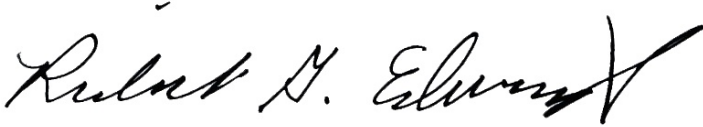




**RICHMOND POLICE DEPARTMENT
GENERAL ORDER**



Subject: CHILD ABUSE, NEGLECT OR ABANDONMENT		Chapter 7	Number 20	Pages 3
REFERENCES: CALEA Standards: 42.2.1a-d VA Code: §§ 16.1-228, 18.2-371.1, 63.2-1508, 63.2-1509, 63.2-1517	Related Orders: G.O. 07-04		Effective Date: 04/06/2026 Revised By: Review Prv. Rev. Date: 08/29/2023	
<i>If any provision of this general order conflicts with any collective bargaining article, the collective bargaining agreement shall govern.</i>				
Chief of Police: <div style="text-align: center; font-family: cursive; font-size: 1.2em;">  </div>				

I. PURPOSE

The purpose of this directive is to establish the policy and procedure for the investigation of complaints concerning abuse, neglect, or abandonment of juveniles. This directive consists of the duties and responsibilities for all members of the Department.

II. SUMMARY OF CHANGE

This policy is due for triannual review. Updated information has been added to the Procedures section to ensure clarity and accuracy. All new language is bold and italicized throughout the directive.

III. POLICY

It is the policy of the City of Richmond that all cases of child abuse, child neglect or abandonment of children are investigated by the Department of Social Services - Child Protective Services. This will include citizen complaints of child abuse, child neglect or child abandonment when the responding officer is unable to locate the victim(s). The Richmond Police Department will assist Child Protective Services, when necessary, and will conduct a joint investigation of cases that come under the jurisdiction of the Commonwealth's Attorney.

IV. ACCOUNTABILITY STATEMENT

All employees are expected to fully comply with the guidelines and timelines set forth in this General Order. Failure to comply will result in appropriate corrective action. Responsibility rests with the Division Commander to ensure that any violations of policy are investigated and appropriate training, counseling and/or disciplinary action is initiated.

This directive is for internal use only and does not enlarge an employee's civil liability in any way. It should not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violation of this directive, if proven, can only form the basis of a complaint by this Department, and then only in a non-judicial administrative setting.

V. DEFINITION

CHILD ABUSE – Injuries, neglect, or abandonment of a child less than 18 years of age, including sex offenses, caused by any person(s) responsible for *their* care.

VI. PROCEDURE

A. Whenever an officer receives a call to investigate a juvenile problem and the investigation reveals a suspected or actual case of child abuse, neglect or abandonment, the officer will:

1. During normal working hours, Monday through Friday, 0800 – 1630, contact the Richmond Department of Social Services - Child Protective Services, at 646-0438.
2. On weekdays between 1630 – 0800 hours or on weekends or city holidays, officers will contact the Child Protective Services State Hotline at 1-800-552-7096.

B. Duties of the Officer at the Scene: [CALEA 42.2.1a]

1. Provide necessary first aid to the victim;
2. ***Locate and identify any witnesses;*** [CALEA 42.2.1b]
3. Contact the Youth and Family Crimes Team (YFCT);

NOTE: The detective's response shall be based upon the facts and circumstances of each incident;

4. Protect the crime scene; [CALEA 42.2.1c]
5. Notify and await the arrival of the Child Protective Services worker, and/or the Youth and Family Crimes Team Detective, if either is responding, and assist in the investigation;
6. Compile an Incident-Based Report titled Youth and Family Crimes Inquiry and notify the CPS State Hotline or Richmond CPS of the complaint when a report of child abuse, child neglect, or child abandonment is received but they are unable to make contact with the victim; and
7. If directed by their supervisor, perform the Youth and Family Crimes Team detective duties.
8. When a sex offense is perpetrated against a juvenile, the procedures outlined in GO 07-04, Rape and Sexual Assault, shall be followed.

C. Duties of the Youth and Family Crimes Team Detective:

1. Process the crime scene even if there are no visible injuries;
2. Interview any witnesses; [CALEA 42.2.1d]
3. Recover all evidence that came into contact with the suspect or victim; [CALEA 42.2.1c]
4. Photograph the victim even if there are no visible injuries;
5. Document any/all injuries sustained by the victim;
6. Assess the victim's ability to communicate and document on the IBR;
7. Contact the **Department of Emergency Communications, Preparedness, and Response (DECPR)** to obtain a copy of the 911 tape if the complaint was reported by telephone;
8. When a referral for suspected child abuse, neglect, or abandonment is received directly from Child Protective Services, the YFCT supervisor will assign the referral to a YFCT detective or forward the referral to the appropriate RPD unit. The assigned detective/officer will generate an IBR if one has not already been created, and conduct their investigation as outlined above.

D. Special Information:

1. Any doctor, child protective services worker or police officer has the authority to take a juvenile into protective custody for a period not to exceed 72 hours. Except for good cause, such as holidays, that individual (any doctor, child protective services worker or police officer) must appear at the Juvenile Court the next available day. (VA Code § 63.2-1517)
2. Police officers are mandatory reporters under state law. In addition to any criminal investigation conducted, the officer must also report abuse or neglect to one of the telephone numbers provided in **Sections VI.A.1 or VI.A.2** of this order. Failure to do so constitutes a criminal offense punishable under VA Code § 63.2-1509.
3. Officers shall complete an Incident-Based Report (IBR) for reported child abuse and notify the CPS State Hotline or Richmond CPS of the complaint when a report of child abuse, child neglect or child abandonment is received but they are unable to make contact with the victim.
4. Officers will use their discretion in determining whether to notify **DECPR** to request the assistance of Childsavers.

VII. FORMS

A. IBR and any supplemental IBR forms