

Child Abuse Helpline

1-417-212-5976



FAQ

Why did Member Care establish a child abuse helpline?

- **We want our TCKs to be safe.** A readily accessible, publicized number dedicated to reporting possible abuse against our kids undergirds that priority.
- **We want a clear reporting process.** By establishing a helpline, ADs/MDs, Tier 4 leaders, global workers, and TCKs have a consistent way to report.
- **We want you to access us whenever this assistance is needed.** The helpline is available **24/7**.

What happens when I call?

When you call the helpline, a call center will answer, saying, *"You have reached the AGWM child abuse helpline. May I have your name and location so that I can transfer your call to someone who can assist you?"* Then you provide your name and location, and the call center connects you to Member Care (Butch Frey, Pam Frey, Kevin Stone, or Cathy Stone). At that point, the call center will terminate the call without further involvement and will not know the content of the conversation.

What information should I be prepared to provide?

Since we will already have your name and location, we then need the following, based on certain priorities:

1. **First Priority: The Child's Safety.** Is the TCK currently safe? If not, this must be addressed first. It is impossible to know the full dynamics of every situation; however, we will take necessary steps to ensure the safety of the minor.
2. **Second Priority: Who, What, When, and Where**
 - Who is the victim? Who is/are the perpetrator(s)?
 - What happened? (Now is not the time for timidity—details are necessary.)
 - When did this take place?
 - Where did this take place?
3. **Third Priority: Source of Information.** If you are not the victim, are not a personal witness to a situation, and did not talk directly with the minor in question, you need to give the name of the person who provided the information. We will follow up by calling that person and determining the answers to the first two priorities above.

Will my concern be taken seriously?

Every call will be taken seriously.

Who will know I reported?

The person receiving the call, the Member Care director, and the appropriate regional director will be notified.

Who will follow up with me?

Either a person from the Member Care office, a member of the regional Member Care team, or both will follow up.

The Process

1. A call comes into the helpline.
2. The call goes to Butch Frey. If he is unavailable, it goes to Pam Frey, then Kevin Stone, then Cathy Stone.
3. The child's safety is assessed.
4. The call is documented.
5. The appropriate regional director is notified.
6. The incident is reported. In the event that it is not a clearly reportable incident, legal counsel may be consulted to clarify.
7. In cooperation with regional leadership, Member Care ministers to any families or teams impacted by the incident.