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MALTREATMENT

Increasing Awareness of Mandated Reporting and Child Abuse

Madison E. Mulcahyzelenski

Capstone Project for the Bachelor of Arts in Human Development and Family Studies

Introduction

Mandated reporting of child abuse and neglect laws were enacted to require reporting of possible abuse or neglect at the earliest possible stage from those who interact with children. However, many individuals in occupations that are mandated to report abuse or neglect do not realize or are not properly informed that their occupation falls under the laws of mandated reporting. To address this lack of awareness, I created one in-service training session for the staff of Morro Bay Aquatics that covered the laws surrounding mandated reporting, how to fill out a suspected abuse report, and how to identify abuse when in the aquatic center environment.

Needs Statement

In 1974, Congress realized the seriousness of childhood abuse and neglect, thus passing the Child Abuse Prevention and Treatment Act, Public Law 93-247 (M.C. Kenny, 2001). This law has been amended many times over the years; Each providing more information on federal funding and guidance of child abuse prevention, assessment, investigation, prosecution, and treatment activities, along with grants provided to public and private organizations (Child Welfare Gateway, 2017). Currently, the law defines four categories of child maltreatment: physical abuse, sexual abuse, psychological abuse, and neglect (Portwood, 1999).

Without a legally obligated, proactive role of childcare professionals held to report abuse, many children would suffer indefinitely without intervention. Many studies have shown that the lack of awareness of mandated reporting, and the lack of knowledge to recognize cases of maltreatment has been one of the largest factors in the lack of reports by professionals (Calheiros, Monteiro, Patrício, & Carmona, 2016).

According to Kenny (2001), many teachers and other mandated reporters do not receive child abuse and neglect training during college education or in-service programs. People who are

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not as informed on the mandated reporting law, California Penal Code Section 11166, are less likely to report in fear of the possible repercussions (Flaherty, 2006). According to Flaherty (2006), the lack of abuse education is one of the main barriers people fail to report on suspected abuse cases.

According to the Child Maltreatment reports (2016), an estimated 1,750 children died from cases of abuse and neglect in 2016. Of those cases, 70% of the fatalities reported were children younger than 3 years old. Though fatality rates decrease with age, all young children are susceptible to the horror of child abuse or neglect. The reported cases showed that roughly 78% of the child fatalities involved parents acting together, alone, or with others in acts of mistreatment. Fewer than 16% of cases were outside of the parental relationship with the victim.

This shows the need for professionals, whom are working with children, to be well-informed about the signs, types, and patterns of maltreatment with the children in which they are in contact with. Like other mandated reporting professions, it is necessary for the aquatic staff of Morro Bay (including lifeguards, swim instructors, and other employees) to understand the responsibility they have to the children at their facility. This profession works with a wide range of children from 6 months though 15 years on a daily basis. The swim instructors and other staff members must be aware of their responsibilities in hopes to reduce these numbers and save a child's life.

This project will be an in-service for the aquatics staff of the City of Morro Bay. The goal of this project is to better inform the staff of mandated reporting law and signs of child and elder abuse in the aquatic environment. The intention of this project is to inform staff members of their legal responsibility to report any "reasonable suspicion" of abuse at their workplace. Vulnerable groups of abuse include children ages 0-18. The City of Morro Bay caters to these groups often

during private and group swim lessons, lap swim hours, recreational swim days, and special community events.

Theory Application

Vygotsky's learning theory of zone of proximal development and scaffolding have been applied to promote learning. Scaffolding is the support one needs from someone else to complete a task. If a task is too complex, it requires a lot of scaffolding. Instructors or teachers use scaffolding to help the learner complete the tasks at hand and the zone of proximal development to expand their boundaries of the subject more than they would have been able to on their own. The zone of proximal development refers to the distance between the learner's ability to perform a task under guidance or with peer collaboration and the learner's ability to solve the problem independently. The term "proximal" refers those skills that the learner is close to mastering (McLeod, 2019).

Vygotsky stresses the fundamental role of social interaction in the development of cognition. He strongly believed that community plays a central role in the process of making meaning. The staff at Morro Bay aquatics have a general understanding of mandated reporting and child maltreatment. During this in-service, I added my support and knowledge of mandated reporting, child abuse, and filling out reports to expand my participants' understanding of these topics. Specifically, at the in-service I demonstrated the process of filling out Suspected Child Abuse Report forms, by means of scaffolding. Filling out forms was in the ZPD of the participants because as lifeguards, incident reports are filled out frequently.

By applying Vygotsky's theory to the learning process of my project, knowledge presented and practiced will be achievable for my audience. Scaffolding the information will allow for the learners to learn the information without becoming frustrated by the information

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that may be too difficult for them to understand alone. Because they are already employed, they have previously been trained on filling out incident reports, learning about being a mandated reporter and how to properly fill out the Suspected Child Abuse Report should extend their existing knowledge. According to Vygotsky's zone of proximal development, my project on mandated reporting and child abuse will be presented so that it remains in each learner's Zone of Proximal Development.

Promotion of group work and thought-provoking questions to the participants will further encourage learning during the project. Since I know that my audience is mostly made up of high school through college students, I can rely on their previously learned skills of group work and communication to further the learning. With the use of group work and report worksheets, the learners were able to put to practice the information they have received, while individually working through problems. When the learners began to struggle, open-ended questions were used to encourage them to find the solutions or next step on their own. The learners are having an active role in their learning this way is consistent with Vygotsky's learning theory.

Consideration of Diversity

My project will be conducted at the City of Morro Bay recreation offices to the aquatics staff. The ethnic makeup of the participants should reflect on the makeup of the community members served at the City of Morro Bay Pool. According to the Census Bureau (2018), Morro Bay is 79.9% white, 13.9% Hispanic, 1.4% Black, 2.1% Asian, and 1.8% mixed. The staff and participants of this project should ideally reflect the ethnic demographic of the city. The ethnic makeup of the staff that I presented to does not reflect the demographic of the city of Morro Bay. The lack of diversity in staff will result in a lack of full perspective of the represented groups that live in Morro Bay and may use the aquatic facility.

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This project is also not going to be open to the public, meaning that my participants are strictly those who have been hired through the City of Morro Bay and have an American Red Cross certification in lifeguarding. Therefore, the participants in the project have experience with the regular operations and services offered at the facility, including protocols and patron surveillance. This specific group is different from the normal population. The Lifeguard certification costs money and requires 40 hours of specific training therefore, there is little diversity in the knowledge these participants will have on this topic.

The content will only be delivered in English, meaning any participants who are limited in their understanding of English may not be able to meet the learning outcomes in this project presentation of Mandated Reporting and Child Maltreatment. Content also lacks diversity of abuse that can occur at the aquatic environment. The content only covers issues of child maltreatment. Issues of elder abuse and abuse of disabled are not discussed in this project.

Learning Outcomes

I intend to provide a 60-minute in-service to the aquatic staff of the City of Morro Bay on increasing the awareness of mandated reporting and child maltreatment.

By the end of the project, participants will be able to...

1. Recall two legal responsibilities of being a mandated reporter.
2. Complete a Suspected Child Abuse Report form
3. Identify two child maltreatment signs that can occur in the aquatic environment.

Method

At the in-service, I first introduced myself to the participants and explained my reasoning for giving this presentation to them. I asked the participants how many of them knew that as lifeguards, by law, they are all mandated reporters. I identified the three learning outcomes that they should learn by the end of my presentation, and I went into a discussion of the definition of

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a mandated reporter with the participants. This discussion took 5 minutes. Next, I presented the law that mandates lifeguards to report suspected abuse. I presented the “do’s” and “don’ts” of responsibilities of a mandated reporter. Then proceeded to facilitate a group discussion, if there was anything participants had questions on thus far for 2 to 3 minutes. For the next 10 minutes, I talked about the history of Mandated Reporting laws and how they came about so that my audience had an understanding of the background of this topic. I discussed child protection prior to 1960s and the modern era of child protection for roughly five minutes, then allowed for any question or clarification. I continued to discuss the government's role in child protection services for another 5 minutes. *See Appendix A for the presentation.*

I then had the participants split into two groups for Activity #1. I gave the groups 10 minutes to come up with responsibilities of a mandated reporter. The groups came up with a compiled list of these responsibilities as I came around to the groups to assist and clarify any questions. I brought the groups back together, and I went over the answers that the groups came up with. They discussed the responses out loud for 5 minutes, and I talked them through the correct and incorrect answers. *See Appendix B for a description of the activity.*

Next, the presentation proceeded to discuss child maltreatment. This section covered: the four types of abuse, signs of abuse presented by child and adult, and how to report suspected child abuse. I lectured on this information for 10 minutes. Next, I talked about specific kinds of child abuse that may be seen at the aquatic facility. This section took 5 minutes to cover.

Afterwards, I opened up discussion and questions from the group taking another 5 minutes. I shared a personal experience I had with a child I suspected was being abused, and for the next ten minutes, others in the room shared stories and asked questions about what they have noticed abnormal about children during swim lessons and whether or not that falls under abuse.

In this next section of the in-service, I explained the last activity relating to mandated reporting and suspected child abuse. For this activity, I handed out a Suspected Child Abuse Report form to each of the participants. *See Appendix C for Suspected Child Abuse Report form.* Then, I had the participants listen as I read a suspected abuse scenario about a mother and her son at the pool. *See Appendix D for "Pool Scene Scenario".* They were instructed to listen to the narrative and fill out as much information on the Suspected Child Abuse Report form as they could from the narrative on their own. This activity took 10 minutes to do.

Lastly, I gave an oral recap of the presentation to the participants, followed by a post-survey to check for understanding, which took less than 2 minutes. *See Appendix E for post-survey.* The total time for this presentation was roughly 65-70 minutes.

Results

Learning outcome 1 was that participants were able to recall two legal responsibilities of being a mandated reporter. This outcome was met by the participants. Both teams came up with lists of the responsibilities a mandated reporter must do. Both lists contained at least two of the legal responsibilities of being a mandated reporter. Though the lists were repetitive, I noticed as I walked around that everyone was contributing to the group discussion. The results of the group work made me believe that all the participants were comfortable with the information on mandated reporting and what to when they suspect abuse. *See Table 1.*

Learning outcome 2 was that participants were able to complete a Suspected Child Abuse Report form. This outcome was not completely met by my participants. After reviewing forms that the participants filled out, I found that not all participants were able to show they knew where appropriate information went on the SCAR form, nor filled out the report entirely, showing that they were not confident in filling out the report for suspected abuse. Only two of

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the ten forms were completely filled out with the appropriated information from the made up “Pool Scene Scenario” read. Many of the participants did not complete the form with information about the child or a description of the incident. This learning outcome was not met.

Learning outcome 3 was that participants would be able to identify two child maltreatment signs that can occur in the aquatic environment. I believe that this outcome was met by the participants. At the end of the in-service, participants answered questions on a post-test to show that they were able identify signs of maltreatment seen at the pool. All ten participants were able to identify at least two signs of maltreatment that I discussed specific to the aquatic environment. This was determined by the list of written answers the participants gave on question 8 of the post-survey.

Discussion

I believe this project on mandated reporting and child maltreatment was successful overall. The participants were engaged throughout the in-service presentation. Following Vygotsky’s theory applied to learning, I provided scaffolding of my participants’ knowledge on the topic through support and explanation as they learned something new about the mandated reporter responsibilities and completing the Suspected Child Abuse Report form. Although completing the form was within the participants’ ZPD, I believe giving them a chance to complete the form in response to a scenario gave scaffolded their learning and increased their being able to learn and retain information about maltreatment and the process of reporting.

Most of my participants were adolescents. The information was tailored to individuals who may have been hearing about this topic for the first time in their lives. I believe that my content would have differed if I would have been presenting to an older audience. An older, more experienced audience would have been able to understand more in-depth content on child

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maltreatment, and, perhaps, the older audience would have engaged with more questions and personal experiences.

In addition to the original content of this project, in future presentations, I would like to incorporate information on elder abuse. Elder abuse is another serious issue that professionals need to be aware of when working with the public. The staff of Morro Bay aquatics not only deals with children on a regular basis but with older adults. Patrons at the Morro Bay pool who engage in lap swim and aqua aerobic classes may also be at risk of maltreatment. I would like to provide information on this topic such as awareness, most common types of abuse, and what to do if elder abuse is recognized.

Lastly, I would have liked to incorporate more information on the cultural perspectives on the interpretation of child maltreatment. There are many ways abuse can be perceived, and child maltreatment may differ across cultures. Acceptable discipline of children varies across different cultures, and the perception of one's own culture has an impact on what they see as abuse. Though child abuse is legally defined, it doesn't always look the same across children. Culture may impact the interpretation of what is child maltreatment.

Overall, I feel this project benefited the participants who attended. The exposure to the topic of mandated reporting and child maltreatment is beneficial to individuals who work or around children. By giving the participants exposure to this information, my hopes is the participants will be more aware of the signs of maltreatment and know what to do when they observe it. I hope this project expands the awareness of child maltreatment in their own lives and as they continue to work with children in the future. I feel this project opened to door to the seriousness of mandated reporting and child maltreatment to many of my participants.

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Table 1

Participants responses of Mandated Reporter responsibilities from Activity 1

	Team #1 Team Reporter	Team #2 The Super Reporters
1.	Don't wait	Identify the abuse or neglect
2.	Report it	Know behaviors associated with abuse
3.	Tell supervisor if appropriate	Don't keep it to yourself
4.	Don't investigate	Tell others, if appropriate
5.	Don't intervene	Don't investigate further
6.	Don't make it up	Help the child feel safe at our facility, if possible
7.	Report the truth	Don't intervene with parent/ abuser
8.	Report the whole truth	
9.	Report nothing but the truth	

Appendix A

PowerPoint Presentation

Mandated Reporting & Child Maltreatment

Presented by - Madison Mulcahyzelenski



At the end of this training, you
will be able to:

1. Identify two child maltreatment signs that can occur in the aquatic environment.
2. Recall two legal responsibilities of being a mandated reporter.
3. Correctly complete a suspected child abuse report (Penal Code Section 11166)



Mandated Reporting Laws

PENAL CODE - PEN

PART 4. PREVENTION OF CRIMES AND APPREHENSION OF CRIMINALS [11006 - 14315]

(Part 4 added by Stats. 1953, Ch. 1385.)

TITLE 1. INVESTIGATION AND CONTROL OF CRIMES AND CRIMINALS [11006 - 11482]

(Title 1 added by Stats. 1953, Ch. 1385.)

CHAPTER 2. Control of Crimes and Criminals [11150 - 11199.5]

(Chapter 2 added by Stats. 1953, Ch. 70.)

ARTICLE 2.5. Child Abuse and Neglect Reporting Act [11164 - 11174.3]



Mandated Reporters

What is a Mandated Reporter?

A mandated reporter is a person who, because of his or her profession, is legally required to report any suspicion of child abuse or neglect to the relevant authorities.

These laws are in place to prevent children from being abused and to end any possible abuse or neglect at the earliest possible stage.



What Are and Are Not Mandated Reporters Responsibilities?

Do

1. Observe and identify abuse
2. Call in report or complete online report within 36 hours
3. Notify supervisor
4. Make copy of report for yourself
5. Provide documentary evidence if available

Don't

1. Assume someone else will report
2. Allow supervisor to report for you
3. Intervene in situation
4. Investigate further
5. Not report



Why are Lifeguards Mandated Reporters?

PENAL CODE 11165.7.

As used in this article, "mandated reporter" is defined as any of the following:

1. A teacher.
2. An instructional aide.
3. A teacher's aide or teacher's assistant employed by a public or private school.
4. A classified employee of a public school.
5. An administrative officer or supervisor of child welfare and attendance, or a certificated pupil personnel employee of a public or private school.
6. An administrator of a public or private day camp.
7. An administrator or employee of a public or private youth center, youth recreation program, or youth organization.



https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PEN§ionNum=11165.7

History of Mandated Reporting Laws

Child Protection Prior to 1875

It was not until 1875 that the world's first organization devoted entirely to child protection came into existence—the New York Society for the Prevention of Cruelty to Children.

Child Protection from 1875 to 1962

Child protection activists created a nongovernmental charitable society devoted to child protection, and thus was born the New York Society for the Prevention of Cruelty to Children (NYSPPC), the world's first entity devoted entirely to child protection.



History of Mandated Reporting Laws

The Modern Era of Child Protection

The year 1962 was momentous not only for publication of *The Battered Child Syndrome* and amendments to the Social Security Act.

As reporting laws went into effect, the prevalence of child abuse and neglect came into focus. By 1974, some 60,000 cases were reported. In 1980, the number exceeded one million. By 1990, reports topped two million, and in 2000, reports hovered around three million. In the early twenty-first century, reports declined but remained high.



History of Mandated Reporting Laws

The Federal Government Assumes Leadership

Prior to 1974, the federal government played a useful but minor role in child protection. The Children's Bureau was founded in 1912, but the Bureau paid little attention to maltreatment until the 1960s. The Social Security Act of 1935, as amended in 1962, provided money to expand child welfare services.

Today, child protective services are available across America, billions of dollars are devoted to child welfare, and thousands of professionals do their best to help struggling parents and vulnerable children.



The Most Common Forms of Child Abuse and Maltreatment

1. Physical
2. Sexual
3. Emotional & Psychological
4. Neglect



Child abuse happens when a child:

1. Has a physical injury by other than accidental means
2. Is subjected to willful cruelty or unjustifiable punishment
3. Is abused or exploited sexually
4. Is neglected by a parent or caretaker who fails to provide adequate food, clothing, shelter, medical care or supervision.



A closer look at child abuse – If a *child*...

1. Doesn't have enough food, proper clothing or safe shelter.
2. Has poor hygiene, suffers from a chronic illness and/or shows signs of anxiety or depression.
3. Describes abuse or domestic violence at home.
4. Exhibits inappropriate sexual behaviors or knowledge for his/her age.
5. Has non-accidental bruises, cuts or other injuries caused by the parent or guardian. (If injuries are severe or dangerous, call 911 first for immediate help.)



A closer look at child abuse –

Look at child abuse – If a child...

1. Doesn't get child proper medical or dental care.
2. Doesn't bring the child to school or often misses appointments.
3. Seems intoxicated or drives under the influence with child in the car. **(Call 911 first for immediate help)**
4. Stores toxic substances or weapons within the child's reach.
5. Doesn't provide safe supervision or leaves a child alone who cannot care for him/herself.



What is emotional abuse?

1. Understanding emotional abuse is complicated for many reasons.
2. One reason is because there are several different names used interchangeably to refer to the same kind of abuse, including emotional abuse/violence, psychological abuse/violence, and mental abuse.
3. Another complication is that there isn't one accepted definition of emotional abuse. It seems that everyone has a slightly different version.



What is emotional abuse?

4. Emotional abuse is any abusive behavior that isn't physical, which may include verbal aggression, intimidation, manipulation, and humiliation.
5. It most often unfolds as a pattern of behavior over time that aims to diminish another person's sense of identity, dignity and self worth.
6. Emotional abuse often results in anxiety, depression, suicidal thoughts or behaviors, and post-traumatic stress disorder (PTSD).



What are signs of emotional abuse?

1. Is afraid of adults or of a particular individual
2. Is violent to animals or other children
3. May be extremely aggressive or extremely withdrawn
4. Cannot recall how the injuries occurred or gives inconsistent explanations

This list is not inclusive!



When child abuse happens, report it:

1. If you see or suspect abuse, you should report it as soon as possible.
2. The county is responsible for investigating suspected abuse – that's not your job.
3. Your report is confidential --neither the abused person nor the abuser will be told who made the report.
4. You can report abuse any time, any day. The phone line is answered 24 hours a day, 365 days a year



When child abuse happens, report it:

CHILD WELFARE SERVICES: (805) 781-KIDS
EMERGENCY: 911

<https://www.slocounty.ca.gov/Departments/Social-Services/Mandated-Reporter.aspx>



How to Report Child Abuse & Neglect

1. YOU are responsible for making this report.
2. DO NOT ALLOW your supervisor to make the report for you.
3. Do not assume because another co-worker has some of the same information that they will make the report.
4. Do not attempt to investigate, interview or interfere with the information you hold.



How to Report Child Abuse & Neglect

3. *Remember that you are to report SUSPECTED abuse – you are not required to have witnessed or have complete proof of the incident.*
4. You are obligated by law to report what you observe or what you are told that caused suspicion that a child is being physically, sexually, emotionally abused or being neglected.
5. When in doubt, call CPS or law enforcement and get their input about the scope of your report.

<http://cfsilo.org/how-to-report-child-abuse-neglect/>



How to Report Child Abuse & Neglect: Simple Steps

1. Identify
2. Report by calling Child Welfare Hotline @ (805) 781-5437
3. Complete and file Form
4. Keep a clear copy for your records
5. Do not engage, interfere or step-in



Child Maltreatment Signs in the Aquatic Environment:

1. Deck changing
2. Bruising under arm
3. Pushing child's head under water
4. Shame, humiliation
5. Over the top parenting/coaching

*Group Discussion



Activity 2: How to Report Child Abuse & Neglect

1. If you suspect child abuse, MANDATED REPORTERS MUST ADHERE TO THE FOLLOWING PROCEDURES:
2. Immediately call Child Welfare Services (CWS):
 San Luis Obispo County: 805-781-5437
 Santa Barbara County: 800-367-0166
 Ventura County: 805-654-0166
3. If you are reporting as Mandated Reporter, complete and file a Suspected Child Abuse Report (SCAR) Form. Retain a "readable" copy of the SCAR Report.

http://www.caag.state.ca.us/childabuse/pdf/ss_8572.pdf

Print **SUSPECTED CHILD ABUSE REPORT** Reset Form

To Be Completed by Mandated Child Abuse Reporters Pursuant to Penal Code Section 11166

PLEASE PRINT OR TYPE

NAME OF REPORTING PARTY		TITLE		CASE NUMBER	
REPORTER'S BUSINESS/EMPLOYER NAME AND ADDRESS		State	City	Zip	DO MANDATED REPORTER WITHIN THE HOUSE
REPORTER'S TELEPHONE (DAYTIME)		HOURS		TYPICAL DATE	
IF YOU ARE EMPLOYED BY COUNTY PROSECUTOR		COUNTY		CITY	
IF COUNTY WELFARE SERVICES (CWS) PROSECUTOR		COUNTY		CITY	
ADDRESS		State	City	Zip	SECTION OF PHONE NO.
OFFICIAL CONTACTED TITLE		TELEPHONE			
NAME (LAST, FIRST, MIDDLE)		BIRTHDATE (MM/DD/YYYY)		SEX	ETHNICITY
ADDRESS		State	City	Zip	TELEPHONE
PRESENT LOCATION OF ABUSE		SCHOOL		CLASS	GRADE
PHYSICALLY DISABLED (YES/NO)		DEVELOPMENTALLY DISABLED (YES/NO)		OTHER DISABILITY (SPECIFY)	
TYPE OF ABUSE (CHECK ONE OR MORE)		TYPE OF ABUSE (CHECK ONE OR MORE)		PRIMARY LANGUAGE	
1. PHYSICAL ABUSE		2. NEGLECT		3. SEXUAL ABUSE	
4. CHILD CARE CENTER		5. FAMILY HOME		6. SCHOOL	
7. GROUP HOME OR INSTITUTION		8. RELATED HOME		9. OTHER (SPECIFY)	
RELATIONSHIP TO SUSPECT		PARENT (YES/NO)		SEE THE INCIDENT REPORT IN THIS SECTION (YES/NO)	
NAME		BIRTHDATE	SEX	ETHNICITY	STATE

Activity 2



Print **SUSPECTED CHILD ABUSE REPORT** Reset Form

To Be Completed by Mandated Child Abuse Reporters Pursuant to Penal Code Section 11166

PLEASE PRINT OR TYPE

NAME OF REPORTING PARTY		TITLE		CASE NUMBER	
REPORTER'S BUSINESS/EMPLOYER NAME AND ADDRESS		State	City	Zip	DO MANDATED REPORTER WITHIN THE HOUSE
REPORTER'S TELEPHONE (DAYTIME)		HOURS		TYPICAL DATE	
IF YOU ARE EMPLOYED BY COUNTY PROSECUTOR		COUNTY		CITY	
IF COUNTY WELFARE SERVICES (CWS) PROSECUTOR		COUNTY		CITY	
ADDRESS		State	City	Zip	SECTION OF PHONE NO.
OFFICIAL CONTACTED TITLE		TELEPHONE			
NAME (LAST, FIRST, MIDDLE)		BIRTHDATE (MM/DD/YYYY)		SEX	ETHNICITY
ADDRESS		State	City	Zip	TELEPHONE
PRESENT LOCATION OF ABUSE		SCHOOL		CLASS	GRADE
PHYSICALLY DISABLED (YES/NO)		DEVELOPMENTALLY DISABLED (YES/NO)		OTHER DISABILITY (SPECIFY)	
TYPE OF ABUSE (CHECK ONE OR MORE)		TYPE OF ABUSE (CHECK ONE OR MORE)		PRIMARY LANGUAGE	
1. PHYSICAL ABUSE		2. NEGLECT		3. SEXUAL ABUSE	
4. CHILD CARE CENTER		5. FAMILY HOME		6. SCHOOL	
7. GROUP HOME OR INSTITUTION		8. RELATED HOME		9. OTHER (SPECIFY)	
RELATIONSHIP TO SUSPECT		PARENT (YES/NO)		SEE THE INCIDENT REPORT IN THIS SECTION (YES/NO)	
NAME		BIRTHDATE	SEX	ETHNICITY	STATE
NAME (LAST, FIRST, MIDDLE)		BIRTHDATE (MM/DD/YYYY)		SEX	ETHNICITY
ADDRESS		State	City	Zip	TELEPHONE
PRESENT LOCATION OF ABUSE		SCHOOL		CLASS	GRADE
PHYSICALLY DISABLED (YES/NO)		DEVELOPMENTALLY DISABLED (YES/NO)		OTHER DISABILITY (SPECIFY)	
TYPE OF ABUSE (CHECK ONE OR MORE)		TYPE OF ABUSE (CHECK ONE OR MORE)		PRIMARY LANGUAGE	
1. PHYSICAL ABUSE		2. NEGLECT		3. SEXUAL ABUSE	
4. CHILD CARE CENTER		5. FAMILY HOME		6. SCHOOL	
7. GROUP HOME OR INSTITUTION		8. RELATED HOME		9. OTHER (SPECIFY)	
RELATIONSHIP TO SUSPECT		PARENT (YES/NO)		SEE THE INCIDENT REPORT IN THIS SECTION (YES/NO)	
NAME		BIRTHDATE	SEX	ETHNICITY	STATE

DEFINITIONS AND INSTRUCTIONS ON REVERSE

Conclusion

1. Being a mandated reporter in your job is not an option
2. Your report will remain anonymous
3. You can face a misdemeanor charge if you do not report
4. Report, do not intervene
5. Always be aware of your students emotional and physical well-being.

Questions?



Your Instructor

Madison Mulcahyzelenski is a senior at Cal State Monterey Bay completing her senior project on mandated reporting of child abuse.

Madi has been a swim instructor and lifeguard throughout her college career and plans to pursue a career in the recreational field.

Her family trains service dogs, like Mr. Fitz, pictured with Madi at the Morro Bay High School pool.



INCREASING AWARENESS OF MANDATED REPORTING AND CHILD
MALTREATMENT

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Appendix B

Mandated Reporting- Activity #1

1. Divide into two equal groups
2. Place first names of each group member at the top of the paper
3. Make a complete list of responsibilities of being a mandated reporter
4. Submit your list to the instructor
5. Instructor will compare lists, team with the most complete list is the winner!

INCREASING AWARENESS OF MANDATED REPORTING AND CHILD MALTREATMENT

Appendix C

Suspected Child Abuse Report form

Print	SUSPECTED CHILD ABUSE REPORT	Reset Form
To Be Completed by Mandated Child Abuse Reporters Pursuant to Penal Code Section 11166 PLEASE PRINT OR TYPE		
		CASE NAME: _____
		CASE NUMBER: _____
A	REPORTING PARTY NAME OF MANDATED REPORTER _____ TITLE _____ REPORTER'S BUSINESS/AGENCY NAME AND ADDRESS _____ Street _____ City _____ Zip _____ REPORTER'S TELEPHONE (DAYTIME) _____ SIGNATURE _____ () _____ <input type="checkbox"/> LAW ENFORCEMENT <input type="checkbox"/> COUNTY PROBATION AGENCY <input type="checkbox"/> COUNTY WELFARE / CPS (Child Protection Services) _____ ADDRESS _____ Street _____ City _____ Zip _____ DAYTIME OF PHONE CALL _____ OFFICIAL CONTACTED - TITLE _____ TELEPHONE _____ () _____	MANDATED REPORTER CATEGORY <input type="checkbox"/> YES <input type="checkbox"/> NO REPORTER'S DATE _____
B	REPORT NOTIFICATION <input type="checkbox"/> LAW ENFORCEMENT <input type="checkbox"/> COUNTY PROBATION AGENCY <input type="checkbox"/> COUNTY WELFARE / CPS (Child Protection Services) _____ ADDRESS _____ Street _____ City _____ Zip _____ DAYTIME OF PHONE CALL _____ OFFICIAL CONTACTED - TITLE _____ TELEPHONE _____ () _____	
C	VICTIM One report per victim NAME (LAST, FIRST, MIDDLE) _____ BIRTHDATE OR APPROX. AGE _____ SEX _____ ETHNICITY _____ ADDRESS _____ Street _____ City _____ Zip _____ TELEPHONE _____ () _____ PRESENT LOCATION OF VICTIM _____ SCHOOL _____ CLASS _____ GRADE _____ PHYSICALLY DISABLED <input type="checkbox"/> YES <input type="checkbox"/> NO DEVELOPMENTALLY DISABLED <input type="checkbox"/> YES <input type="checkbox"/> NO OTHER DISABILITY (SPECIFY) _____ PRIMARY LANGUAGE _____ SPOKEN IN HOME _____ IN FOSTER CARE? <input type="checkbox"/> YES <input type="checkbox"/> NO IF VICTIM WAS IN OUT OF HOME CARE AT TIME OF INCIDENT, CHECK TYPE OF CARE: <input type="checkbox"/> DAY CARE <input type="checkbox"/> CHILD CARE CENTER <input type="checkbox"/> FOSTER FAMILY HOME <input type="checkbox"/> FAMILY FRIEND <input type="checkbox"/> TYPE OF ABUSE (CHECK ONE OR MORE) <input type="checkbox"/> PHYSICAL <input type="checkbox"/> SEXUAL <input type="checkbox"/> NEGLECT <input type="checkbox"/> FINANCIAL <input type="checkbox"/> OTHER (SPECIFY) _____ RELATIONSHIP TO SUSPECT _____ PHOTOS TAKEN? <input type="checkbox"/> YES <input type="checkbox"/> NO DID THE INCIDENT RESULT IN THIS VICTIM'S DEATH? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN	
D	INVOLVED PARTIES VICTIM'S BUSINESS _____ NAME (LAST, FIRST, MIDDLE) _____ BIRTHDATE OR APPROX. AGE _____ SEX _____ ETHNICITY _____ ADDRESS _____ Street _____ City _____ Zip _____ HOME PHONE _____ BUSINESS PHONE _____ () _____ NAME (LAST, FIRST, MIDDLE) _____ BIRTHDATE OR APPROX. AGE _____ SEX _____ ETHNICITY _____ ADDRESS _____ Street _____ City _____ Zip _____ HOME PHONE _____ BUSINESS PHONE _____ () _____ SUSPECT'S NAME (LAST, FIRST, MIDDLE) _____ BIRTHDATE OR APPROX. AGE _____ SEX _____ ETHNICITY _____ ADDRESS _____ Street _____ City _____ Zip _____ TELEPHONE _____ () _____ OTHER RELEVANT INFORMATION _____	
E	INCIDENT INFORMATION IF NECESSARY, ATTACH EXTRA SHEET(S) ON OTHER FORM(S) AND CHECK THIS BOX <input type="checkbox"/> IF MULTIPLE VICTIMS, INDICATE NUMBER: DATE / TIME OF INCIDENT _____ PLACE OF INCIDENT _____ BRIEF DESCRIPTION (What child(ren) contacted the mandated reporter about/what person accompanying the victim(s) and/or incident involving the victim(s) or suspect) _____ _____ _____	

SS 8572 (rev. 10/05) **DEFINITIONS AND INSTRUCTIONS ON REVERSE**
 EQNDI submit a copy of this form to the Department of Justice (DOJ). The investigating agency is required under Penal Code Section 11160 to submit to DOJ a Child Abuse Investigation Report Form SS 8553 if (1) an active investigation was conducted and (2) the report was determined not to be unfounded.
 WHITE COPY Public or Sheriff's Department, BLUE COPY County Welfare or Probation Department, GREEN COPY District Attorney's Office, YELLOW COPY Reporting Party

Appendix D

Abuse Scenario- Activity #2

You arrive to work for the mid-day shift, check in, then get ready to head to the guard stand. After a few moments, you observe a woman with a child coming into the facility. She is tightly holding the child's hand, almost dragging him onto the pool deck. The boy is in street clothing, not swim attire. Near the benches, she forces him to sit while she begins to scream directly at his face. You hear, "I told you father that you would swim! And you're going to swim!". The boy starts to cry as she forces him to deck change. You then observe the woman grabbing the boy by his arm and pushing him onto the pool deck. At this moment you observe the woman raising her fist at the boy. You hear her say, "I'll hit you again!" The boy quickly covers himself in fear of being struck.

One of your fellow co-workers recognizes the child from summer swim lessons and informs you that his name is "Jerry". Since the child attended swim lessons over the summer, you have access to their personal information such as parents name, home address, and age.

With this information, fill out the Suspected Child Abuse Report form to practice this skill and gain comfortability filling out the report.

*Additional Information

Child Name- Jerry Jones (Male), age 8

Father Name- Jeff Jones (Male)

Mother Name- Brenda Jones (Female)

Home Address- 1348 Fig Street Morro Bay, CA 93442

INCREASING AWARENESS OF MANDATED REPORTING AND CHILD
MALTREATMENT

Appendix E

Post-Survey

1. What two child maltreatment signs may occur at the aquatic environment?
 - a. A child who is playful and happy to participate
 - b. A child that loves to participate but refuses to go underwater
 - c. A child that acts scared of the parent who forces them underwater
2. As a mandated reporter, you should be observant noticing abuse including:
 - a. Physical
 - b. Sexual
 - c. Emotional
 - d. Psychological
 - e. Neglect
3. When you observe child abuse, the first thing you should do is intervene and stop the abuse
 - a. True
 - b. False
4. Emotional abuse is sometimes difficult to observe.
 - a. True
 - b. False
5. One sign of emotional abuse is:
 - a. Violence to animals or other children
 - b. Refusal to get in the pool
 - c. Child clearly can tell how each bruise or cut happened
6. If you suspect child abuse, you should report within 36 hours
 - a. True
 - b. False
7. If you as a mandated reporter observe or know of child abuse and do not report the suspected abuse, you may face criminal charges?
 - a. True
 - b. False
8. What are some of the maltreatment signs you may see at the pool?
 1. _____
 2. _____

Appendix F

Capstone Project Presentation



City of Morro Bay Aquatics

My Connection

- Employed for over 1 year
- Lifeguard, Aqua Aerobics & Swim instructor
- Completed Service-learning



City of Morro Bay aquatic staff lacks...

- the of awareness of mandated reporting
- knowledge to recognize cases of maltreatment
- child & elder abuse education

Need for Training

- lack of awareness of mandated reporting has been one of the largest factors in the lack of reports by professionals (Calheiros, Monteiro, Patrício, & Carmona, 2016).
- the lack of abuse education is one of the main barriers people fail to report on suspected abuse cases (Flaherty, 2006).

Vygotsky's Learning Theory

Zone of Proximal Development (ZPD)

- Difference between ability to perform task alone and with assistance
- Group work allows learners to expand knowledge, complete tasks, and reach the goal with others

Scaffolding

- A process of demonstrating how to solve a problem
- Stepping back and offering assistance as needed

Capstone Project: In-Service Training

Location: City of Morro Bay Pool

Participants: 10 Morro Bay
Aquatics staff members

- 8 participants between 15
and 18 years old
- 2 participants ages 18+

Duration: 65 minute session



Learning Outcomes

By the end of my project, participants will be able to...

1. Recall two legal responsibilities of being a mandated reporter.
2. Complete a Suspected Child Abuse Report form
3. Identify two child maltreatment signs that can occur in the aquatic environment.

Content of the Training

- Mandated Reporting Laws & History
- Mandated Reporting Responsibilities
- Activity #1
- Child Abuse & Maltreatment
- Signs of Child Maltreatment
- Activity #2
- Conclusion/ Discussion
- Post-survey



Activity #1

Friendly Competition

- Participants divided into two teams
- Work together to make a list of mandated reporter responsibilities
- The team with the most non-repeated answers won!



Results of Activity #1

Learning Outcome 1: Recall two legal responsibilities of being a mandated reporter

- Met successfully
- Teams showed they could recall at least two legal responsibilities of being a mandated reporter



Evidence of Results

- identify abuse or neglect
- know behaviors associated with abuse
- don't keep it to yourself
- tell others, if appropriate
- don't investigate further
- help the child feel safe at our facility if possible
- don't intervene with parent

1. Don't wait
2. Report it
3. Tell supervisor if appropriate
4. Don't intervene
5. Don't investigate
6. Don't make it up
7. report the truth
8. report the whole truth
9. report nothing but the truth

*Competition resulted in a tie

INCREASING AWARENESS OF MANDATED REPORTING AND CHILD MALTREATMENT

	Team #1 Team Reporter	Team #2 The Super Reporters
1.	Don't wait	Identify the abuse or neglect
2.	Report it	Know behaviors associated with abuse
3.	Tell supervisor if appropriate	Don't keep it to yourself
4.	Don't investigate	Tell others, if appropriate
5.	Don't intervene	Don't investigate further
6.	Don't make it up	Help the child feel safe at our facility, if possible
7.	Report the truth	Don't intervene with parent/ abuser
8.	Report the whole truth	
9.	Report nothing but the truth	

Activity #2

The Suspected Child Abuse Report form

- Open discussion of personal experiences where a form may have been needed to fill out
- Discussed all of the different components of filling out the form
- "Pool Scene Scenario" read to participants

Print **SUSPECTED CHILD ABUSE REPORT** Reset Form

To Be Completed by Mandated Child Abuse Reporters
Pursuant to Penal Code Section 11166
PLEASE PRINT OR TYPE

CASE NAME: _____
CASE NUMBER: _____

A. REPORTING PARTY <small>One/each party</small>	NAME OF SUSPECTED REPORTER	TITLE	MANDATED REPORTER CATEGORY
	REPORTER'S BUSINESS/AGENCY NAME AND ADDRESS	State City Zip	DO MANDATED REPORTERS IN THESE THE SUBJECT'S CITY/STATE
	REPORTER'S TELEPHONE (AREA) NUMBER	EXTENSION	REPORT DATE
B. REPORT NOTIFICATION	COUNTY WHERE CHILD/CHILDREN RESIDES	CITY	STATE
	ADDRESS	City	STATE OF TRINIDAD
	SCHOOL CONTACTS TITLE	TELEPHONE	
C. VICTIM <small>One/each party</small>	NAME (LAST, FIRST, MIDDLE)	DATE OF BIRTH (MM/DD/YY)	SEX
	ADDRESS	City	STATE
	PARENT/GUARDIAN	TELEPHONE	
	PHYSICALLY DISABLED	DEVELOPMENTALLY DISABLED	OTHER DISABILITY (SPECIFY)
	TYPE OF ABUSE (CHECK ONE OR MORE)	TYPE OF ABUSE (CHECK ONE OR MORE)	
D. INVOLVED PARTIES <small>One/each party</small>	NAME (LAST, FIRST, MIDDLE)	DATE OF BIRTH (MM/DD/YY)	SEX
	ADDRESS	City	STATE
	PHYSICALLY DISABLED	DEVELOPMENTALLY DISABLED	OTHER DISABILITY (SPECIFY)
	TYPE OF ABUSE (CHECK ONE OR MORE)	TYPE OF ABUSE (CHECK ONE OR MORE)	
	OTHER RELEVANT INFORMATION		

05-0172 Rev. 10-03

DEFINITIONS AND INSTRUCTIONS ON REVERSE

ORANGE submit a copy of this form to the Department of Justice (DOJ). The investigating agency is required under Penal Code Section 11166 to submit to DOJ a Child Abuse Investigation Report Form (CA 850) (1) an online investigation report and (2) the incident was determined not to be an incident. WHITE COPY - Police or Sheriff's Department. BLUE COPY - County Sheriff or Probation Department. GREEN COPY - District Attorney's Office. YELLOW COPY - Reporting Party.

Results of Activity #2

Learning Outcome 2: Complete a Suspected Child Abuse Report

- Not met
- Not all participants were able to show they knew where appropriate information went on the S.C.A. form
- 2/10 completely filled out the form with all available information



A. REPORTING PARTY		MANDATED REPORTER (AS/MSR)	
NAME (LAST, FIRST, MIDDLE)	REPORTER'S BUSINESS/ACTIVITY HERE AND ADDRESS	NAME	DATE
REPORTER'S TELEPHONE (AREA CODE)	SIGNATURE	DATE	REPORTER'S SIGNATURE
TELEPHONE (AREA CODE)		DATE	
B. REPORT NOTIFICATION		C. VICTIM	
OFFICIAL CONTACTED (TITLE)	CHILD WELFARE SERVICES	NAME (LAST, FIRST, MIDDLE)	BIRTHDATE OR APPROX. AGE
ADDRESS	SAN LUIS OBISPO, CA	SEX	ETHNICITY
TELEPHONE		ADDRESS	CITY
D. INVOLVED PARTIES		E. INVOLVED PARTIES	
NAME (LAST, FIRST, MIDDLE)	ADDRESS	NAME (LAST, FIRST, MIDDLE)	ADDRESS
TELEPHONE		TELEPHONE	
F. ACCIDENT INFORMATION			
DATE/TIME OF INCIDENT			
PLACE OF INCIDENT			
NARRATIVE (DESCRIPTION OF INCIDENT, including the reported reporter observations and actions concerning the incident consistent to your jurisdiction, including the date(s) of calling)			
<p>Child was being changed by mother into pet clothes and wearing bunny ears in a friend's driveway on Wednesday night at 8:00 PM. She began to cry; she pulled down covers, found a foot and whispered "Dill did you again"</p>			

INCREASING AWARENESS OF MANDATED REPORTING AND CHILD MALTREATMENT

A. REPORTING PART	NAME (SEPARATE CHILDREN)	SEX	MANDATED REPORTER CATEGORY
	REPORTER BUSINESS OR HOME ADDRESS	Street City Zip	DO MANDATED REPORTER WITNESS THE INCIDENT? (YES) (NO)
B. REPORT NOTIFICATION	REPORTER TELEPHONE (DAYTIME)	TELEPHONE	REPORTER SIGNATURE
	IF LAW ENFORCEMENT OR COUNTY PROSECUTOR	ADDRESS	DATE/TIME OF PHONE CALL
C. VICTIM	NAME (LAST, FIRST, MIDDLE)	BIRTHDATE OR APPROX. AGE	SEX
	ADDRESS	Street City Zip	TELEPHONE () () ()
D. INVOLVED PARTIES	PRECEDENT GUARDIAN OR VICTIM	SCHOOL	CLASS
	PHYSICALLY DISABLED (YES) (NO)	DEVELOPMENTALLY DISABLED (YES) (NO)	OTHER DISABILITY (SPECIFY)
E. INCIDENT INFORMATION	PHYSICIAN LANGUAGE (SPOKEN & HOME)	TYPE OF ABUSE (PHYSICAL OR SEXUAL)	TYPE OF ABUSE (PHYSICAL OR SEXUAL)
	IF VICTIM NOT AT HOME CARE AT TIME OF INCIDENT, CHECK TYPE OF CARE: HOME CARE, CHILD CARE CENTER, FURTHER FAMILY HOME, FAMILY FRIEND, PHYSICAL TREATMENT, COUNSEL, INDIVIDUAL THERAPY (SPECIFY)	RELATIONSHIP TO SUBJECT	PHOTOS TAKEN (YES) (NO)
F. INVOLVED PARTIES	NAME (LAST, FIRST, MIDDLE)	BIRTHDATE OR APPROX. AGE	SEX
	ADDRESS	Street City Zip HOME PHONE () () () BUSINESS PHONE () () ()	ETHNICITY
G. INVOLVED PARTIES	NAME (LAST, FIRST, MIDDLE)	BIRTHDATE OR APPROX. AGE	SEX
	ADDRESS	Street City Zip HOME PHONE () () () BUSINESS PHONE () () ()	ETHNICITY
OTHER RELEVANT INFORMATION			
IF NECESSARY, ATTACH EXTRA SHEETS OR USE OTHER PAGES AND CHECK THIS BOX <input type="checkbox"/> IF MULTIPLE VICTIMS, INDICATE NUMBER			
DATE/TIME OF INCIDENT PLACE OF INCIDENT			
APPROXIMATE DESCRIPTION (TYPE OF ABUSE) (include the mandated reporter observational point accompanying the correct substance or past behavior, including the identity of abuser)			

Activity #3

Post-Survey

- Purpose is to test knowledge retained about mandated reporting and child abuse detection
- Completed individually

Increasing Awareness of Mandated Reporting & Child Maltreatment

Post-Survey

- What two child maltreatment signs may occur at the aquatic environment?
 - A child who is playful and happy to participate
 - A child that loves to participate but refuses to go underwater
 - A child that acts scared of the parent who forces them underwater
- As a mandated reporter, you should be observant noticing abuse including:
 - Physical
 - Sexual
 - Emotional
 - Psychological
 - Neglect
- When you observe child abuse, the first thing you should do is intervene and stop the abuse
 - True
 - False
- Emotional abuse is sometimes difficult to observe.
 - True
 - False
- One sign of emotional abuse is:
 - Violence to animals or other children
 - Refusal to get in the pool
 - Child clearly can tell how each bruise or cut happened
- If you suspect child abuse, you should report within 36 hours
 - True
 - False
- If you as a mandated reporter observe or know of child abuse and do not report the suspected abuse, you may face criminal charges?
 - True
 - False
- What are some of the maltreatment signs you may see at the pool?
 - _____
 - _____

Results of Activity #3

Learning Outcome 3: Identify two child maltreatment signs that can occur in the aquatic environment

- Met successfully
- Average score on post survey: 94%
- 10/10 Individuals were able to identify child maltreatment signs that can occur in the aquatic environment



Evidence of Results

8. What are some of the maltreatment signs you may see at the pool?

Participant answers included:

- "Bruising under the arm"
- "Deck changing"
- "Pushing child under the water"
- "Sexual knowledge beyond appropriate age"
- "Humiliation"
- "Overly critical parenting/ coaching"
- "Hitting child"

Discussion

Participants seemed to be interested in the presentation

Two of the three Learning outcomes were met

Next time...

- Create pre and post survey for better understanding
- Schedule two- 45 minute sessions, instead of one- 60 minute session
- Spend more time on filling out reports for suspected abuse
- Consider adding issues of elder abuse

