



Summit Wellness Center

Child Protective Services Background & Protocol

General Protocol

Suspected child abuse

Assess the level of danger the child is in and do the following in the order most appropriate based on safety concerns for the child:

Notify the parent/guardian regarding your concerns (if they are not suspected of inflicting the concerns) and determine their level of concern and ability to protect the child from further abuse.

Encourage the parent/guardian to contact CPS while in the office to notify the authorities regarding the potential abuse.

Advise the parent/guardian of your mandate to report to CPS.

If parent/guardian is suspected of abusing the child, determine if environment is safe enough for child to return home and start the process of reporting to CPS so they can begin an investigation.

If you are concerned that the environment is not safe enough for the child to return home and he/she is in imminent danger - call 911.

Notify your Ministry Leader prior to involving the authorities when possible. Notify your Ministry Leader after involving the authorities in all instances as a detailed report will be required.

Be sure to obtain enough information to file a sufficient CPS claim when reporting.

Information that is helpful when making a report to CPS:

1. Name, address, and telephone number of the child and parents and other person responsible for the child's care, if not parent.
2. Child's birth date or age, sex, and race.
3. Nature and extent of the abuse or neglect.
4. Names and ages of other persons, if known, who live with the child and their relationship to the child.
5. Persons/alternatives available to the child to provide protection.
6. Information regarding the suspected abuser if available (name, contact information, relationship to child)



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Child Protective Services Contact Numbers

Child Abuse & Neglect Hotline 7 days a week; 24 hours per day

1.800.552.7096 (VA)

1.800.442.4453 (National Child Abuse Hotline)

1.800.354.5437 (North Carolina Committee for Prevention of Child Abuse)

Local Department of Social Services Phone Numbers (use during business hours)

Hampton Roads

Norfolk: 757.664.6022

Chesapeake: 757.382.2020

Virginia Beach: 757.385.3400

Portsmouth: 800.552.7096 or 757.405.1800

Suffolk: 757.514.7458

Newport News: 757.926.6600

Hampton: 757.727.1885

North Carolina

Currituck County, NC: 252.232.3083

Chowan County, NC: 252.482-7441

Camden County, NC: 252.332.4787 (DSS)

Pasquotank, NC: 252.338-2126

Hertford, NC: 252.358.7830 (252.358.7800 after hours)