

## b. a CAN case is reported to an Agency by a source of information

**For screenshot examples, please see paragraph 6.a**

1. The Operator proceeds with keeping information about the case (according to his/her usual practice).

*NOTE The case could be either documented or suspected; given that no investigation has taken place yet, ALL cases are considered as suspected*

2. The Operator shall try to keep all information required to be recorded in the CAN-MDS (if they are not included in the ordinary information the Operator keeps and if this is feasible).

*TIP. The checklists in Annexes I and II could be of help for checking about the completeness of required information.*

*NOTE If the report is made during a face-to-face meeting with the source of information or via a telephone call, for each data element suggested questions are provided below (4e-4k). If the report is written, the Operator extracts as many information as feasible for the CAN-MDS*

3. The Operator communicates with the National Administrator to ask for a pseudonym
4. After receiving the pseudonym, the Operator enters the system using his/her username and password and proceeds with the recording of the case following the instructions included in the Manual and in the online CAN-MDS System, as follows:
  - a. OPERATOR: Enter username and password
  - b. SYSTEM: Agency's ID [R1] and Operator's ID [R2] are auto-completed\*
  - c. OPERATOR: Enter Child's ID ( i.e. pseudonym)\*\* [C1]
  - d. SYSTEM: Date of record [R3] is auto-completed
  - e. OPERATOR: Enter Date of Incident [I2]
  - f. SYSTEM: Incident ID [I1] is auto-generated\*\*\*
  - g. OPERATOR: Indicate the Source of Information [R4]
  - h. OPERATOR: Indicate the Form(s) of Maltreatment [I3]
  - i. OPERATOR: Indicate the Place of Incident [I4]
  - j. OPERATOR: Record Child's Sex [C2], DoB [C3] and Citizenship Status [C4]
  - k. OPERATOR: Indicate the Family Composition [F1] and Primary Caregiver(s)' Relationship to Child [F2]; for Primary Caregiver(s) record Sex [F3] and DoB [F4]
  - l. OPERATOR: Indicate the Institutional Response [S1]
  - m. OPERATOR: Indicate the Referral(s) made to Services [S2]; SYSTEM: notifications would automatically be sent to respective services
  - n. View, Save and Submit the Record [print report for your files, if needed]

### NOTES

- \* The Operator checks the correctness of the information; in case that an update is needed, the Operator should communicate with the National Administrator
- \*\* If the child is known, the pseudonym will be identified by the system and the Operator will be informed respectively; in such a case the Operator could see the available information for previous incidents according to his/her level of access
- \*\*\* If the incident ID is identified by the system as already known, then the operator is informed that the incident is already recorded by another operator in his/her agency or in another agency

## Suggested questions and prompts for collecting required information for CAN-MDS

**NOTE** *The sequence and the phrasing of questions may change depending on the case and what the source of information has already mentioned.*

**OPERATOR:** *Apart from your professional identity, introduce also yourself as Operator of CAN-MDS. Explain the reason why you are going to ask some further questions and encourage the source of information to provide as much detail as possible:*

*"For the more effective coordination of our efforts to protect the child, some of the information you provide us with, is going to be recorded in the system; in this way we will have the opportunity to see whether the child had similar problems in the past and at the same time other professionals-agencies will be aware of the case. Last but not least via records like this we are able to keep a track regarding the problem of child maltreatment on a regular basis and gain knowledge in order to implement more effective preventive strategies".*

*Concerning confidentiality issues, I would like to let you know that the CAN-MDS is in accordance with the current legislation and moreover the information to be recorded about the incident we discuss is coded and provisions are taken in order that none of the involved persons (you, the child or the caregivers) can be identified by non-authorized parties.*

*If a source of information does not understand the need to provide specific information, the reasons can be explained again (namely for more effective intervention in the case); if s/he hesitates to give the child's name or other information, it should be stressed out that without such information it is not possible for any further action to be taken and, moreover, the identity of the involved persons will not be disclosed in non-authorized Agencies.*

*Explain that even a suspected case should be reported in order for further investigation to be initiated.*

*First ask from the source of information the exact name of the child as well as nicknames (if nicknames exist).*

### **For DE\_R4 (Source of Information)**

*If the source of information does not mention his/her identity, please ask "Do you like to tell me what your relationship to the child is or how you are informed about the incident?"*

### **For DE\_I3 (Form(s) of Maltreatment)**

*It is expected that the source of information will refer at least one piece of information concerning the form(s) of maltreatment; in any case, the Operator should provide some prompts for collecting further information, such as "Could you please give me more information on specific acts the child suffers? Are you aware of any specific omissions in the child's care?"*

#### **For DE\_I2 (Date of Incident)**

*If the source of information does not mention when the incident took place or he/she is not precise, please ask "Could you please tell me when exactly the specific incident took place?" (try to collect the exact date as this information will be further used for the formulation of V9 "Incident ID")*

#### **For DE\_I4 (Place of Incident)**

*If the source of information does not mention where the incident took place or he/she is not precise, please ask "Could you please tell me where exactly the specific incident took place?"*

#### **For DE\_C2 (Child's Sex)**

*Regardless whether the child's sex is clearly mentioned by the source of information or not, please ask "what is the sex of the child you are referring to?"*

#### **For DE\_C3 (Child's Date of Birth)**

*Please ask the source of information for the exact date of birth of the child; if the full date is not known, ask for month and year; otherwise, only for year*

#### **For DE\_C4 (Citizenship Status)**

*Please ask the source of information about the child's Citizenship Status "Do you know whether the child is a citizen (and if yes, with or without ID"*

#### **For DE\_F1-F4 (Family composition and primary caregivers)**

*Please ask the source of information about the child's family and for up to 2 primary caregivers: "Could you please provide me with some more information about the status of the child's family? Who else is living with the child? Who are the people who were responsible for the child during the incident, namely what is their relationship to the child? Could you please tell me their sex and date of birth?" If the date of birth is not known, then ask for month and year; otherwise for year; if even the year is not known, then ask for decade.*

#### **Mean time required for incident recording**

It is expected that the recording of each case will take 15+15 minutes to complete. (15 min to collect the information (also part of the routine procedure/not exclusively for the CAN-MDS, 5 min communication with administrator, 10 min to complete the form).

#### **NOTE:**

You can use the form in the Annex I as a check list in order to be sure that you are going to keep all necessary information to be recorded afterwards in the CAN-MDS.

#### **ATTENTION!**

Do not forget to keep also the information in Annex II that is necessary to provide to National Administrator concerning the identity of the child and its caregivers when you'll request a CHILD's ID; this information will NOT be recorded in the CAN-MDS (instead, a pseudonym is going to be used)