



Reporting Child Abuse & Child Neglect

- Always call 9-1-1 anytime there is a present emergency.
- During business hours (Monday-Friday from 8am - 5pm.), call Social Services at 910-798-3420
- After business hours (5pm-8am) and on the weekends/holidays, call the NHC non-emergency number: 910-452-6120

The primary goal of Child Protective Services is to protect children from further maltreatment and to support and improve parental/caregiver abilities to assure a safe and nurturing home for each child.

North Carolina Law requires that anyone who suspects that a child is being abused or neglected must report their concerns to the Department of Social Services, Child Protective Services. You are a mandated reporter.

- Anyone can make a report of child abuse and/or child neglect by calling, writing, or visiting the Child Protective Services Unit at the New Hanover County Department of Social Services. You can make a child abuse or neglect report 24 hours a day, 7 days a week.
 - The social worker taking your report will listen to your concerns and document all the information that is given.
 - You do not have to have proof that a child is being abused or neglected, just a reasonable suspicion.
 - Reporters of child abuse and neglect are protected by the law.
 - Social workers are unable to release the name of the reporter to anyone unless ordered by the Court.
 - Although you can make a report anonymously, it is helpful to provide your name in case the social worker needs to follow up with you for additional information.
- It is helpful to have the following information when making a child protective services report:
 - Name, address, and age of the child/children
 - Name and address of the child's parents or caretakers
 - The child's condition, including any injuries or extent of the maltreatment.
 - Any information about weapons in the home, alcohol, or drug abuse
 - **Even if you do not have all the above information, do not hesitate to make a report if you believe a child is being abused or neglected.**

Reporting Suicidal Ideation

- Call 988 right away. Crisis counselors are there 24/7 to link you with emergency services in your area. The 988 crisis centers have access to interpreters that speak over 240 languages. There is also the chat function at 988lifeline.org/chat and text.