

Child Abuse and Neglect Pocket Guide

- Reporting all suspected child abuse and neglect is the first step in helping a family. The New York City Administration for Children's Services (ACS) works to ensure the safety of children and connects families to vital support services.
- Do not assume someone else is going to report. You might be the only person to identify and report an abused or neglected child.
- Report suspected child abuse and neglect to the State Central Register (SCR) by calling 1-800-635-1522, or 311.

Type of Abuse	Physical Signs	Behavioral Signs
Physical Abuse	<ul style="list-style-type: none"> • Unexplained bruises, cuts, burns, or fractures • Evidence of delayed or inappropriate treatment for injuries 	<ul style="list-style-type: none"> • Avoids home • Complains of being sore, moves uncomfortably • Wears clothing heavier than expected for the weather (to cover body) • Bizarre explanation of injuries • Wary of adult contact
Sexual Abuse Physical or non-physical; the majority of these cases have no physical findings. (e.g., exposure, obscene language, pornography)	<ul style="list-style-type: none"> • Torn, stained or bloody underclothing • Pain, swelling or bleeding in genital area • Difficulty walking or sitting • Sudden weight gain or loss 	<ul style="list-style-type: none"> • Inappropriate sex play or premature understanding of sex • Suicide attempts • Acting out • Drug use • Run-away • Threatened by physical contact, closeness
Emotional Abuse The most common type of child abuse. (e.g., insults, isolation, humiliation, rejection)	<i>Rare</i>	<ul style="list-style-type: none"> • Self-comforting behaviors such as sucking, rocking, or biting • Self-injurious behaviors such as cutting in adolescents • Antisocial or destructive behavior • Substance abuse • Developmental delays
Neglect	<ul style="list-style-type: none"> • Always seems hungry • Dresses inappropriately • Poor hygiene • Unattended medical/ educational needs • Regularly tired or falls asleep during the day • Delayed physical development 	<ul style="list-style-type: none"> • Regularly tired or falls asleep • Begs or steals food or other basic items (such as clothing) • Frequently misses school • Extreme need for affection • Developmental delays

How to Report Child Abuse and Neglect

Step 1: Oral Report

- As soon as you suspect child abuse or neglect, immediately call the State Central Register (SCR) Mandated Reporter Hotline at 1-800-635-1522, or 311. The SCR is open 24 hours-a-day, 7 days-a-week.

If a child is in immediate danger, call 911.

- Provide as much information as possible to the child protective specialist at the SCR. If available, give information to help identify and locate the child or parents in question.

Step 2: Written Report

- A signed, written report must be filed with the local Child Protective Services (CPS) within 48 hours of an oral report.
- To obtain a copy of the mandated reporter form, contact your local CPS office or visit the New York State Office of Children and Family Services (OCFS) at www.ocfs.state.ny.us and go to the "Forms" and "LDSS-2221A" links.
- Submit the written mandated reporter form to the local ACS field office in the borough where the child resides. You may request the address from the child protective specialist at the time you make the oral report to the SCR.

If there is *reasonable cause* to suspect child abuse or neglect, report the case immediately.

Call 1-800-635-1522 or 311