COVID-19 Response
Reporting Child Abuse and Neglect

It really does take a village...

What Can I Do?

Connect and Observe:
A byproduct of social distancing is far fewer eyes and ears being available to help ensure the safety of children in the City of Richmond. You can help by checking in on parents and children in your community and providing support when possible.

Know the Warning Signs:
-Physical Abuse: unexplained bruises; bruises or burns on face, torso, back, buttocks, thighs; unexplained fractures
-Physical Neglect: consistent hunger; poor hygiene; abandonment
-Sexual Abuse: bruises/bleeding in external genitalia; pain or itching in genital area
-Mental Abuse/Neglect: frequent stomach aches, headaches or unexplained weight fluctuations

See Something, Say Something:
If you have concerns for a child's safety or well being, contact the CPS Hotline to make a report.
  -Local Hotline: (804) 646-0438 (M-F: 8:00 am-5:00 pm)
  -State Hotline: 1(800) 552-7096 (24 hrs/7 days a week)
**If a child is in immediate danger, call 911.

Offer Resources:
If you know a parent or caregiver who is struggling during this unprecedented time, or is in need of extra support, here are two local resources that you can share with them:
  1) Help1RVA: https://ymcarichmond.auntbertha.com/
  2) 1-800-CHILDREN: Resource line for parents from Families Forward VA

Why Should I Do It?

Our City's Children:
Each year in Richmond, over 2,000 children are reported to our city's Department of Social Services for suspected child abuse or neglect. During this public health crisis, instances of child abuse and neglect are still occurring in our communities.

Your Action Helps Children:
The COVID-19 Crisis has not erased the important role that every day citizens play in ensuring the safety and protection of all children in the City of Richmond. Your call could help to protect a child, or assist a family in need.

Reporting is easy:
Reporting suspected child abuse or neglect is something that we can all do. Child welfare professionals are available to help you once you make the decision to report, so please trust your instincts and make that call.

We Need Your Help:
Richmond Department of Social Services needs your help during this unprecedented time, because every citizen of Richmond is a part of our children's village.

Vision 2023: Build to Last

City of Richmond Department of Social Services

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State Hotline: 1(800) 552-7096 (24-hours/7 days a week)
Language Interpretive Services Available