



March 19th, 2020

As department of Barnstable County Government, Children's Cove is regularly updated on the regional impacts and response to COVID-19 here on the Cape & Islands. Children's Cove has emergency response planning in place for this situation as it unfolds in order to continue to provide the highest quality services and supports to our community. This outlines some the steps and processes we currently have in place.

- As of Monday, March 16th, Children's Cove staff will be working remotely, until otherwise indicated. All members staff have a remote working plan to maintain confidential communication and coordination of services for families we serve.
- To contact staff members at Children's Cove, our phone number, [508.375.0410](tel:508.375.0410), is still functioning as normal, with the exception that all calls will be routed to our voicemail system. Callers can leave a message for who they are looking for. Case related calls, or those with concerns or questions, should leave a message on the "Intake" line voicemail. These messages are checked regularly throughout the day by staff members.
- Working with the Cape & Islands District Attorney's Office, local Department of Children and Families, members of local law enforcement and the county Department of Health and Environment, we have developed an in-person emergency response to cases involving child sexual abuse, severe physical abuse, witness to domestic violence and commercial sexual exploitation. The response includes increased screening questions related to health of all individuals, and forensic interviews will be conducted on an emergency case basis.
- Families can still contact Children's Cove for supports and resources, especially since needs change in times of stress.

During times of stress and isolation, instances of abuse can increase. Additionally, individuals who have undisclosed trauma may be challenged by their trauma experience with a reduction of their natural supports.

- **If you are in immediate danger call 911 and provide as much detail about yourself, your location and how you are in danger.**
- The DCF Child at Risk Hotline is [800.792.5200](tel:800.792.5200) and the local Hyannis office is [508.760.0200](tel:508.760.0200)
- If someone is abusing you, or has abused you in the past, **you are not alone**. You have not done anything wrong and you are not in trouble. If you have a safe trusted adult to talk to, ask them to call for help with you. If you do not, call Children's Cove, the Department of Children and Families, or your local police department.
- If you are a parent or caregiver and have learned that someone you care about has been abused: **The most important first step is to stay calm**. The child has undergone a potentially traumatic experience and could be more frightened by your response than the abuse itself. Be sure to thank the child for being honest and courageous enough to tell someone, then call Children's Cove, the Department of Children and Families, or your local police department.
- To learn more about signs of child abuse, or how to have the conversation about body safety, visit our website at: www.ChildrensCove.org/Parents