to provide your colleague's personal data, say *«although it should be pretty easy to locate them, since they are the only stomatologist we have, I do not wish to be providing their data, for reasons of principle»*

### Instruction:

When, upon finishing the incident's recording, you are asked whether you might want to add anything, please, provide the following statement:

*«I was not sure whether I should be calling you, but I am afraid something is off with this family, I mean with the child and her parents. The truth is I first brought it up with my stomatologist colleague, because the parents' explanations, both this time, and the time before, sound a little shady. Since there is no relevant social service/welfare provider in our place of employment, we decided to call you regarding any further action, so that we may be able to prevent something worse, if, indeed, it is the parents' doing. We are not certain that something is really going on, but it looks likely-I wanted to make this clear»*

(case adaptation from: Children's Alliance of Kansas [http://www.childally.org/courses/CAN101/CAN\\_S3physabuseindic.html](http://www.childally.org/courses/CAN101/CAN_S3physabuseindic.html))



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