

Case 1

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

Your role: School Director [please change, according to country specific structures of Child Protection System and their connection to your country's Education system]

Context/Background: You are a school director, working at a public primary school within an urban setting, and have just had a meeting with the first-grade teacher who informed you that one of her students seems terribly hungry, all the time, and today stole a classmate's lunch. Based on your country's laws you are mandated to report CAN incidents, specifically by reporting to the Police. You are also participating in the CAN-MDS pilot in your country and decided to record the incident, in the database, too.

Instructions: Please, give the Police officer 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 neglected.”

Add the details of the case you are reporting: “About 3 months ago, the first-grade teacher noticed that one of her students does not seem to be bringing any snack with them and never has anything to eat. She also noticed that he looks hungry and either fidgety or lethargic in class. Today one of his classmates left her lunchbox unattended for 2 minutes while running to chat with a friend that she saw across the hall. Upon her return, the classmate says she found Charlie, the boy we are concerned about, trying to remove her tofu burger from the box. When the teacher asked Charlie if this is true, he said it is, and when she asked him why he'd taken the burger, he said nothing. The teacher asked him if he is hungry and he, again, said nothing. Then she asked him when was the last time he had had a meal. He said two days ago, he had shared a cup of oatmeal with his brother. The child's name is Charlie Kapsis” [please change name to anything more suitable to your country's population]

Instruction: Please, provide the information noted below, in **BLUE** font, **ONLY**, in the case that the officer 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 officer (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 «February 27th, isn't it?»
- Source of Information** → if you receive a question about your relationship with the child, say « I am the school director at the school he attends, 2nd Primary School of the Agia Marina Municipality 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 Nikos and Sonia- we have their national IDs number on file, too, if you need them. The address on file says 13 Lent St. in Athens and their phone number is 210 3333655» [please change name to anything more suitable to your country's population]

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 did the incident take place, say «well... you mean how long he's been hungry for or when he had his most recent meal? We noticed he looks hungry 3 months ago, he last ate 2 days ago, and he tried to steal the classmate's lunch today»
- Location of Incident** → if you get asked about where the incident took place, say «again, the lunch stealing attempt was today, the last meal was 2 days ago, and he has been looking hungry for 3 months now»

[please let the operators know, while in training, that “incident” in CAN-MDS refers to the set of most recent circumstances that led to the reporting]

- 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 « *his clothes never seem quite warm or clean either and, as I said, sometimes he looks too tired or too hyper. His attendance has nothing weird about it, and his performance in class is not great but that is not the most worrisome aspect of the situation. His teacher and I are really concerned that there might be days on end that Charlie and his brother might not be eating, anything, like literally, at all*»
- School Attendance** → if you get asked does he go to school, say «*well...yes... as I said, first grade, and I am his school director*»

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, Charlie is a boy*»
- Child’s Age and/or Date of Birth** → if you get asked the child’s age, say «*he must be approximately 6.5 years old*»
 → if you receive a question specifically about her date of birth, reply «*I have his birth date on file. Would you please give me a minute to locate it?*» then pause for two seconds and continue «*he was born July the 3rd, 2013*»
- Child’s Citizenship Status** → if you receive questions regarding the child’s citizenship, say «*his parents are Greek nationals. Based on the child’s school registration he is a Greek national, too*»

FAMILY

- Family Type** → if you get asked about the child’s family or family situation, respond «*his grandpa brings him to school. His younger brother comes along with the grandpa, too. He has mentioned they all live with his parents, too*»
- 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 «*I only know what I have just described*»
- 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* »
- 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—there’s the grandfather, too, of course*»
- 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-just national ID numbers*» **[please change, according to country specific regulations about record keeping of caregivers’ data for school files]**
 → if you get asked about the probable ages of parents, say «*I have never seen them. The grandfather looks in his early 70s*»
 → if you are asked to be more specific regarding the caregivers’ probable ages, say «*I am sorry, I would not be able to know more than what I already described*»

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 «*His teacher bought him lunch today and we have notified a local NGO, who bring in meals for some of our students that cannot always afford them, that we will be needing one more. I have been trying to find the parents on the phone, too*»
- Referral(s) to Services** → if you get asked whether there were referrals to other/additional services, say «*There’s the NGO I just mentioned but we will be trying to speak with the parents first*»
- ID date for Source of Information** → if you get requested to provide your personal data, say «*Sure, like I said, I work as the school director at 2nd Primary School of Agia Marina Municipality, Athens. My name is Alissa Nikolaou. Would you like my phone number? You may find me weekdays, during working hours, here, at the school, at 210 7777773*»
 → if you are asked to provide your colleague’s personal data, say «*The teacher is Ms. Nikoletta Loizou and you may find her here, at the school, too, during schooldays*»

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



« I know I am mandated by law to report suspected CAN cases to the prosecutor’s office. I wish I had been able to find the parents on the phone, first, but did not want to wait one more day. I hope you can help»

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



This publication was funded by the European Union's Rights, Equality and Citizenship Programme (REC 2014-2020). The content of this website represents only the views of the authors and is their sole responsibility. The European Commission does not accept any responsibility for use that may be made of the information it contains.