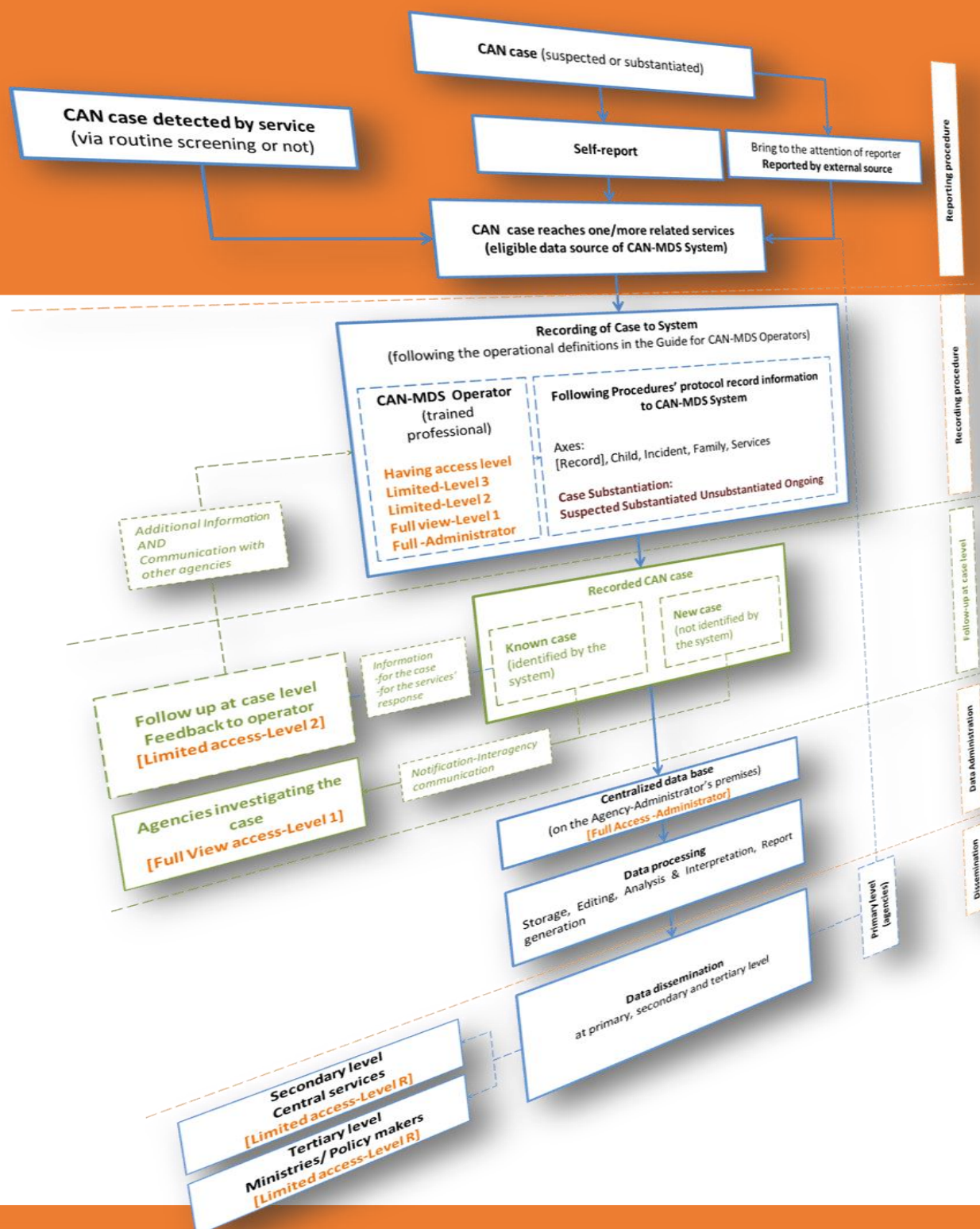




# CAN-MDS

## DATA COLLECTION PROTOCOL



# NOTE

This Manual is part of the Master CAN-MDS Toolkit.  
National CAN-MDS Toolkit can developed by adding country specific information where necessary (as indicated throughout the text) and after cultural adaptation (following the methodology in the respective report). Text in orange font indicates where national adaptation is needed.

## Action's Identity

<b>Title</b>	Coordinated Response to Child Abuse & Neglect via Minimum Data Set: <i>from planning to practice</i> (CAN-MDS II)
<b>Grant agreement No.</b>	810508
<b>Funding</b>	With the financial support of the EU REC Programme (2014-2020)
<b>Duration</b>	24 months
<b>Project's website</b>	<a href="http://www.can-mds.eu">www.can-mds.eu</a>

## Deliverable's Information

<b>Workpackage</b>	2 Preparatory phase
<b>Activity</b>	Activity 1.1: Revision of Master CAN-MDS Toolkit
<b>Deliverable No.</b>	Deliverable D2.1 (part of)
<b>Drafted</b>	A. Ntinapogias, J. Gray, A. Jud & G. Nikolaidis with the contribution of Action's Partners and IT Experts
<b>Deliverable title</b>	Master CAN-MDS Toolkit, Data Collection Protocol
<b>Target group</b>	National CAN-MDS Administrative Authorities, National CAN-MDS Administrators, Partners and any stakeholder interested in developing and implementing a CAN-MDS System

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This Manual is part of the Master CAN-MDS Toolkit prepared in the context of the Action "Coordinated Response to Child Abuse & Neglect via Minimum Data Set: *from planning to practice*"

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# CAN-MDS DATA COLLECTION PROTOCOL

*This Protocol was developed in the context of the Action "Coordinated Response to Child Abuse and Neglect via a Minimum Data Set: from planning to practice" for the needs of a CAN-MDS Surveillance System.*

Published: [date]

## Agencies' Response to CAN Cases

### 1 RATIONALE

Child maltreatment is a major public health problem the magnitude and the characteristics of which are not sufficiently known. The CAN-MDS Surveillance System targets to monitor the problem at a national level based on contributions by various sources and, moreover, to facilitate the coordination of actions among involved sectors, agencies and professionals.

**NOTE** *This protocol is one of the components of the CAN-MDS Toolkit; its usage should not conflict to routine practices of the Agency.*

### 2 PURPOSE

This protocol is for use from national groups of CAN-MDS Operators. It offers step-by-step guidance to CAN-MDS operators (that are involved in reporting, investigation and/or administration of child protection cases) for recording and administrating cases via CAN-MDS System. In case that the dedicated Operator from an Agency is not able to proceed with a case recording, substitute eligible (and trained) staff can use this protocol to proceed with this case recording into the system.

**NOTE** *The Protocol does not preclude Agencies from adopting additional strategies that may be more effective for complete data recording in specific conditions.*

### 3 APPLICABILITY

This Protocol applies to all cases where a child maltreatment incident (according to *Case Definitions*) is identified or reported.

*Case definitions are based on the United Nations' Committee on the Rights of the Child's General comment No. 13 (2011), "The right of the child to freedom from all forms of violence" [CRC/C/GC/13 (2011) §19-33]<sup>1</sup>, UNCRC Article 19<sup>2</sup> and the World Report on VAC (2006).<sup>3</sup>*

**NOTE** *In order to ensure at the greatest possible extent a common understanding by any potential Operator and, subsequently, the recording and collection of reliable and comparable information, apart from the definition of child maltreatment according to CRC/C/GC/13 (2011), a bottom-up process is adopted for operationalizing the above mentioned definitions. CAN-MDS provide the Operators with two alternatives: to define the case either starting on the basis of basic-broad forms of CAN (and proceeding into detailed information) or starting on the basis of detailed acts of maltreatment and/or omissions (and the broader categories are auto-selected).*

*Specifically:*

- *if Operators are very familiarized with forms of child abuse and neglect according to the above definition (CRC/C/GC/13, 2011), then they can proceed with a top-down process to select the appropriate form(s) of maltreatment;*
- *if Operators are not familiarized with forms of child abuse and neglect according to the above definition, then they can proceed via a bottom-up process: instead of using the broader classification of the main types and subtypes of CAN, pre-coded exhaustive [check]lists of clearly defined specific acts of maltreatment and omissions are available (which can be identified by the Operator via observation, interview, available information or other means). By choosing one at least act or omission, the system automatically indicates specific subtypes and main types of CAN;*
- *lastly, a "search" field is available for facilitating operator to identify a specific act of maltreatment or a specific omission.*

*All above alternatives allow the recording of multiple forms of maltreatment.*

## 4 DATA SOURCES

### *a. of CAN Case Reports*

Trained Professionals working in Agencies where child maltreatment cases are addressed. Agencies could be activated in the following fields: education, health and mental health, social welfare/child protection, law enforcement and justice. Professionals could be respectively: School principals, Teachers, Pediatricians and other Medical Doctors of various specialties, Nurses, Child-Psychiatrists, Child-Psychologists, Psychiatrists, Psychologists and other licensed eligible Counselors, Social Workers, Health Visitors, Police Officers (Minors' Departments or in general), and District Attorneys.

### *b. of Information*

- b1.** A case could be identified or suspected by the Operator (for example via routine screening or during his/her contact with the child in other settings, such as in school or hospital); in such cases no external source of information exists.
- b2.** Otherwise, sources of information could be the child-victim itself (self-reporting), a relative of the child, a friend or neighbor, professionals who are mandated to report child maltreatment cases (see national legislation) or any other citizen.

#### **b2.1. Means of Communication of information for a case of CAN**

Initial information can be reported by source of information face-to-face with the Professional-Operator, via telephone or in written (by email or other means).



## 5 ELIGIBILITY CRITERIA for recording a CAN incident into CAN-MDS

*NOTE See also Applicability and Case Definitions*

### a. Minimum required information for recording in CAN-MDS

- i. Available child's name
- ii. At least one reported act of maltreatment or omission in child's

### b. Exclusion criteria

- i. Not available child's name
- ii. No eligible case (no act of maltreatment and no omission is reported)

## 6 SETTINGS

### a. a CAN case is identified or suspected by the Operator *(implementation of routine screening policy: depending on settings' specifics)*

1. The Operator proceeds with keeping information about the case (according to his/her usual practice).
2. The Operator takes care in order 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:** A checklist including CAN-MDS data elements (Annex I) could be of help for checking about the completeness of required information.

3. The Operator communicates with CAN-MDS Administrator to ask for a pseudonym for the child.

**TIP:** The Operator can proceed with the recording of the incident by using a temporary pseudonym (auto-generated by the system) and afterwards to ask the National Administrator for the Child's ID.

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 described step-by-step below:





## e-CAN-MDS - initial screen

The screenshot shows the initial screen of the e-CAN-MDS system. At the top, there is a header with the same diagram as above. Below this, the main content area contains a login form with the following elements:

- A header with the same diagram as above.
- Two input fields: "ENTER Username" and "ENTER Password".
- A "Log in" button.
- A footer with the text "© can-via-mds 2014-2019".

## Notes

### YOU (the Operator)

Enter username and password

Example: username: demo  
password: demo

The mockup shows a login form with two input fields: "ENTER Username" and "ENTER Password". The "ENTER Username" field contains the text "demo". The "ENTER Password" field contains four asterisks "\*\*\*\*". Below the fields is a blue "Log in" button.

**Note:** *Names and Passwords for CAN-MDS Operators are provided by the National Administrator to Professionals who fulfill the eligibility criteria and have previously completed successfully the CAN-MDS short training.*

**Note:** The system is automatically disconnected when no activity is observed for a 10-min period.



## Operator's Panel → new incident → Agency's ID and Operator's ID

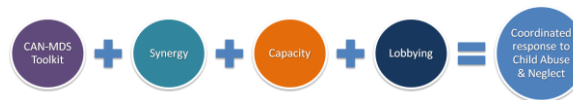
## Notes

**SYSTEM:** *Agency's ID [DE\_R1] and Operator's ID [DE\_R2] are auto-completed\**

**TIP:** *When you enter the CAN-MDS system (by using your username and password) your personal ID will be auto-completed.*

The Operator's Panel interface displays a 'Record Progress' section with a list of items: GR-A1-ROI-001, GR-A1-ROI-001-2634-1-003, and others. A sidebar on the left lists various data fields for recording, including Child's ID, Date of Record, Incident's ID, Date of incident, Source of Information, Forms of Maltreatment, Place of Incident, Child's Sex, Child's DoB, Child's Citizenship Status, Family Composition, CGS Relationship to Child, Caregiver(s) Sex, Caregiver(s) DoB, Institutional response, and Referral(s) to services. A 'Log out' button is visible at the bottom right of the sidebar.

The Record Progress form shows two input fields. The first field contains the text 'GR-A1-ROI-001' and the second field contains 'GR-A1-ROI-001-2634-1-003'. Both fields are highlighted with orange borders, indicating they are auto-completed.



## e-CAN-MDS - introductory screen

## Notes

In the right side of the screen, system's operational tools are available (including language selection drop-down menu, Operator's Panel, Print and Log out buttons).

**TIP:** The column in the right side of the screen is actually a list of the MDS data elements that serves in multiple ways:

- indicates the sequence of data elements to be recorded
- indicates who records the necessary information, namely you (green boxes) or the system (orange boxes)
- provides you with an overview of the information already recorded and with notifications for potential duplications
- operates as a navigation menu among the different data elements

**Note:** A memo explaining the meaning of symbols and colors used in the application is presented. This may be useful especially for new users. To proceed with the recording, a familiarized Operator can skip this screen by pressing the "skip" button.

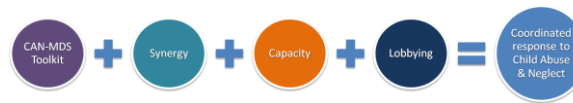


## Language → drop-down menu

## Notes

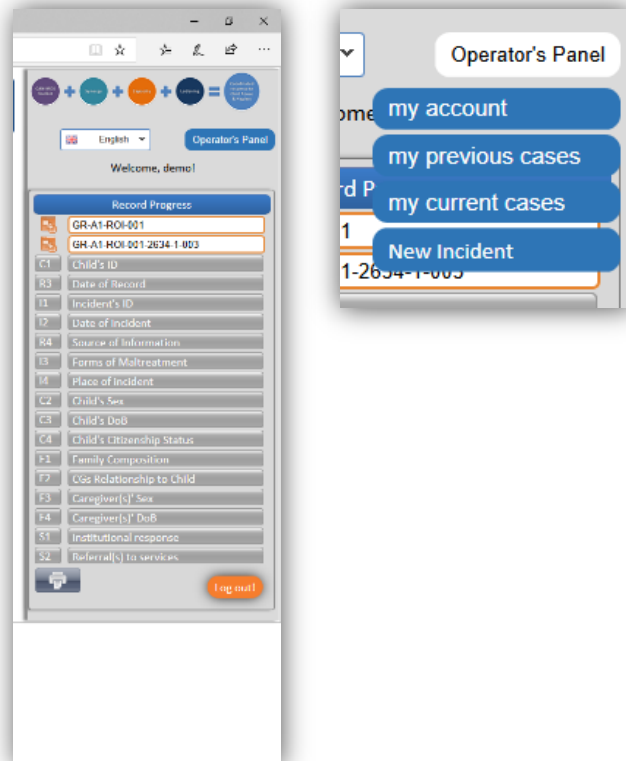


Although your account is by default connected with your national language, you can change the language by choosing one of the available ones in the drop down menu, even during the recording of an incident.



## Operator's Panel

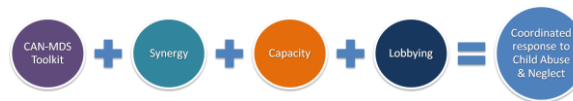
## Notes



A number of administrative tools are included in the operator's panel grouped in three categories:

- related to account (update and/or confirm contact details, change of password);
- related to previously recorded incidents (list of incidents IDs and list of children IDs)
- related to incidents the Operator currently works with (list of temporary children IDs and notifications)

Below, each tool is presented in more detail



## Operator's Panel → my account → contact details

## Notes

The screenshot displays the 'Contact Details' page in the Operator's Panel. The main content area includes an 'Identity Confirmation' section with a dashed border, containing the text: 'demo', 'Institute of Child Health, Department of Mental Health and Social Welfare', '+302107715791', 'ich\_dos@otenet.gr', and a tip: 'TIP If the above information needs update, please contact the CAN-MDS Administration Office.' Below this is a 'Contact Details' section with two input fields: 'Phone' and 'Email', each with a green 'Submit' button. A blue 'Submit' button is located at the bottom of the form. The right sidebar contains a 'Start Page' section with a language dropdown set to 'English' and a 'Welcome' message. Below this is a 'Record Profile' section with a list of menu items: 'GR-A1-ROI-001', 'GR-A1-ROI-001-2', 'my previous cases', 'my current cases', and 'New Incident'. The bottom of the sidebar has a 'Log out!' button.

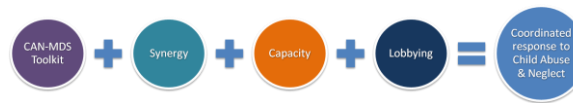
### Contact details

- Check your identity information
  - *username*
  - *agency where you work*
  - *phone number*
  - *email address*

**TIP:** Here you can update your contact details, namely phone number and/or email address

- fill in the new data and/or email and press submit

**Note:** For changing username or agency, you shall contact the Administrator



## Operator's Panel → my account → change password

## Notes

The screenshot shows a web browser window with the URL `test6.network.gr/user_change_pass.php`. The page title is 'Change Password'. It contains three input fields for 'Old Password', 'New Password', and 'Confirm new Password', each with a green button to its left. A blue 'Submit' button is at the bottom. On the right side, there is a sidebar menu with various options: 'Welcome', 'my account', 'Contact Details', 'Record Pro', 'Change Password', 'GR-A1-ROI-001', 'GR-A1-ROI-001-2', 'C1', 'Child's ID', 'R3', 'Date of Record', 'I1', 'Incident's ID', 'I2', 'Date of Incident', 'R4', 'Source of Information', 'I3', 'Forms of Maltreatment', 'I4', 'Place of incident', 'C2', 'Child's Sex', 'C3', 'Child's DoB', 'C4', 'Child's Citizenship Status', 'F1', 'Family Composition', 'F2', 'CGs Relationship to Child', 'F3', 'Caregiver(s)' Sex', 'F4', 'Caregiver(s)' DoB', 'S1', 'Institutional response', 'S2', 'Referral(s) to services', and a 'Log out!' button.

### Change password

- A password will be provided to any Operator (along with his/her username) by the National Administrator.
- Operator can change his/her password by using this form.

**TIP:** It is recommended to keep your new password in a secure place in order for it to not be accessible from any unauthorized third parties.



## Operator's Panel → my previous cases → List of incidents

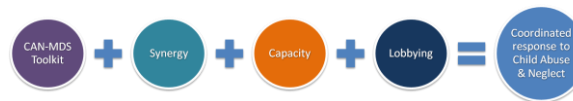
## Notes

List of incidents					
Date of Record	Date of Incident	Type Of Incident	Operator's id	Child's ID	Display & Print
19/08/2015 16:15	A "distinct" event took place – Not continuous maltreatment - 2015-05-01	A "distinct" event took place – Not continuous maltreatment	GR-A1-ROI-001-2634-1-003	GR1476405679	Q
19/08/2015 16:15	A "distinct" event took place – Not continuous maltreatment - 2015-05-01	A "distinct" event took place – Not continuous maltreatment	GR-A1-ROI-001-2634-1-003	GR1476405679	Q
24/09/2015 19:43	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	11	Q
29/10/2015 20:30	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	11	Q
29/10/2015 20:30	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	11	Q
20/06/2019 08:27	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	2132F	Q
20/06/2019 08:37	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	DASDSDF	Q
20/06/2019 08:53	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	ASDASD	Q
28/06/2019 14:47	Continuous maltreatment – including "distinct event(s)" - Lifelong - Last known CM incident date: 2019-06-26	Continuous maltreatment – including "distinct event(s)"	GR-A1-ROI-001-2634-1-003	ASDASD	Q
16/07/2019 13:52	A "distinct" event took place – Not continuous maltreatment - 2019-7-2	A "distinct" event took place – Not continuous maltreatment	GR-A1-ROI-001-2634-1-003	CHILTEMP_201907160152415	Q
16/07/2019 14:38	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	1122334455	Q
16/07/2019 14:38	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	1122334455	Q
08/08/2019 15:01	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	CHILTEMP_201908080245262	Q
20/08/2019 17:35	A "distinct" event took place – Not continuous maltreatment - 2019-6	A "distinct" event took place – Not continuous maltreatment	GR-A1-ROI-001-2634-1-003	12345	Q
19/09/2019 19:16	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	CHILTEMP_201909190716417	Q

### List of incidents

- Overview of the incidents recorded by the Operator holding the specific account (i.e. username & password)

**TIP:** By pressing the "display and print" button you can see and/or print any of the listed reports



## Operator's Panel → my previous cases → List of Children's IDs

## Notes

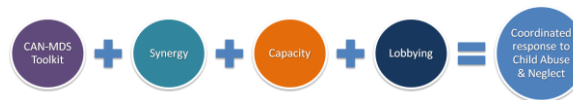
Child's ID	Date of Record	Type Of Record	more
2132F	20/06/2019 08:27	first_record	more
DASDSDFF	20/06/2019 08:37	first_record	more
ASDASD	20/06/2019 08:53	first_record	more
AZAΦAZAΦ	28/06/2019 14:47	first_record	more
fasedfs	16/07/2019 13:52	first_record	more
1122334455	16/07/2019 14:38	updated_record	more
123123123	08/08/2019 15:01	updated_record	more
12345	20/08/2019 17:35	first_record	more
123123123	19/09/2019 19:16	first_record	more
123123123	26/09/2019 17:33	updated_record	more

### List of Children's IDs

- Overview of the Children's IDs for which the Operator holding the specific account recorded one at least incident

**Note:** Depending of his/her level of access, Operator can also see a drop-down list including the incidents recorded by other Operators for the specific child (as below)

**TIP:** By pressing the "display and print" button you can see and/or print any of the listed reports (as above)



## Operator's Panel → my current cases → List of Temporary Child's IDs

## Notes

The screenshot shows the 'List of temporary Child's ID' table with the following data:

Date of Record	Date of Incident	Type Of Incident	Operator's id	Child's ID	Replace ID
16/07/2019 13:52	A "distinct" event took place – Not continuous maltreatment - 2019-7-2	A "distinct" event took place – Not continuous maltreatment	GR-A1-ROI-001-2634-1-003	CHILDTMP_201907160152415	<input type="checkbox"/>
08/08/2019 15:01	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	CHILDTMP_201908080245262	<input type="checkbox"/>
19/09/2019 19:16	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	CHILDTMP_201909190716417	<input type="checkbox"/>

The 'New Incident' form on the right includes fields for:

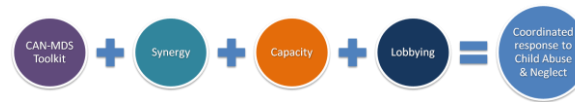
- Incident's ID
- Date of Incident
- Source of Information
- Forms of Maltreatment
- Place of incident
- Child's Sex
- Child's DoB
- Child's Citizenship Status
- Family Composition
- CGs Relationship to Child
- Caregiver(s)' Sex
- Caregiver(s)' DoB
- Institutional response
- Referral(s) to services

### List of Temporary Children's IDs

- Overview of temporary Children's IDs for which the Operator holding the specific account recorded one at least incident without having yet received the Child's ID from the National Administrator.
- Upon the receipt of the Child's ID, the Operator can press the button "Replace ID" and replace the temporary ID (auto-provided by the system) with the one sent by the National Administrator.

**TIP:** If the Child's ID concerns an "unknown" child for the system (namely a child for which an incident has not been recorded before by any Operator), then (after the replacement of Child's ID) the record is final. In case the Child's ID concerns a "known" child for the system (namely a child for which there is already at least one recorded incident from another Operator), then a new incident will be added (without deleting the previous record(s))

**Note:** It is recommended to the Operator to communicate with the National Administrator in order to receive the Child's ID and proceed with the replacement of temporary ID as soon as possible.



## Operator's Panel → my current cases → information

## Notes

The screenshot shows a web application interface for the Operator's Panel. The main content area displays a table of notifications:

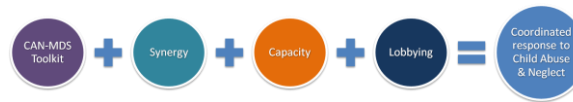
Date of Record	Subject	Message
09-10-2019 19:45:51	test 3	test 3
09-10-2019 19:45:38	test 2	test 2
09-10-2019 19:29:04	Test	Test

The sidebar on the right contains the following elements:

- Language selector: English
- Welcome message
- Operator's Panel button
- my account button
- my previous cases button
- Record P button
- my current cases button
- GR-A1-ROI-001 button (List of temporary Child's ID)
- GR-A1-ROI-001-26 button (Child's ID)
- Child's ID button (Information)
- Date of Record button (New Incident)
- Incident's ID button
- Date of Incident button
- Source of Information button
- Forms of Maltreatment button
- Place of incident button
- Child's Sex button
- Child's DoB button
- Child's Citizenship Status button
- Family Composition button
- CGs Relationship to Child button
- Caregiver(s)' Sex button
- Caregiver(s)' DoB button
- Institutional response button
- Referral(s) to services button
- Log out! button

### Information

- In this page the Operator can see messages, announcements or reminders sent either by the system or by the National Administrator. Moreover, a history of the communications will be available.



## Operator's Panel → my current cases → new incident

test6.network.gr/memo.php

MEMO: Meaning of Symbols & Colors

- Auto-Completed variable
- Variable already recorded by the Operator
- Single selection (mutually exclusive codes)
- Multiple selection (select as many as applicable)
- Open list of sub-codes (drop-down menu)
- Close list of sub-codes (drop-down menu)

Instruction to Operator

Recorded Variable's Name

Codes of Recorded variable

Note to Operator for the recording

Note to Operator for system's operations

Automated process (filters etc.)

ALREADY EXISTING ID (can appear in CHILD'S ID AND in INCIDENT ID)

Skip

Operator's Panel

Welcome my account

Record P my previous cases my current cases

GR-A1-ROI-001 New Incident

GR-A1-ROI-001-264-1000

C1 Child's ID

R3 Date of Record

I1 Incident's ID

I2 Date of Incident

R4 Source of Information

I3 Forms of Maltreatment

I4 Place of Incident

C2 Child's Sex

C3 Child's DoB

C4 Child's Citizenship Status

F1 Family Composition

F2 CGs Relationship to Child

F3 Caregiver(s)' Sex

F4 Caregiver(s)' DoB

S1 Institutional response

S2 Referral(s) to services

Log out!

http://test6.network.gr/memo.php

## Notes

### New incident

- By pressing the "new incident" button the Operator will exit the "Operator's Panel" and s/he will be able to proceed with the recording of a new incident.

## Notes

OPERATOR: Enter *Child's ID* [DE\_C1] ( i.e. pseudonym)

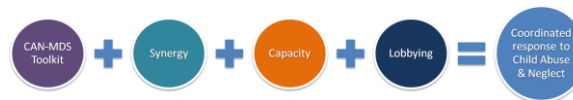
**Note:** This data element is completed by you, after you obtain the ID by the national Administrator.

**TIP:** Step-by-step process for obtaining a Child's ID (pseudonym) is presented in the Operator's Guide.

## Temporary Child's ID

In case that for any reason you like to proceed with the record before receiving the Child's ID, you can use the option "Not known Child's ID" that generates a temporary ID (and to replace this afterwards as explained above) via Operator's Panel.

Press Continue with the record



... new incident → child's ID → known OR unknown child

Notes

#### UNKNOWN CHILD

If the child is not known, the pseudonym will not be identified by the system and the Operator will be informed respectively (see screenshot in the left); in such a case the Operator should fill in all information that is available for the child, his/her caregivers and the current incident.

Press [Continue with the record](#)

#### KNOWN CHILD

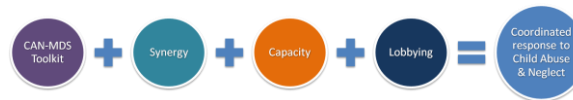
If the child is known, the pseudonym will be identified by the system and the Operator will be informed respectively (see screenshot in the left).

- In case of a known child the Operator will be able to see the available information for previous incidents according to his/her level of access as well as who else worked with the child.
- Moreover, standard data elements (such as child's sex and date of birth) will be pre-completed although the Operator will have the opportunity to make corrections

**TIP:** In this case a slight different process will follow, as it will be explained below (after the process with the not known child).

Press [Continue with the record](#)





... new incident → child's ID → unknown child

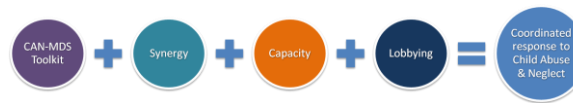
Notes

#### UNKNOWN CHILD

If the child is not known, the pseudonym will not be identified by the system and the Operator will be informed respectively (see screenshot in the left); in such a case the Operator should fill in all information that is available for the child, his/her caregivers and the current incident.

Press

Continue with the record



new incident → unknown child → date of record

Notes

The Child's ID you provided is referred to an

**UNKNOWN CHILD**

**NEW CHILD RECORD  
NEW INCIDENT RECORD**  
You are going to proceed with the record of a new case of (alleged) child maltreatment. [123123123].

**Please proceed with recording of:**

- incident related variables
- child related variables
- family related variables
- services related variables

[Continue with the record](#)

**Record Progress**

- GR-A1-ROI-001
- GR-A1-ROI-001-2634-1-003
- 123123123
- 2019-09-24 [15:09]

Incident's ID  
Date of Incident  
Source of Information  
Forms of Maltreatment  
Place of incident  
Child's Sex  
Child's DoB  
Child's Citizenship Status  
Family Composition  
CGs Relationship to Child  
Caregiver(s)' Sex  
Caregiver(s)' DoB  
Institutional response  
Referral(s) to services

[Log out!](#)

**SYSTEM: Date of record [DE\_R3] is auto-completed**

e.g. **2019-09-24 (15:09)**

[Continue with the record](#)

**Note:** To this point 4 out of the 18 data elements of the CAN-MDS are already completed:

- Agency's ID [DE-R1], Operator's ID [DE-R2] and Date of record [DE-R3] have been completed by the system
- Child's ID [DE\_C1] has been completed by the Operator.

**Record Progress**

- GR-A1-ROI-001
- GR-A1-ROI-001-2634-1-003
- 123123123
- 2019-09-24 [15:09]

## new incident → unknown child → date (and type) of incident

## Notes

test6.network.gr/date\_of\_incident.php

Please record the referred Date of Incident

**I2 Date of Incident**

☐ Unknown

☒ A "distinct" event took place – Not continuous maltreatment

☐ Continuous maltreatment – including "distinct event(s)"

☐ Continuous maltreatment - No "distinct event" took place

GO -> R4

Click to close sub-list

Complete as precisely as possible YYYY-MM-DD

Click to close sub-list

Neglect/other abuse taking place over a longer period

Click to close sub-list

Check ONE in the sub-list

Continue with the record

http://test6.network.gr/source\_of\_information.php

**OPERATOR: Enter Date of Incident [DE\_I2]**

e.g.

☒ A "distinct" event took place – Not continuous maltreatment

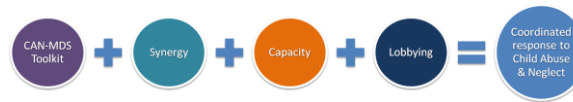
☐ [2019] [09] [22]

☐ Unknown

**TIP:** The incident could be a distinct event with no information for further maltreatment, a distinct event in the context of continuous maltreatment or continuous maltreatment (e.g. omissions in child's care) without distinct events (for more details see Operator's Manual).

**Note:** Please record date of incident as accurately as possible; if the exact date is not known, you may select from the remaining options the most appropriate (see also Operator's Manual, DE\_I2)

Press **Continue with the record**



new incident → unknown child → incident ID

Notes

The screenshot shows the 'Please record the Source of Information' form in the CAN-MDS SURVEILLANCE application. The form has a header bar with 'R4' and 'Source of Information'. Below the header is a list of radio buttons for selecting the source of information. The 'School/preschool/ kindergarten personnel' option is selected. To the right of the list are two buttons: 'GO -> I3' and 'Check ONE from the list'. At the bottom of the form is a 'Continue with the record' button. The URL in the browser address bar is 'http://test6.network.gr/forms\_of\_maltreatment.php'.

SYSTEM: Incident ID [DE\_I1] is auto-generated

e.g.

The example shows three stacked boxes representing the components of the Incident ID: '123123123', '2019-09-24 [16:29]', and '123123123-20190924-162950'.

**Note:** Once the Operator enters the **Child's ID** (or temporary ID) and the **Date of Incident**, a unique Incident's ID is generated by the system (combining Child's ID [DE-C1], Date and Time of Record [DE-R3]).

Press [Continue with the record](#)

## new incident → unknown child → source of information

## Notes

test6.network.gr/source\_of\_information.php

Please record the Source of Information

**R4** Source of Information

- ☐ unspecified
- ☐ Identified (via routine screening)
- ☐ Child (alleged) victim
- ☐ Parent /foster parent/ parent's partner/ care provider
- ☐ Relative (siblings, grandparents, etc.) living with the child
- ☐ Relative (siblings, grandparents, etc.) not living with the child
- ☐ Friend / Neighbor
- ☐ Self-reported as (alleged) perpetrator
- ☒ School /preschool /kindergarten personnel
- ☐ Leisure activity staff (e.g., scout leader, clergy, sport coach)
- ☐ Anonymous reporter
- ☐ Personnel working in Child day care services
- ☐ Personnel working in Social Services/ Public-Central/Local
- ☐ Personnel working in Health services
- ☐ Personnel working in Mental Health Services
- ☐ Personnel working in Ordinary/Juvenile Court and related services
- ☐ Personnel working in Police /low enforcement
- ☐ Personnel working in Helpline
- ☐ Personnel working in Community agency including agencies working against DV
- ☐ Personnel working in Ombudsman
- ☐ Personnel working in NGOs/associations
- ☐ Personnel working in services for people with disabilities
- ☐ Other

GO → I3

Check ONE from the list

Record Progress

- GR-A1-ROI-001
- GR-A1-ROI-001-2634-1-003
- 123123123
- 2019-09-24 [16:29]
- 123123123-20190924-162950
- A "distinct" event took place – Not conti...

R4 Source of Information

I3 Forms of Maltreatment

I4 Place of incident

C2 Child's Sex

C3 Child's DoB

C4 Child's Citizenship Status

F1 Family Composition

F2 CG's Relationship to Child

F3 Caregiver(s)' Sex

F4 Caregiver(s)' DoB

S1 Institutional response

S2 Referral(s) to services

Log out!

Continue with the record

**OPERATOR:** Indicate the *Source of Information* [DE\_R4]

e.g.

☐ Self-reported as (alleged) perpetrator

☒ School /preschool /kindergarten personnel

**TIP:** A child maltreatment incident can be detected by you (the professional-Operator), reported by the (alleged) victim (the child) or reported by another source (see also Flowchart, phase "Reporting Procedure")

**Note:** Personal information concerning source of information are expected to be kept by you (the Operator) in the context of your everyday work. No further information about the "source of information" are recorded in the system. Any issues about the source of information can be discussed with the National Administrator (see also Operator's Manual, DE\_R4).

Press [Continue with the record](#)

## new incident → unknown child → form(s) of maltreatment

## Notes

test6.network.gr/forms\_of\_maltreatment.php

Please record the Form(s) of Maltreatment

I3 Form(s) of maltreatment Expand/Collapse list

Check as many as applicable. By selecting from child menu, broad categories are auto-selected. Please provide as detailed as possible information (by using sub-menus).

**Acts Committed**

☐ Violent acts against self /Self-harm actions

☒ Physical violence acts committed [with or without injury]

☒ Physical violent acts/ corporal punishment/ "disciplines"

☒ Slapping

☐ Smacking

☐ Spanking

☐ Pinching

☐ Twisting ear(s)

☐ Pulling hair

☐ Hitting with an object

☐ Beating

☐ Tying up or tying to something /restraining to cloth sacks

☐ Locking up

☐ Leaving child to lie in their own excrement

☐ Pushing

☐ Throwing

☐ Shaking

☐ Grabbing

☐ Choking

☐ Squeezing neck

☐ Kicking

☐ Hitting on head (with hand or against the wall)

☐ Boxing ear

**Omissions**

☐ Omissions in child's care / Neglect

☐ Emotional neglect related omissions

☐ Persistent ignoring of the child's emotional needs/ Chronic inattention to the child

☐ Psychologically "unavailable" caregivers

☐ Inappropriately advanced expectations (def. According to child's characteristics)

☐ No specific information for omissions related to emotional neglect

☐ Physical neglect related omissions

☐ Inadequate / inappropriate nutrition

☐ Inadequate / inappropriate personal hygiene

☐ Inadequate / inappropriate clothing

☐ Inadequate / inappropriate shelter

☐ No specific information for omissions related child's physical needs

☐ Medical neglect related omissions

☐ Refusal to provide preventive health care (vaccinations, vision, and dental care)

☐ Refusal to allow /provide needed medical care for diagnosed health condition/ impairment

☐ Unjustified delay to seek needed care

☐ Failure to provide with basic medical care

☐ Withholding essential medical care

☐ No specific information for omissions related child's medical needs

☐ Educational neglect related omissions

☐ Persistent failure to register child at the school

Record Progress

GR-A1-ROI-001

GR-A1-ROI-001-2634-1-003

123123123

2019-09-24 [16.29]

123123123-20190924-162950

A "distinct" event took place – Not conti...

School /preschool /Kindergarten person...

I3 Forms of Maltreatment

I4 Place of incident

C2 Child's Sex

C3 Child's DoB

C4 Child's Citizenship Status

F1 Family Composition

F2 CGs Relationship to Child

F3 Caregiver(s)' Sex

F4 Caregiver(s)' DoB

S1 Institutional response

S2 Referral(s) to services

Log out!

**OPERATOR:** Indicate the *Form(s) of Maltreatment* [DE\_I3]

e.g.

**Acts Committed**

☐ Violent acts against self /Self-harm actions

☒ Physical violence acts committed [with or without injury]

☒ Physical violent acts/ corporal punishment/ "disciplines"

☒ Slapping

☐ Smacking

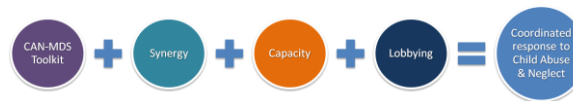
**IMPORTANT:** DE\_I3 is the core of the CAN-MDS and the prerequisite for a new record in the CAN-MDS: no data for DE\_I3 means **no incident to record**.

**Note:** Select **AS MANY AS APPLY** among the alternative violent acts and/or omissions presented in the pre-coded lists (e.g. see picture in the left side)

**TIP:** You can choose among "basic list", "expanded list" or use the "search" option (ctrl+F)

Press

Continue with the record



new incident → unknown child → place of incident

Notes

The screenshot shows the 'Place of Incident' form in the CAN-MDS SURVEILLANCE application. The form is titled 'Please record the Place of Incident' and has a tab labeled 'I4 Place of incident'. It contains a list of checkboxes for various locations, with 'Home/ Family' selected. The list includes: Unknown/ Unspecified place, Home/ Family, Home/ Relatives, Home/ Friends, Child care institution (residential care), Child care institution (day care), Detention or correctional institution, Leisure/ Playground/ Recreational area, Sports-athletics, School, Educational institution, Medical Services, Public transportation, Public place/ street, commercial & surrounding area, and Other place. There are buttons for 'GO -> C2' and 'Click as many as applicable'. A 'Continue with the record' button is at the bottom. On the right, there is a sidebar with a 'Record Progress' section showing a list of records, including 'GR-A1-ROI-001' and 'GR-A1-ROI-001-2634-1-003'. The sidebar also has a 'Log out!' button.

**OPERATOR:** Indicate the *Place of Incident* [DE\_I4]

e.g.

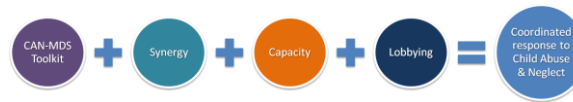
The example shows the 'Place of Incident' form with the following options:

- ☐ Unknown/ Unspecified place
- ☒ Home/ Family
- ☐ Home/ Relatives

**Note:** Even though the incident can concern a case of continuous maltreatment taking place in various locations, please record the last known location mentioned by the source of information.

Press





## new incident → unknown child → child's sex, date of birth and citizenship Notes

The screenshot shows a web browser window with the URL `test6.network.gr/childs_sex_dob_citizenship.php`. The page title is "Please record Child's Sex, Date of Birth and Citizenship Status". The form is divided into three main sections: C2 (Child's Sex), C3 (Child's Date of Birth), and C4 (Citizenship Status). Each section has radio button options and a "Continue with the record" button at the bottom.

**C2 Child's Sex**

- ☒ Male
- ☐ Female
- ☐ Other
- ☐ Not known

**C3 Child's Date of Birth**

Please record the full date of birth: YYYY-MM-DD

If DD is unknown: YYYY-MM

If MM-DD are unknown: YYYY

If YYYY-MM-DD are unknown AND the alleged victim is a child: <18

☒ [2012] [05] [10]

☐ <18 years old (if no year is known)

☐ >18 ("minor" according to legislation)

☐ Unborn

☐ Unknown

**C4 Citizenship Status**

Check ONE from the list below. If the child is "Citizen", please define in sub-list

- ☐ Not a citizen
- ☒ Citizen
  - ☒ with ID
  - ☐ without ID
  - ☐ Unknown
- ☐ Unaccompanied foreign child or refugee
- ☐ Not known

Continue with the record

**OPERATOR: Record *Child's Sex* [DE\_C2], *DoB* [DE\_C3] and *Citizenship Status* [DE\_C4]**

e.g.

☒ Male

☐ Female

**TIP:**

"Sex" refers to child's biological status

☒ [2012] [05] [10]

☐ <18 years old (if no year is known)

**NOTE:** It is important to record the full date of birth of the child (if not available see the instructions)

**Note:** *Citizen* e.g. parents are citizens (*jus sanguinis*); born within a country (*jus soli*); naturalization (for

☐ Not a citizen

☒ Citizen
 

- ☒ with ID
- ☐ without ID

☐ Unaccompanied foreign child or refugee

☐ Not known

more details see Operator's Manual)

Press Continue with the record



## new incident → unknown child → family composition & primary caregivers Notes

test6.network.gr/family\_composition.php

Please record Family Composition and indicate up to two Primary Caregivers

**F1 Family Composition**

**A: Type of Family**

☐ Boarder(s) (child lives in residential/institutional care)

☒ Child lives with his/her family (including biological/ adoptive)

☐ Child lives in a foster family

☐ Child lives in a re-composed family

☐ Child lives in a family other than its family/ foster family

☐ Not known

**B: Member(s) of Family**

Member(s)	Number	Primary caregiver(s)
<input checked="" type="checkbox"/> Parent(s)	1	<input checked="" type="radio"/> Please indicate up to 2 child's primary caregiver(s) (you can uncheck)
<input type="checkbox"/> Step Parent(s)		<input type="radio"/>
<input type="checkbox"/> Parent(s)' partner(s)		<input type="radio"/>
<input checked="" type="checkbox"/> Sibling(s)	2	
<input checked="" type="checkbox"/> Younger than the (alleged) victim	1	
<input type="checkbox"/> Older than the (alleged) victim (<18)		
<input checked="" type="checkbox"/> Older than the (alleged) victim (>18)	1	<input type="radio"/>
<input type="checkbox"/> Grandparent(s)		<input type="radio"/>
<input type="checkbox"/> Other relative(s)		<input type="radio"/>
<input type="checkbox"/> Family friend(s)		<input type="radio"/>
<input type="checkbox"/> Other not-related household members		<input type="radio"/>
<input type="radio"/> Not known		

< Continue with the record

**OPERATOR:** Indicate the *Family Composition* [DE\_F1 A, B, B.1] and *Primary Caregiver(s)' Relationship to Child* [F1 C → DE\_F2]

e.g.

☐ Boarder(s) (child lives in residential/institutional care)

☒ Child lives with his/her family (including biological/ adoptive)

☒ Parent(s)

☐ Step Parent(s)

☐ Parent(s)' partner(s)

☒ Sibling(s)

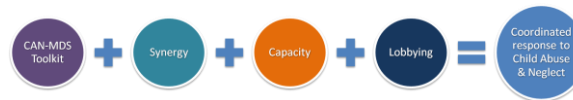
☒ Younger than the (alleged) victim

☐ Older than the (alleged) victim (<18)

☒ Older than the (alleged) victim (>18)

**Note:** If you check "Boarder(s) (when the child lives in residential/ institutional care)" or "Not known", the CAN-MDS will automatically skip the sub-elements B, B1 and C, and will redirect you in the next data element (related to child's primary caregivers).

Press Continue with the record



new incident → unknown child → caregiver(s) relationship to child, sex, date of birth

Notes

Please record Caregiver(s) Relationship to Child, Sex and Date of Birth

**F2 Relationship to Child**

1st Caregiver: ☐ Parent(s), ☐ Temporary caregiver/Other, ☐ Unknown relationship

2nd Caregiver: ☐ Sibling(s), ☐ Temporary caregiver/Other, ☐ Unknown relationship

**F3 Caregiver(s) Sex**

1st Caregiver: ☐ Male, ☒ Female, ☐ Other, ☐ Not known

2nd Caregiver: ☐ Male, ☐ Female, ☐ Other, ☐ Not known

**F4 Caregiver(s) DoB**

1st Caregiver: ☐ YYYY-MM-DD, ☒ 70's, ☐ Unknown

2nd Caregiver: ☐ 1995-MM-DD, ☐ YY's, ☐ Unknown

Check ONE per Caregiver

Please record the full date of birth: YY-MM-DD  
If DD is unknown: YYYY-MM  
If MM-DD are unknown then record the decade: YY  
If DECADE is unknown, then: Unknown

Continue with the record

**OPERATOR:** for *Primary Caregiver(s)* record relationship (DE\_F2) (if not auto-recorded), Sex [DE\_F3] and DoB [DE\_F4]

e.g.

1st Caregiver: ☒ Parent(s), ☐ Temporary caregiver/Other

2nd Caregiver: ☐ Sibling(s), ☐ Temporary caregiver/Other

1st Caregiver Sex: ☐ Male, ☒ Female, ☐ Other, ☐ Not known

2nd Caregiver Sex: ☐ Male, ☐ Female, ☐ Other, ☐ Not known

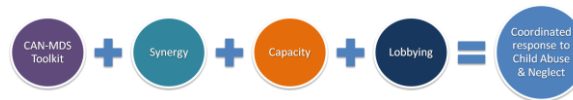
1st Caregiver DoB: ☐ YYYY-MM-DD, ☒ 70's, ☐ Unknown

2nd Caregiver DoB: ☐ 1995-MM-DD, ☐ YY's, ☐ Unknown

**Note:** The CAN-MDS will update the respective fields in the DE\_F2 according to your selections in F1C.

**TIP:** A primary caregiver cannot be an underage person (i.e. another child).

Press [Continue with the record](#)



## new incident → unknown child → institutional response

## Notes

test6.network.gr/institutional\_response.php

Please record any Institutional Response

**S1 Institutional response**

☐ Unknown

☐ No response was required DUE TO CHILD'S DEATH

☐ No Response

☒ Yes

☐ Immediate intervention(s)

☐ Physical Medical exam(s)

☐ Mental Health exam(s)

☐ Forensic evaluation initiated

☐ Child protection /welfare services assessment

☐ Police intervention

☐ unspecified

☒ Action taken -NO COURT INVOLVEMENT

☒ Child remains in family with planned intervention

☐ Emergency placement

☐ Supportive intervention for current caregiver(s)

☐ Mother/child shelter with parent and child together

☐ Police emergency protection procedures

☐ CPS/welfare services emergency protection procedures

☐ Referral to child protection /welfare services

☐ unspecified

☐ Action taken -COURT or EQUIVALENT AUTHORITY TO THE COURT INVOLVEMENT

☐ Out of home placement

GO -> S2

GO -> S2

GO -> S2

Check below as many as applicable

Continue with the record

Operator's Panel

Welcome, demo!

Record Progress

GR-A1-ROI-001

GR-A1-ROI-001-2634-1-003

123123123

2019-09-24 [16:29]

123123123-20190924-162950

A "distinct" event took place - Not conti...

School /preschool /kindergarten person...

Physical violence acts committed (with ...

Home/ Family

Male

2012-05-10

Citizen with ID

3 - member family, Child lives with his/h...

Parent(s) - Sibling(s)

Female - Male

70's - 1995

S1 Institutional response

S2 Referral(s) to services

Log out!

**OPERATOR: Indicate the Institutional Response [DE\_S1]**

e.g.

☐ unspecified

☒ Action taken -NO COURT INVOLVEMENT

☒ Child remains in family with planned intervention

☐ Emergency placement

**Note:** If "Yes" is applicable, then proceed by checking from the list below as many as applicable.

Press **Continue with the record**

new incident → unknown child → referral(s) made to services

Notes

test6.network.gr/referrals\_to\_services.php

Please record any Referral(s) made to Services by you/your agency

**S2 Referral(s) to services**

☐ Unknown

☐ None

☒ Yes

☐ Judicial Services

☐ Medical Services

☐ Mental Health Services

☐ Independent Authorities

☒ Social Welfare Services

☐ Κοινωνική Υπηρεσία Δήμου Ηλίουπόλης

☒ IYP

☐ for child ONLY

☐ for caregiver(s) ONLY

☒ for child AND family

☐ EKABH

☐ Law Enforcement related Services

☐ Community Organizations and NGOs

☐ Existing Registries and Research Organizations

☐ Educational Services

☐ Other related Services

☐ unspecified

End of Record

End of Record

Check below as many as applicable

Continue with the record

Operator's Panel

Welcome, demo!

Record Progress

GR-A1-ROI-001

GR-A1-ROI-001-2634-1-003

123123123

2019-09-24 [16:29]

123123123-20190924-162950

A "distinct" event took place – Not conti...

School /preschool /kindergarten person...

Physical violence acts committed (with ...

Home/ Family

Male

2012-05-10

Citizen with ID

3 - member family, Child lives with his/h...

Parent(s) - Sibling(s)

Female - Male

70's - 1995

Yes - Action taken -NO COURT INVOL...

S2 Referral(s) to services

Log out!

**OPERATOR:** Indicate the *Referral(s) made to Services* [DE\_S2, S2.1 and S2A]

e.g.

☐ None

☒ Yes

☐ Judicial Services

☐ Medical Services

☐ Mental Health Services

☐ Independent Authorities

☒ Social Welfare Services

☐ Κοινωνική Υπηρεσία Δήμου Ηλίουπόλης

☒ IYP

☐ for child ONLY

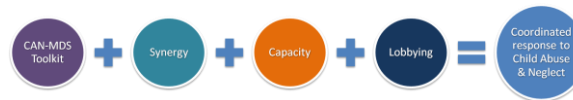
☐ for caregiver(s) ONLY

☒ for child AND family

**TIP:** Notifications will be automatically sent to services selected by you in DE\_S2

**Note:** Sub-element (S2.A) is completed by CAN-MDS Operator(s) working in the Agency(-ies) that received the referral(s) made (by you, as indicated in DE\_S2)

Press [Continue with the record](#)



new incident → unknown child → check record before submission

Notes

The incident record is completed.

Now you have the opportunity to check the information you have entered.

If you realize that something is not correct, you can make the necessary modifications by clicking in the respective Data Element on the right side of the screen.

Afterwards you can submit your record

The screenshot shows the 'CHECK RECORD OPTIONS' screen in the CAN-MDS SURVEILLAN web application. The main area contains a table with incident details, and a sidebar on the right shows the 'Record Progress' section.

Incident ID	123123123-20190924-162950
Incident	I2 - Date of Incident: A "distinct" event took place – Not continuous maltreatment - 2019-9-22
	R4 - Source of Information: School /preschool /kindergarten personnel
	I3 - Form(s) of maltreatment: Physical violence acts committed [with or without injury] - Physical violent acts/ corporal punishment/ "disciplines" - Slapping
	I4 - Place of incident: Home/ Family
Child (alleged) victim	C1 - ID: 123123123
	C2 - Sex: Male
	C3 - Date of birth: 2012-05-10
	C4 - Citizenship Status: Citizen with ID
Family and Caregiver(s)	F1 - Family Composition: 3 - member family, Child lives with his/her family (including biological/ adoptive)
	F2 - CGs Relationship to Child: Parent(s) - Sibling(s)
	F3 - Caregiver(s)' Sex: Female - Male
	F4 - Caregiver(s)' DoB: 70's - 1995
Services	S1 - Institutional response: Yes - Action taken -NO COURT INVOLVEMENT- Child remains in family with planned intervention
	S2 - Referral(s) to services: Yes - Social Welfare Services - IYP - for child AND family

Below the table, there is a 'Submit Record' button.

The sidebar on the right shows the 'Record Progress' section, which includes a list of data elements that can be modified. The elements are: GR-A1-ROI-001, GR-A1-ROI-001-2634-1-003, 123123123, 2019-09-24 [16:29], 123123123-20190924-162950, A "distinct" event took place – Not conti..., School /preschool /kindergarten person..., Physical violence acts committed [with ..., Home/ Family, Male, 2012-05-10, Citizen with ID, 3 - member family, Child lives with his/h..., Parent(s) - Sibling(s), Female - Male, 70's - 1995, Yes - Action taken -NO COURT INVOL..., and Yes - Social Welfare Services - IYP - fo... There is a 'Log out!' button at the bottom of the sidebar.



new incident → unknown child → submit record

Notes

RECORD COMPLETED

Display/print the record

Display/print all records for this child

Display who worked with the child in the past

Record Progress

GR-A1-ROI-001
GR-A1-ROI-001-2634-1-003
C1 Child's ID
2019-09-24 [16:29]
I1 Incident's ID
I2 Date of Incident
I4 Source of Information
I3 Forms of Maltreatment
I4 Place of incident
C2 Child's Sex
C3 Child's DoB
C4 Child's Citizenship Status
F1 Family Composition
F2 CGs Relationship to Child
F3 Caregiver(s)' Sex
F4 Caregiver(s)' DoB
S1 Institutional response
S2 Referral(s) to services

Log out!

### CAN-MDS Feedback

[for Operators with access level 1 or 2]

**Note:** From this menu you have the option to

- view and/or print the auto-produced report
- view and/or print all records for the specific child
- view who worked with the child in the past (if the record concerns an already known child)





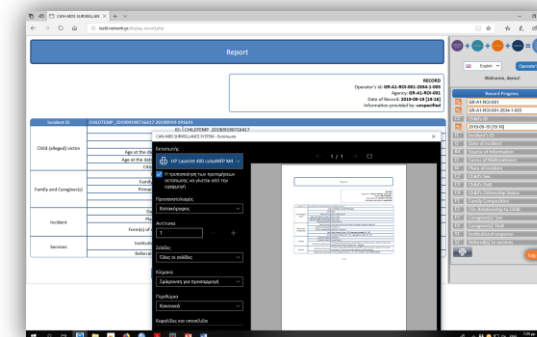
submitted incident → unknown child → display/print record

Notes

### Example of auto-produced report

[for Operators with access level 1 or 2]

By pressing the "print" button you can print the report (or save it as a pdf file)



CAN-MDS SURVEILLAN

test6.network.gr/display\_record.php

## Report

Operator's id: GR-A1-ROI-001-2634-1-003  
Agency: GR-A1-ROI-001  
Date of Record: 2019-09-24 [16:29]  
Information provided by: School /preschool /kindergarten personnel

Incident ID	123123123-20190924-162950
Child (alleged) victim	ID: 123123123
	Sex: Male
	Date of birth: 2012-05-10 (age 7)
	Age at the date of incident: 7 Years, 4 Months, 12 Days
	Age at the date of recording: 7 Years, 4 Months, 14 Days
Family and Caregiver(s)	Citizenship Status: Citizen with ID
	Type of family: Child lives with his/her family (including biological/ adoptive)
	Family's member(s): 1 Parent(s)
	Primary caregiver(s): Parent(s) - Sibling(s)
	1st: Female Parent(s), born: 70's, (age approximately 39 - 49)
Incident	2nd: Male Sibling(s), born: 1995, (age 24)
	Date of Incident: A "distinct" event took place - Not continuous maltreatment - 2019-9-22 for
Services	Place of Incident: Home/ Family
	Form(s) of maltreatment: (1) Physical violence acts committed (with or without injury) - Physical violent acts/ corporal punishment/ "disciplines" - Slapping
	Institutional response: (1) Action taken - NO COURT INVOLVEMENT - Child remains in family with planned intervention
	Referral(s) to services: (1) Social Welfare Services - IYP - for child AND family (NO INFORMATION)

< Back

Record Progress

- GR-A1-ROI-001
- GR-A1-ROI-001-2634-1-003

Child's ID: 2019-09-24 [16:29]

Incident's ID

Date of Incident

Source of Information

Forms of Maltreatment

Place of Incident

Child's Sex

Child's DoB

Child's Citizenship Status

Family Composition

CGs Relationship to Child

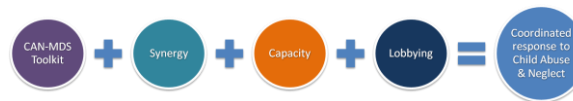
Caregiver(s) Sex

Caregiver(s) DoB

Institutional response

Referral(s) to services

Log out!

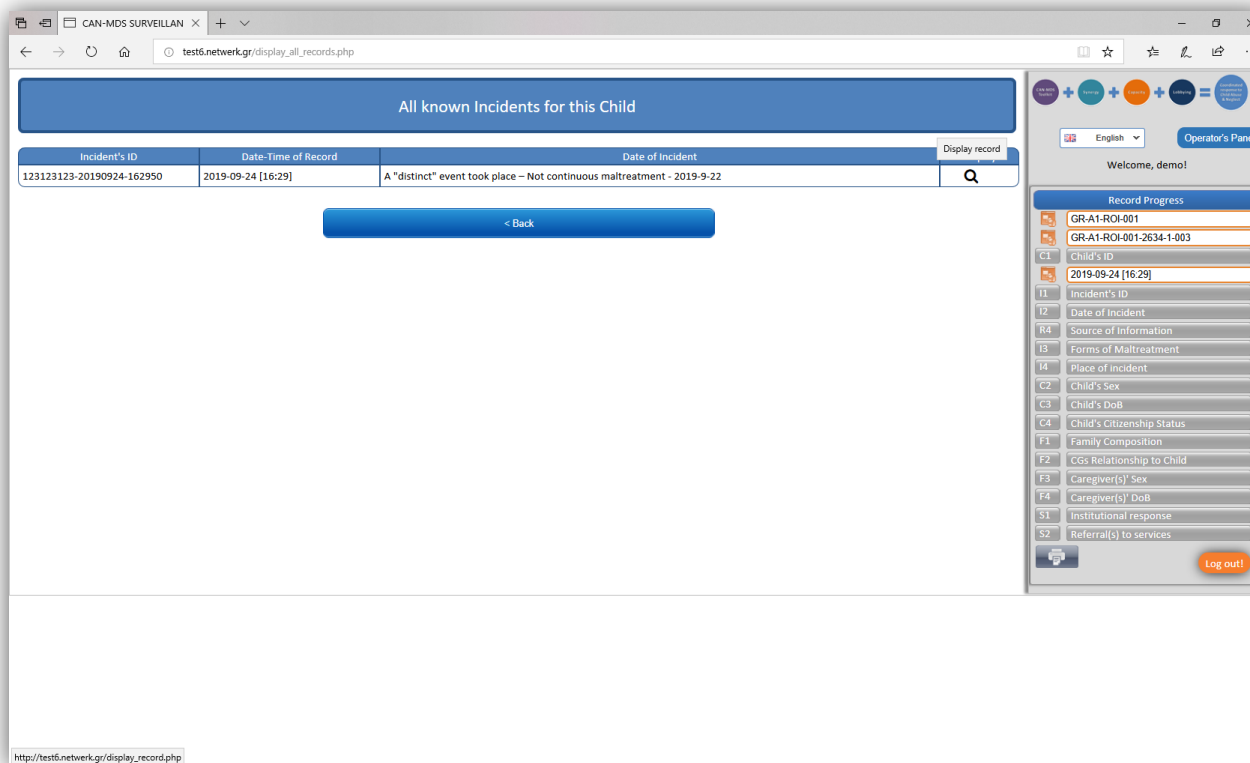
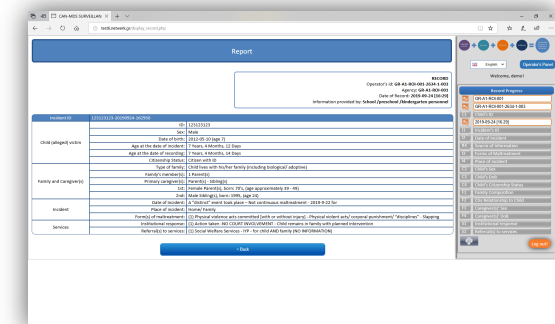
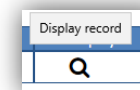


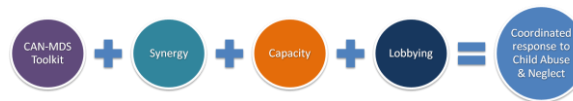
submitted incident → unknown child → display all records for this child

Notes

**History of records for the specific child**  
[for Operators with access level 1 or 2]

By pressing the "display record" button you can see each of the available reports





## submitted incident → unknown child → display who worked with the child in the past

Notes

test6.network.gr/display\_who\_worked\_with\_child.php

Professionals that worked with the child in the past

Date of Record	Name	Specialty	Direct Phone	Personal Email	Agency	Address	Phone	Email
2019-09-24 [16:29]		Psychologists			Institute of Child Health, Department of Mental Health and Social Welfare	Street Number: 1, Street Name: Fokidos, Post Code: 11627, Town: Athens	+302107715791	ich_dos@otenet.gr

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Operator's Panel

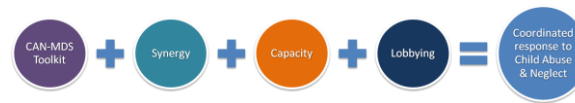
Welcome, demo!

Record Progress

- GR-A1-ROI-001
- GR-A1-ROI-001-2634-1-003
- C1 Child's ID
- 2019-09-24 [16:29]
- I1 Incident's ID
- I2 Date of Incident
- R4 Source of Information
- I3 Forms of Maltreatment
- I4 Place of Incident
- C2 Child's Sex
- C3 Child's DoB
- C4 Child's Citizenship Status
- F1 Family Composition
- F2 CGs Relationship to Child
- F3 Caregiver(s) Sex
- F4 Caregiver(s) DoB
- S1 Institutional response
- S2 Referral(s) to services

Log out!

Sample of the report providing authorized users with information related to professionals who have worked with the specific child in the past (including contact details of professional(s) and of agency (-ies) where they worked.



submitted incident → unknown child → log out

Notes

RECORD COMPLETED

Display/print the record

Display/print all records for this child

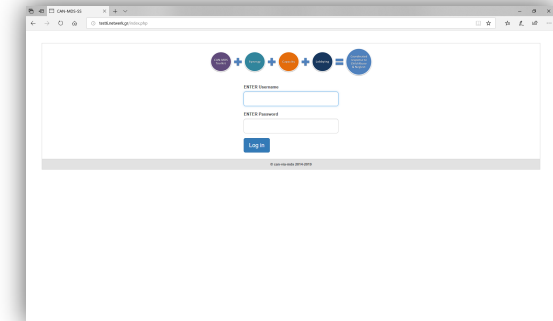
Display who worked with the child in the past

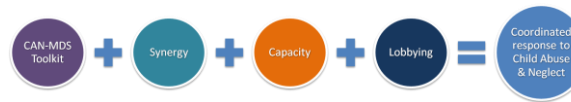
Record Progress

- GR-A1-ROI-001
- GR-A1-ROI-001-2634-1-003
- C1 Child's ID
- I1 Incident's ID
- I2 Date of Incident
- R4 Source of Information
- I3 Forms of Maltreatment
- I4 Place of incident
- C2 Child's Sex
- C3 Child's DoB
- C4 Child's Citizenship Status
- F1 Family Composition
- F2 CGs Relationship to Child
- F3 Caregiver(s)' Sex
- F4 Caregiver(s)' DoB
- S1 Institutional response
- S2 Referral(s) to services

Log out!

You can exit the CAN-MDS by pressing the button





... new incident → child's ID → known child

## Notes

### KNOWN CHILD

If the child is known, the pseudonym will be identified by the system and the Operator will be informed respectively (see screenshot in the left).

- In case of a known child the Operator will be able to see the available information concerning previous incidents according to his/her level of access as well as who else worked with the child.
- Moreover, standard data elements (such as child's sex and date of birth) will be pre-completed although the Operator will have the opportunity to make corrections

**TIP:** In this case a slight different process will follow, as it will be explained below.

Press 

The screenshot shows a web browser window with the URL `test6.network.gr/child_result.php`. The main content area has a blue header bar with the text "The Child's ID you provided is referred to an". Below this, a red box highlights the text "KNOWN CHILD".

Below the red box, there are two sections:

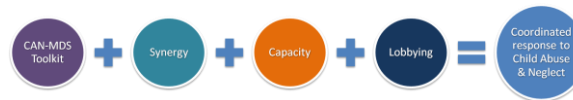
- EXISTING CHILD RECORD**  
NEW INCIDENT RECORD  
You are going to proceed with the record of a new CM incident for the child [111].
- Please proceed with checking of:**
  - child related variables
  - family related variables
  - TIP: Update—if needed
- Please proceed with recording of:**
  - incident related variables
  - services related variables

At the bottom of the main content area, there is a blue button labeled "Continue with the record".

On the right side of the interface, there is a sidebar with a "Record Progress" section. It lists various data elements with checkboxes and input fields:

- GR-A1-ROI-001
- GR-A1-ROI-001-2634-1-003
- 111
- 2019-09-24 [15:11]
- I1 Incident's ID
- I2 Date of Incident
- I4 Source of Information
- I3 Forms of Maltreatment
- I4 Place of incident
- C2 Child's Sex
- C3 Child's DoB
- C4 Child's Citizenship Status
- F1 Family Composition
- F2 CGs Relationship to Child
- F3 Caregiver(s)' Sex
- F4 Caregiver(s)' DoB
- S1 Institutional response
- S2 Referral(s) to services

At the bottom of the sidebar, there is a "Log out!" button.



new incident → known child → date of record

Notes

The Child's ID you provided is referred to an

**KNOWN CHILD**

**EXISTING CHILD RECORD**  
**NEW INCIDENT RECORD**  
 You are going to proceed with the record of a new CM incident for the child [123123123].

**Please proceed with checking of:**  
 -child related variables  
 -family related variables  
 TIP: Update—if needed

**Please proceed with recording of:**  
 -incident related variables  
 -services related variables

[Continue with the record](#)

**Record Progress**

- GR-A1-ROI-001
- GR-A1-ROI-001-2634-1-003
- 123123123
- 2019-09-24 [18:37]

**Incident's ID**  
**Date of Incident**  
**Source of Information**  
**Forms of Maltreatment**  
**Place of incident**  
**Child's Sex**  
**Child's DoB**  
**Child's Citizenship Status**  
**Family Composition**  
**CGs Relationship to Child**  
**Caregiver(s)' Sex**  
**Caregiver(s)' DoB**  
**Institutional response**  
**Referral(s) to services**

[Log out!](#)

**SYSTEM: Date of record [DE\_R3] is auto-completed**

e.g. **2019-09-24 (15:09)**

[Continue with the record](#)

**Note:** To this point 4 out of 18 data elements of the CAN-MDS are already completed:

- Agency's ID [DE-R1], Operator's ID [DE-R2] and Date of record [DE-R3] have been completed by the system
- Child's ID [DE\_C1] has been completed by the Operator.

**Record Progress**

- GR-A1-ROI-001
- GR-A1-ROI-001-2634-1-003
- 123123123
- 2019-09-24 [15:09]

## new incident → known child → date (and type) of incident

## Notes

test6.network.gr/date\_of\_incident.php

Please record the referred Date of Incident

I2 Date of Incident

☐ Unknown

☒ A "distinct" event took place – Not continuous maltreatment

☐ Unknown

☐ Continuous maltreatment – including "distinct event(s)"

☐ Continuous maltreatment - No "distinct event" took place

☐ Unknown

GO -> R4

Click to close sub-list

Complete as precisely as possible YYYY-MM-DD

Click to close sub-list

Neglect/other abuse taking place over a longer period

start date

duration

Years Months Days

During the last 12 months

Before the last 12 months

Lifelong

Unknown

Last known CM incident date

start date

duration

Years Months Days

During the last 12 months

Before the last 12 months

Lifelong

Unknown

Click to close sub-list

Check ONE in the sub-list

Continue with the record

Record Progress

GR-A1-ROI-001

GR-A1-ROI-001-2634-1-003

123123123

2019-09-24 [19:08]

I1 Incident's ID

I2 Date of Incident

R4 Source of Information

I3 Forms of Maltreatment

I4 Place of incident

C2 Child's Sex

C3 Child's DoB

C4 Child's Citizenship Status

F1 Family Composition

F2 CG's Relationship to Child

F3 Caregiver(s)' Sex

F4 Caregiver(s)' DoB

S1 Institutional response

S2 Referral(s) to services

Log out!

http://test6.network.gr/source\_of\_information.php

**OPERATOR:** Enter *Date of Incident* [DE\_I2]

e.g.

Unknown

☒ A "distinct" event took place – Not continuous maltreatment

☐ [2019] [09] [23]

**TIP:** The incident could be a distinct event with no information for further maltreatment, a distinct event in the context of continuous maltreatment or continuous maltreatment (e.g. omissions in child's care) without distinct events.

**Note:** Please record the date of incident as accurately as possible; if the exact date is not known, you may select from the remaining options the most appropriate (see also Operator's Manual, DE\_I2)

Press

Continue with the record

## new incident → known child → incident ID

## Notes

Please record the referred Date of Incident

**I2 Date of Incident**

☐ Unknown GO -> R4

☒ A "distinct" event took place – Not continuous maltreatment

☐ Unknown

☐ Continuous maltreatment – including "distinct event(s)"

☐ Unknown

☐ Continuous maltreatment - No "distinct event" took place

☐ Unknown

[http://test6.network.gr/source\\_of\\_information.php](http://test6.network.gr/source_of_information.php)

**SYSTEM: Incident ID [DE\_I1] is auto-generated**  
e.g.

123123123

2019-09-24 [16:29]

123123123-20190924-162950

**Note:** Once the Operator enters the **Child's ID** (or temporary ID) and the **Date of Incident**, a unique Incident's ID is generated by the system (combining Child's ID [DE-C1], Date and Time of Record [DE-R3]).

**Attention!** When the CAN-MDS identifies a record (for the specific child) which is similar to the current one (in terms of *time of record* and *time of incident*) it will notify you with a message that *other incident(s) was/were recorded previously by you or another Operator* and it will provide you with information for the most similar already existing record; the highlighted records are the most similar in terms of Incident ID to your current record (see next page).

**Note:** If the Incident ID is not similar with a previous one for the same child, operator can continue with the next data element DE\_R4 ("Source of Information").





## new incident → known child → previous incidents

## Notes

Incident's ID	Date-Time of Record	Date of Incident	Display
123123123-20190924-162950	2019-09-24 [16:29]	A "distinct" event took place - Not continuous maltreatment - 2019-9-22	Q
123123123-20190924-190812	2019-09-24 [19:25]	A "distinct" event took place - Not continuous maltreatment - 2019-9-23	Q
123123123-20190926-153515	2019-09-26 [15:35]	A "distinct" event took place - Not continuous maltreatment - 2019-9-23	Q

### Known child, previous incidents

The list of previous incidents will appear; older/non similar records will appear without colour, relatively similar records with yellow and very similar records with orange colour. For example:

Incident's ID	Date-Time of Record	Date of Incident	Display
123123123-20190924-162950	2019-09-24 [16:29]	A "distinct" event took place - Not continuous maltreatment - 2019-9-22	Q
123123123-20190924-190812	2019-09-24 [19:25]	A "distinct" event took place - Not continuous maltreatment - 2019-9-23	Q
123123123-20190926-153515	2019-09-26 [15:35]	A "distinct" event took place - Not continuous maltreatment - 2019-9-23	Q

**TIP:** In order for the Operator to decide whether s/he will proceed with the addition of a new incident, s/he can first check the previous records by using the "view" button. If s/he decides that the new incident is already recorded (from someone else, for example), the Administrator or Operator with level of access 1 can use the "edit" button in order to add some information in the existing record (see table below) and resubmit the record (this action will not delete the previous one). Otherwise, the Operator can proceed with the recording of a new incident.

Incident's ID	Date-Time of Record	Date of Incident	Display
123123123-20190924-162950	2019-09-24 [16:29]	A "distinct" event took place - Not continuous maltreatment - 2019-9-22	Q
123123123-20190924-190812	2019-09-24 [19:25]	A "distinct" event took place - Not continuous maltreatment - 2019-9-23	Q
123123123-20190926-153515	2019-09-26 [15:35]	A "distinct" event took place - Not continuous maltreatment - 2019-9-23	Q

Press

Data element	related to:	Editing/update permissions
<b>R1</b> (Agency's ID); <b>R2</b> (Operator's ID); <b>R3</b> (Date of record):	RECORD	No editing permitted; auto-completed
<b>C1</b> (Child's ID):	CHILD	
<b>I1</b> (Incident's ID):	INCIDENT	
<b>C2</b> (Child's Sex); <b>C3</b> (Child's DoB); <b>C4</b> (Child's Citizenship Status):	CHILD	Editing/update by the Administrator [Level 0] (ALL Children's IDs)
<b>F1</b> Family Composition- <b>F1.A.</b> Type of Family; <b>F1.B.1</b> Member(s) of Family; <b>F1.B.2</b> Number (per identity of member(s):	FAMILY	
<b>R4</b> (Source of Information):	RECORD	Editing/update by the Administrator [Level 0] (for ALL Children's IDs) Operator with Level 1 Access (for incidents recorded by
<b>I2</b> (Date (& Type) of Incident); <b>I3</b> (Forms of Maltreatment); <b>I4</b> (Place of incident):	INCIDENT	
<b>F1.C</b> Primary Caregiver(s); <b>F2</b> (Caregiver(s)' relationship to child); <b>F3</b> (Caregiver(s)' Sex); <b>F4</b> (Caregiver's DoB):	INCIDENT	



S1 (Institutional Response); S2 (referral(s) to Services):

INCIDENT

him/her self ONLY

...known child → proceeding with the addition of new incident

Notes

### Attention!

If a new incident is to be added under the ID of a known child, some data elements will be already pre-filled, specifically:

- Child's sex [DE-C2]
- Child's date of birth [DE-C3]
- Child's citizenship status [DE-C4]
- Family Composition [DE-F1]
- Caregiver(s) relationship to child [DE-F2]
- Caregiver(s) relationship to child [DE-F2]
- Caregiver(s) sex [DE-F3]
- Caregiver(s) date of birth [DE-F4]

Operator can keep or modify this information (the new record will be saved as a new one, without deleting the previous one)

Press [Continue with the record](#)

**OPERATOR: Indicate the Source of Information [DE\_R4]**

e.g.

and continue with the recording of incident-related information as described above.



new incident → unknown child → submit record

Notes

### CAN-MDS Feedback

[for Operators with access level 1 or 2]

From this menu you have the option to

- view and/or print the auto-produced report
- view and/or print all records for the specific child
- view who worked with the child in the past (if the record concerns an already known child)

(see screenshots below)

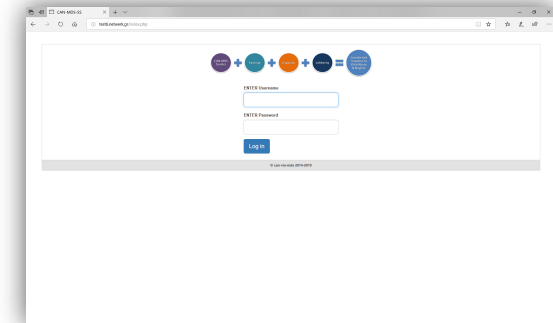
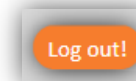


submitted incident → known child → log out

Notes

The screenshot shows the 'CAN-MDS SURVEILLANCE' web application. The main area displays a blue banner with the text 'RECORD COMPLETED'. Below this, there are three blue buttons: 'Display/print the record', 'Display/print all records for this child', and 'Display who worked with the child in the past'. On the right side, there is a sidebar with a 'Record Progress' section containing a list of fields: GR-A1-ROI-001, GR-A1-ROI-001-2634-1-003, Child's ID (2019-09-24 [16:29]), Incident's ID, Date of Incident, Source of Information, Forms of Maltreatment, Place of incident, Child's Sex, Child's DoB, Child's Citizenship Status, Family Composition, CGs Relationship to child, Caregiver(s)' Sex, Caregiver(s)' DoB, Institutional response, and Referral(s) to services. At the bottom of the sidebar is a 'Log out!' button. The browser address bar shows 'test6.network.gr/record\_complete.php'.

You can exit the CAN-MDS by pressing the button



## 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)



## ANNEX I. Information to be collected from the data source and recorded in CAN-MDS



check-box	Data Elements	Here keep your notes with as much detail as possible (you can use also the back side of the page)
<b>ANNEX II. Information to be collected from data source and <u>provided to National Administrator</u> (NOT to be recorded in the CAN-MDS)</b>		
	<b>About the incident</b>	
<input type="checkbox"/>	Date and type of Incident	
<input type="checkbox"/>	Form(s) of maltreatment	
<input type="checkbox"/>	Location of Incident	
	<b>About the child</b>	
<input type="checkbox"/>	Child's Sex	
<input type="checkbox"/>	Child's Date of Birth	
<input type="checkbox"/>	Child's Citizenship Status	
	<b>About child's family composition</b>	
<input type="checkbox"/>	Type of family	
<input type="checkbox"/>	Family members	
<input type="checkbox"/>	Number of members per identity (and their ages)	
	<b>About adult(s) person(s) who was/were responsible for the child's when the incident took place [primary caregiver(s)]</b>	
<input type="checkbox"/>	<b>caregiv</b>	Relationship to Child
<input type="checkbox"/>		Sex
<input type="checkbox"/>		Date of Birth
<input type="checkbox"/>	<b>Caregiv</b>	Relationship to Child
<input type="checkbox"/>		Sex
<input type="checkbox"/>		Date of Birth
Notes		

<b>Child's Personal data</b>		surname	
		name	
		middle name	
		nickname (if any)	
<b>Contact details</b>	<b>Postal Address</b>	what (home, relative, other)	
		street name	
		street number	
	<b>Telephone</b>	phone number	
		what (home, mobile) & whose	
<b>Caregiver's data</b>	<b>1st caregiver</b>	surname	
		name	
		phone number	
	<b>2nd caregiver</b>	surname	
		name	
		phone number	
<b>Notes</b>			



