**What to do when a child or adult discloses suspected child abuse or neglect.**

1. Find a private place to talk with the person.
2. Reassure the person making the disclosure ("*I believe you.*”)
3. Listen openly and calmly, with minimal interruptions.
4. Write down the facts and words as the person has stated them. (*Exact words are important to investigators.*)
5. Do not promise not to tell, but respect the person’s confidentiality by not telling others who don’t need to know.
6. Tell the truth.
7. Be specific. Let the child know what is going to happen.
8. Assess the child’s immediate safety.
9. Be supportive.
10. Report the disclosure immediately and not more than **24 hrs** to CPS.

**What NOT to say when someone discloses suspected child abuse or neglect.**

1. Don’t ask “*why*” questions such as: “*Why didn't you stop him or her?*” “*Why are you telling me this?*”
2. Don't say "*Are you sure?*"
3. Don't ask "*Are you telling the truth?*"
4. Don't say "*Let me know if it happens again.*"
5. Avoid leading questions ("*Did your uncle touch you too?” “Was he wearing a blue jacket?*”)

**WV Child Abuse and Neglect Hotline**

**1-800-352-6513**

24 hours a day - 7 days a week

*For serious physical abuse or sexual abuse, also contact the state police & local law enforcement.*

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