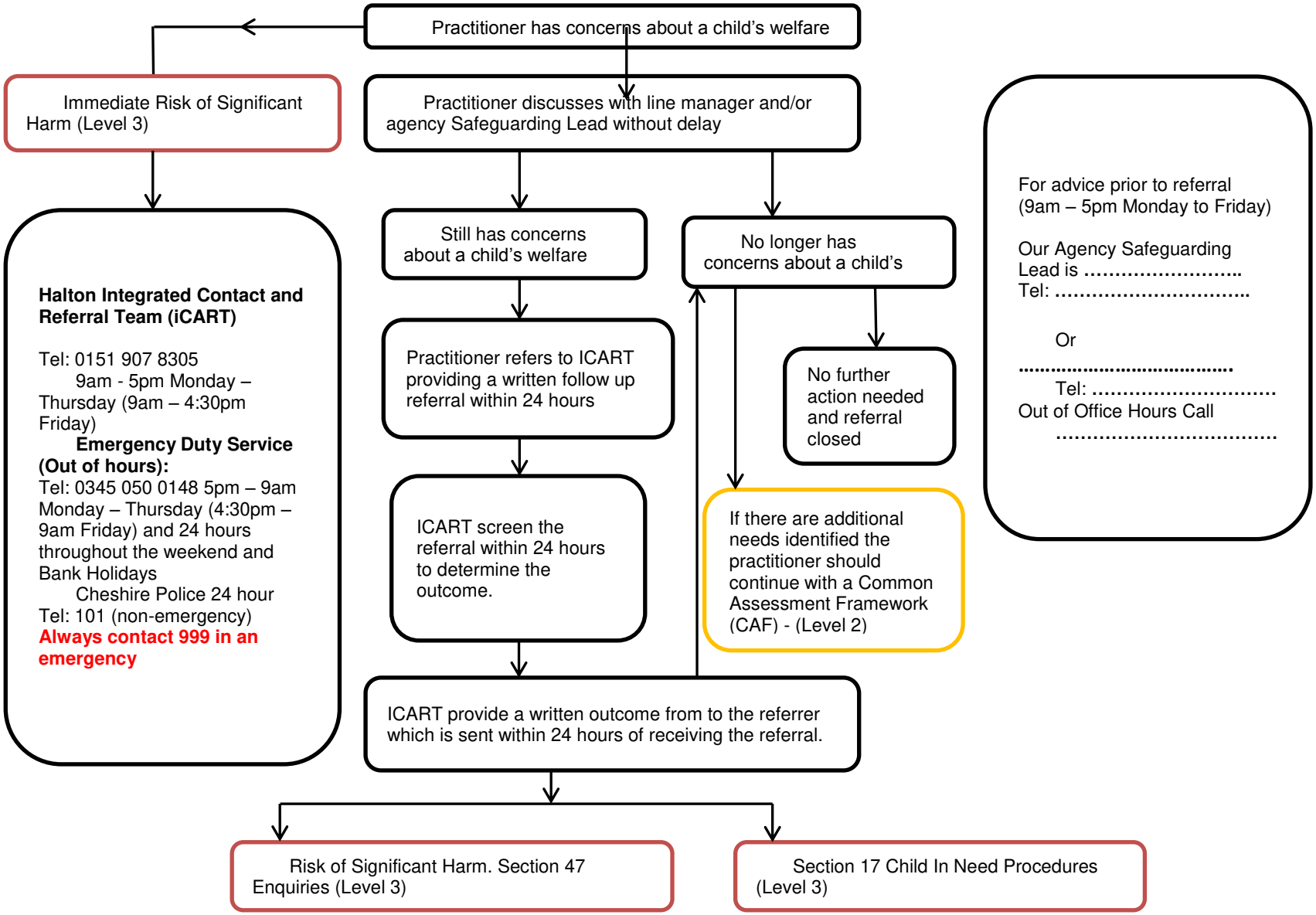What to do if you have a concern about a child's welfare