



# INLAND COUNTIES EMERGENCY MEDICAL AGENCY POLICY AND PROTOCOL MANUAL

**Reference No. 6030**  
Effective Date: 04/01/23  
Supersedes: 04/01/22  
Page 1 of 3

## REPORTING INCIDENTS OF SUSPECTED ABUSE

### I. PURPOSE

EMS field personnel are required to report incidents of suspected neglect or abusive behavior towards children, dependent adults or elders. These reporting duties are individual, and no supervisor or administrator may impede or inhibit such reporting duties, and no person making such report shall be subject to any sanction for making such report.

When (2) two or more persons who are required to report are present at scene, and jointly have knowledge of a suspected abuse, and when there is agreement among them, the telephone report may be made by a member of the team selected by mutual agreement and a single written report may be made and signed by the selected member of the reporting team. Any member who has knowledge that the member designated to report has failed to do so, shall thereafter make the report.

Information given to hospital staff does not fulfill the required reporting mandated from the State. The prehospital caregivers must make their own report.

### II. POLICY

#### Child Abuse/Neglect

Suspicion of child abuse/neglect is to be reported by EMS field personnel by telephone to the Child Abuse Hotline immediately or as soon as possible. Be prepared to give the following information:

- Name of person making report.
- Name of child.
- Present location of child.
- Nature and extent of the abuse/neglect.
- Location where incident occurred, if known.
- Other information as requested.

San Bernardino County: 1-800-827-8724 24-hour number or 1-909-384-9233

Inyo County: 1-760-872-1727 M-F 8 am - 5pm or 911 after hours

Mono County: 1-800-340-5411 M-F 8 am - 5pm or 1-760-932-7755 after hours

The phone report must be followed within 36 hours by a written report on the "Suspected Child Abuse Report" form. Mail this to:

San Bernardino County: CPS  
412 West Hospitality Lane  
San Bernardino, CA 92408

Inyo County: CPS  
162 Grove Street, Suite J  
Bishop, CA 93514

Mono County: Department of Social Services  
PO Box 576  
Bridgeport, CA 93517

The identity of any person who files a report shall be confidential and disclosed only between child protective agencies, or to counsel representing a child protection agency, or to the district attorney in a criminal prose.

### III. DEPENDENT ADULT AND ELDER ABUSE/NEGLECT

Suspicion of dependent adult and elder abuse/neglect should be reported as soon as possible by telephone. Be prepared to give the following information:

- Name of person making report.
- Name, address and age of the dependent adult or elder.
- Nature and extent of person's condition.
- Other information, including information that led the reporter to suspect either abuse or neglect.

San Bernardino County: 1-877-565-2020 24-hour number

Inyo County: 1-760-872-1727 M-F 8 am - 5pm or 911 after hours

Mono County: 1-800-340-5411 M-F 8 am - 5pm or 1-760-932-7755 after hours

The phone report must be followed by a written report within 48 hours of the telephone report on the "Report of Suspected Dependent Adult/Elder Abuse" form. Mail this report to:

San Bernardino County: Department of Aging/Adult Services  
784 E. Hospitality Lane  
San Bernardino, CA 92415  
Fax number 1-909-388-6718

Inyo County: Social Services  
162 Grove Street, Suite J  
Bishop, CA 93514

Mono County: Department of Social Services  
PO Box 576  
Bridgeport, CA 93517

The identity of all persons who report shall be confidential and disclosed only by court order or between elder protective agencies.

**San Bernardino County Department of Aging and Adult Services Long-Term Care Ombudsman Program**

Ombudsmen are independent, trained and certified advocates for residents living in long-term care facilities. Certified Ombudsmen are authorized by Federal and State law to receive, investigate and resolve complaints made by or on behalf of residents living in skilled nursing or assisted living facilities for the elderly. Ombudsmen work with licensing and other regulatory agencies to support Resident Rights and achieve the best possible quality of life for all long-term care residents. Ombudsman services are confidential and free of charge.

Administrative Office Receives All Reports of Abuse:  
San Bernardino County Department of Aging and Adult Services  
686 East Mill Street  
San Bernardino, CA 92415-0640  
909-891-3928 Office  
1-866-229-0284 Reporting  
Fax 909-891-3957

The State CRISIS line number:

1-800-231-4024

This CRISIS line is available to take calls and refer complaints 24 hours a day, 7 days a week.