

Responding to concerns of safety during virtual visits

What if... Then...

A child discloses they are in imminent danger?

Call 911

A child discloses abuse or neglect by a past caregiver?

Reassure the child and thank them for sharing. Call your CASA supervisor once the call ends to discuss next steps on reporting appropriately.

A child tells you they don't feel safe in their current home?

Call your CASA supervisor right away and make a plan for notifying children services and possibly law enforcement.

A child tells you they feel like they might self-harm?

Contact the caregiver who is currently with the child right away to share the information. Contact your CASA supervisor to plan next steps such as talking with counselors or caseworkers.

A child tells you they have a plan for suicide or immediate self-harm?

Keep the child on the call and communicate with their caregiver the immediate safety threats. Contact your CASA Supervisor. If the child is actively self-harming or ends the call after making the statement, call 911.

A child doesn't want to talk to you?

Thank the child for letting you know how they feel and ask about planning a better time to talk. Don't rush the relationship, just keep showing up.

A child hangs up on you?

Call the caregiver to arrange a new time or plan to talk.

***ALWAYS* thank the child for sharing difficult news or sensitive information with you. Reassure them that you are a safe, trusted person they can count on.**