



USF CANRA Training

- This training complies with the Child Abuse and Neglect Reporting Act (or CANRA) and related state laws governing the protection of minors. Those who should watch this training include but is not limited to; those who come in contact with minors on a regular basis, supervisors, or [university officers](#).
- This training is presented by the University's Risk Management Department.

What is CANRA?

- [The California Abuse and Neglect Reporting Act](#) (CANRA) is a California mandate that was passed in 1980 to provide definitions and procedures for mandated reporting of child abuse. Over the years, numerous amendments have expanded the definition of child abuse and the persons required to report.

Purpose of Child Abuse Reporting Laws

- The purpose of having child abuse reporting laws is to give the responsibility to adults who can help to protect minors from abuse and neglect as well as psychological harm.

Reportable Child Abuse and Neglect Definition

- In order to properly report child abuse, you must understand what child abuse and neglect are.
- Child abuse and neglect includes, but is not limited to;
- Physical injury inflicted by other than accidental means. The determination on whether or not an injury is accidental or non accidental is made by looking at a variety of factors including the location of the accident, the size and shape of the injury, the number and ages of the injuries, the age of the child, and the history provided regarding how the injury occurred.
- Sexual abuse is defined as the involvement of the dependent and developmentally immature children and adolescents involved in sexual activities that they do not fully comprehend to which they are unable to give informed consent or that violate the social taboos of family roles.
- Abuse and neglect also includes corporal punishment and / or other maltreatment such as willful harming, injuring, or endangering a child, meaning a situation in which any person inflicts, or willfully causes a child to suffer unjustifiable physical pain or mental suffering. Neglect is defined as a child not receiving necessary care or treatment to keep them safe and healthy. Neglect includes the inability or unwillingness of a parent, guardian, or custodian to provide that child with supervision, food, clothing, shelter, or medical care, if that unwillingness causes unreasonable risk of harm to the child's health

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or welfare.

- For any additional information about child abuse, please visit the [CANRA Penal Code](#)

'Child' defined

- USF defines a child as any person under the age of eighteen who is not enrolled in an undergraduate or graduate University program.
- CANRA states that there are no exceptions for emancipated minors.

Mandated Reporters

- Under CANRA, Mandated reporters have a legal responsibility to report known or reasonably suspected child abuse or neglect.
- Reporters are those whose duties bring them in contact with minors on a regular basis.
- Reporters can include employees such as **faculty, other academic personnel, student employees, an athletic coach or assistant coach, or the supervisor of an employee whose duties require regular contact with children.**
- Students providing service for the University on behalf of the University without compensation are not treated as Mandated Reporters under CANRA.
- Volunteers and third-party contractors do not have the same civil and legal penalties for failure to report, however the University of San Francisco still expects those who are not mandated reporters to go about the same reporting process when there is suspected child abuse.

'Reasonable Suspicion' defined

- It is important to remember that the individual making a report need only have a reasonable belief that abuse has occurred.
- Reasonable suspicion is defined as being objectively reasonable for a person to entertain a suspicion, based upon facts that could cause a reasonable person in a like position, drawing, when appropriate, on their training and experience, to suspect child abuse or neglect.

Reporting Suspected Neglect and/or Abuse

- When you have reasonable suspicion that abuse and/or neglect has occurred, you must:
- First, make a verbal report immediately, or as soon as practicable to [Child Protective Services](#), local law enforcement, or a [county welfare department](#).
- Second, once a verbal report has been made, you must create a written report by filling out the [Suspected Child Abuse Report Form](#). Submit it to the agency that is investigating the incident within 36 hours.
- Third, you must make an internal report to your supervisors through the university Whistleblower Hotline, public safety, or a [university officer](#). University officers are Cabinet members.
- If you are a supervisor, and an internal report has been made to you, you must make the report anonymous and submit it through the university Whistleblower Hotline.
- Please keep in mind that it is every mandated reporter's responsibility to report to CPS,

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law enforcement, or a county welfare department, telling a supervisor will not complete the responsibilities of a mandated reporter.

- Please note that a report is only a request for an investigation, the person making the report does not need to prove or investigate the abuse. Investigation and validation of child abuse reports are the responsibilities of the agency that the suspected abuse was reported to.
- Mandated reporters do not have to provide proof and are immune from liability if they make a report in good faith, even if CPS, law enforcement, or a welfare department is unable to substantiate the report during the investigation.
- If additional abuse happens after a report has been made, you must make another report.

Information Needed for Reporting

- When making a verbal report to an agency, tell them that you are a mandated reporter for USF and filing a report under the section Penal Code 11160. Record the name of the person receiving the report, the report number, a fax number or email address, and the date and time.
- You should not tell parents that CPS has been called when allegations have been made, as it may cause parents to act differently, which may include coaching the child about what to say when interviewed, threatening the child not to disclose the abuse, or hiding the child from authorities, so the child safety cannot be assessed. Most importantly, the child may be placed in danger by a parent who is a perpetrator.

When a Child Discloses Abuse or Neglect

- It is a difficult decision for a child to disclose abuse or neglect, therefore it is critical for you to be careful in your interaction with the child. It is important to follow these rules in order to provide a safe environment for the child. If you are around other children, walk away with the child to protect their privacy.
- Listen, do not make assumptions. Use reflective listening and don't put words in the child's mouth or assume what they are going to say or mean.
- Make no promises - the child is fearful of many things. They could get taken away from their family, the person who hurt them could go to jail, or their parent(s), guardian, or custodian could be angry with them. Don't tell them that you won't tell anyone, as a mandated reporter you are required to tell.
- Document exact quotes. Don't write a summary or write what you think that the child meant. Write what the child says, even if they are using slang or bad language. Be supportive, not judgemental.
- Even though the child is disclosing terrible things that may have happened to them at the hands of a loved one, the child still loves that person. Don't talk negatively about the family.
- Don't show shock or anger in your body language as it may change the child's mind on disclosing information to you.

The Four Critical Questions

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- In order to reduce additional trauma to the child during the investigation process and to increase the likelihood of successful prosecution, all mandatory reporters should limit their questioning of children who have disclosed abuse or neglect.
- These four questions, what happened, when did it happen, where did it happen, and who did it are designed to give parameters to the mandated reporter to help decide whether or not the incident needs to be reported and to prevent leading questions that could compromise the investigation.
- It is important that the individual who the child discloses to does not stop the interview with the child to have another person hear the story, such as a supervisor or public safety officer. The child chose you to disclose to, not any other people. We want to minimize trauma by minimizing the number of people who ask the children questions.

Failure to Report

- At USF, disciplinary action may be taken such as termination, if the mandated reporter fails to report.
- Mandated reporters who fail to make a report could be held criminally liable for not following the reporting laws.
Legal action for failure to report may result in a misdemeanor or up to six months in jail, a fine of \$1000 dollars, or both.
- These actions are not done at an attempt to hurt the individual who failed to report, these actions are in place to help uphold the responsibility of reporting.

Acknowledgement of Reporting

- USF Mandated reporters must sign the [Acknowledgement of Reporting Form](#) upon training. The CANRA form must be signed, so the Mandated Reporter has in writing, that they understand the responsibility of reporting, understand the process that must be completed if there is reasonable suspicion that abuse or neglect has occurred, and acknowledge the consequences that could take place if there is a failure to report.

Important Phone Numbers

As a reference, this is a list of important phone numbers that can be utilized in the event that a Mandated Reporter has reasonable suspicion that abuse or neglect has taken place. The list of numbers can also be viewed on the USF Risk Management website.

- **San Francisco CPS Hotline:** (415) 558-2650
- **San Francisco Sheriff Office:** (415) 554-7225
- **San Francisco Human Services Agency:** (800) 856-5553
- **University Whistleblower Hotline:** 1-800-316-4315
- **Public Safety:** (415) 422-4222

USF Contacts for Additional Information

- If there are any other questions relating to CANRA, please feel free to contact Melissa Diaz, Director of Risk Management at mddiaz2@usfca.edu
- You can also visit the USF Protection of Minors webpage on the Risk Management site,

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which will have the [Protection of Minors Policy](#) as well as information related to CANRA and Mandated Reporters on the [USF CANRA webpage](#).