



Guidelines for Identifying and Reporting Child Abuse & Neglect

A. Purpose

Headfirst Companies are committed to taking meaningful action to protect the safety and wellbeing of all campers through policies and practices which not only comply with applicable federal, state, and local law, but also meet or exceed industry standards. Our Guidelines for Reporting Child Abuse and Neglect establish organizational protocol and procedures for protecting against, identifying, and responding to suspected incidents of child abuse and neglect. The aim of the Guidelines is to help foster an understanding of child abuse factors, signs, and laws which may help prevent abuse or neglect, and to ensure all employees, agents, independent contractors, and vendors of Headfirst Companies (our “Staff”) are as prepared as possible to recognize abuse and potential abuse, and know how to respond to any incident, allegation, or suspicion that may arise.

B. Preventing & Identifying Abuse

All Headfirst Staff are expected to remain constantly vigilant against any activities or conditions which might threaten the safety of campers and – irrespective of whether there is a legal obligation – to take action if they suspect that a child with whom they are in contact through a program operated by Headfirst Companies is being or has been abused. All Headfirst Staff who will be working on-site over the summer are required to complete training on preventing and recognizing abuse prior to arriving at camp. All Staff should also be sure to read and keep a copy of these Guidelines as an additional resource on common indicators of child abuse and neglect, and on how and where to report suspected abuse. Additional information on Headfirst Companies policies and procedures is available by contacting our Human Resources Departments at hr@headfirst.com.

<i>Recognizing Child Abuse & Neglect</i>	
Source: Child Welfare Information Gateway	
Child Welfare Information Gateway’s web page on child abuse and neglect provides additional information on identifying abuse, risk and protective factors, statistics, and more: https://www.childwelfare.gov/can/	
<i>Signs of Physical Abuse</i>	
Consider the possibility of physical abuse when the child :	<ul style="list-style-type: none"> • Has unexplained burns, bites, bruises, broken bones, or black eyes • Has fading bruises or other marks noticeable after an absence from school • Seems frightened of the parents and protests or cries when it is time to go home • Shrinks at the approach of adults • Reports injury by a parent or another adult caregiver • Abuses animals or pets
Consider the possibility of physical abuse when the parent or other adult caregiver :	<ul style="list-style-type: none"> • Offers conflicting, unconvincing, or no explanation for the child’s injury, or provides an explanation that is not consistent with the injury

	<ul style="list-style-type: none"> • Describes the child as “evil” or in some other very negative way • Uses harsh physical discipline with the child • Has a history of abuse as a child • Has a history of abusing animals or pets
Signs of Neglect	
Consider the possibility of neglect when the child :	<ul style="list-style-type: none"> • Is frequently absent from school • Begs or steals food or money • Lacks needed medical or dental care, immunizations, or glasses • Is consistently dirty and has severe body odor • Lacks sufficient clothing for the weather • Abuses alcohol or other drugs • States that there is no one at home to provide care
Consider the possibility of neglect when the parent or other adult caregiver :	<ul style="list-style-type: none"> • Appears to be indifferent to the child • Seems apathetic or depressed • Behaves irrationally or in a bizarre manner • Is abusing alcohol or other drugs
Signs of Sexual Abuse	
Consider the possibility of sexual abuse when the child :	<ul style="list-style-type: none"> • Has difficulty walking or sitting • Suddenly refuses to change for gym or to participate in physical activities • Reports nightmares or bedwetting • Experiences a sudden change in appetite • Demonstrates bizarre, sophisticated, or unusual sexual knowledge or behavior • Becomes pregnant or contracts a venereal disease, particularly if under age 14 • Runs away • Reports sexual abuse by a parent or another adult caregiver • Attaches very quickly to strangers or new adults in their environment
Consider the possibility of sexual abuse when the parent or other adult caregiver :	<ul style="list-style-type: none"> • Is unduly protective of the child or severely limits the child’s contact with other children, especially of the opposite sex • Is secretive and isolated • Is jealous or controlling with family members
Signs of Emotional Abuse	
Consider the possibility of emotional abuse when the child :	<ul style="list-style-type: none"> • Shows extremes in behavior, such as overly compliant or demanding behavior, extreme passivity, or aggression • Is either inappropriately adult (parenting other children, for example) or inappropriately infantile (frequently rocking or head-banging, for example) • Is delayed in physical or emotional development • Has attempted suicide • Reports a lack of attachment to the parent



Consider the possibility of emotional abuse when the parent or other adult caregiver :	<ul style="list-style-type: none"> • Constantly blames, belittles, or berates the child • Is unconcerned about the child and refuses to consider offers of help for the child’s problems • Overtly rejects the child
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C. Responding to a Suspicion of Abuse or Neglect

If a member of the Headfirst Staff has knowledge of or reason to believe that child abuse or neglect has occurred, he or she must report their suspicions as soon as possible, and in all cases within 24 hours, to the appropriate camp program’s Site Leader or Program Coordinator. The Site Leader or Program Coordinator will document the report, communicate immediately upon receipt of any such report with Headfirst Companies’ President and/or Director of Talent and Legal Affairs, and assist in facilitating any appropriate report to Child Protective Services or local authorities. If for any reason the reporter is uncomfortable discussing the matter with, or is not able to reach, the Site Leader or Program Coordinator, it is the reporter’s duty to communicate their concern directly to the Director of Legal Affairs & Talent, Katherine Bernert, at 202-625-1921 x1220 or at kbernert@headfirst.com. If for any reason the reporter is uncomfortable discussing the matter with, or is not able to reach, Ms. Bernert, the team member is directed to report the matter to the President of the Company, Brendan Sullivan, at 202-625-1921 x1020 or at bsullivan@headfirst.com.

Where the report of abuse or neglect involves a member of Headfirst Staff, the individual in question will not be permitted to work with campers while the investigation into the incident is being completed.

To protect the wellbeing, security, and privacy of all involved, the reporter should not confront a suspected abuser or accuse them of child abuse, nor should they discuss suspicions or allegations with other staff members except as set forth above.

<i>Child Abuse & Neglect Reporting Information by State</i>	
Source: Child Welfare Information Gateway	
Each State designates specific agencies to receive and investigate reports of suspected child abuse and neglect. Typically, this responsibility is carried out by Child Protective Services (CPS) within a Department of Social Services, Department of Human Resources, or Division of Family and Children Services. In some states, police departments may also receive reports of child abuse or neglect. For more information or assistance with reporting, please call Child Help USA ®, 800-4-A-CHILD (800-422-4453), or the local CPS agency. If a child is in immediate danger, call 911 as well as the appropriate services agency.	
<i>District of Columbia</i>	
Child & Family Services Agency	(202) 671-SAFE
<i>Georgia</i>	
Division of Family & Children Services	(855) 422-4453
<i>Illinois</i>	
Department of Children & Family Services	(800) 252-2873
<i>Maryland Department of Social Services (By Relevant County)</i>	
Calvert County	200 Duke Street Prince Frederick, MD 20678 (443) 550-6969 (24 hours)



	(410) 286-2100 (after hours)
Charles County	200 Kent Avenue La Plata, MD 20646 (301) 392-6739 (301) 934-2222 (after hours)
Frederick County	100 East All Saints Street Frederick, MD 21701 (301) 600-2464 (301) 600-2100 (after hours, police dept.)
Montgomery County	1301 Piccard Drive Rockville, MD 20850 (240) 777-4417 (24 hours)
Prince George's County	805 Brightseat Road Landover, MD 20785 (301) 909-2450 (301) 699-8605 (after hours)
Massachusetts	
Department of Health & Human Services	(800) 792-5200
New Jersey	
Division of Child Protection & Permanency State Central Registry	(877) 652-2873
New York	
Office of Children & Family Services	(800) 342-3720
Pennsylvania	
Department of Human Services	(800) 932-0313
Virginia Department of Social Services (By Relevant County)	
Arlington County	3033 Wilson Boulevard Arlington, VA 22201 (703) 228-1550
Fairfax County	12011 Government Ctr. Parkway; Suite 200B-3 Fairfax, VA 22035 (703) 324-7500
Loudoun County	102 Heritage Way, NE; Suite 200 Leesburg, VA 20176 (703) 777-0353
Prince William County	7987 Ashton Avenue; Suite 200 Manassas, VA 20109 (703) 792-7500
Virginia Department of Social Services Hotline	(800) 552-7096

A circumstance may arise where there is substantial ambiguity as to whether a sign of *potential* abuse is in fact a sign of *actual* abuse (for instance, if a child who has otherwise not exhibited any sign of abuse comes to camp with a bruise they cannot easily explain). Should this situation occur, the Site Leader or Program Coordinator will document the potential sign of abuse and immediately notify Headfirst Companies President and/or the Director of Talent and Legal Affairs, following the above procedure if/when they have knowledge of or a reasonable belief that child abuse or neglect has occurred.

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