

Questions about Callers



- Is this caller a mandated reporter?
- What do you think this caller was feeling?
- Was this call going to be cut and dried in terms of getting the information you need – or were you going to have to take more control of the call? What were the clues?
- What reactions are you having to this reporter/caller?
- What risk and safety assessment questions would you ask the reporter/caller?
- With just this little bit of information, do you think an investigation/assessment will be needed?