



Dear Parents and Guardians,

The global fight against coronavirus presents a significant challenge to us all. Family Connections is committed to finding ways to mitigate risks to the health of our clients and staff while striving to meet the critical needs of our neighbors.

We are actively monitoring guidance from the Centers for Disease Control and Prevention (CDC) and local health officials regarding COVID-19 and reassess our response daily. Following recommendations from national and state health leaders, Family Connections is implementing the following actions until further notice:

Family Connections will be suspending supervised visitation services until further notice; however, in this time of community crisis we truly value “togetherness”. “Togetherness” may look different for an extended period due to COVID19 but we are confident it will be well embraced as we all make sacrifices for the well-being of public health.

Beginning, April 6th, 2020 River City Family Connections will be offering “Virtual Visitation” for parents and children.

Sincerely,

River City Family Connections



Introduction to Virtual Visitation

Due to the unique challenges and health risks posed by the Coronavirus pandemic, we are making our Virtual Visitation service available to most client families. This initiative aims to allow for continuity between parents seeking to stay connected with their children. This online form of visitation enables a risk-free way for parents and children to interact safely. As always, the safety and security of our client families and staff are our top priority. We are continuing to monitor the new developments of the crisis and are committed to providing the best service possible to our community during this difficult time. Virtual Visitation monitors will supervise parental access through video calling on HIPAA compliant platforms such as Zoom. Zoom is a virtual, cloud-based video conferencing service that allows people to connect with one another. There is no need to create an account and the Zoom service is free of charge.

ITEMS TO HAVE ON HAND

- ❖ Computer, Laptop, or Tablet
- ❖ Headphones
- ❖ Internet Access
- ❖ Items for interaction during the visit

Technology has opened a world of possibilities for parenting time. You may want to try a few different activities to figure out what works for you and your child. Always have something on hand before the virtual visitation starts.

You can try a few different activities to find the right plan, including:

- ❖ Letting your child show you drawings and toys
- ❖ Child Show and Tell: Child bring an item to video chat that they want to tell about or share with parent
- ❖ Playing imagination games with toy soldiers, barbies or something your child likes (the non-custodial parent may have to purchase some)

Education:

- ❖ Read stories together
- ❖ Sing Songs together
- ❖ Play Pictionary: This one is perfect for video calls! Set up a notepad in front of the camera and have one person draw while the other guesses.
- ❖ Play hang man
- ❖ Play Simon Says! Have the relative be Simon and play with your kids.



- ❖ Practice a language! If there's a language your child is learning at school and you have a friend or relative that speaks it, they can practice together on a video call. You could also take this opportunity to learn some sign language signs together!
- ❖ Do flashcards! If your little one is learning sight words or multiplication, have a grandparent or loved one hold up cards while your child answers.
- ❖ Draw self-portraits or portraits of each other! This is a perfect activity for FaceTime, you can either take turns drawing or draw each other at the same time!
- ❖ Write a story together! Start with one sentence and then take turns imagining what happens next while the grownup types/writes the whole thing down.
- ❖ Help others! Work together to each make cards to donate and cheer up those in need (you may want to wait until things have calmed down in the world germ-wise to send them to the charity).

During each Virtual Visitation, there will also be a "Virtual Adventure" live streaming in the background to help enhance parent- child interactions. The Virtual Adventures will consist of exciting educational components such as:

- ❖ Monterey Bay Aquarium
 - Coral Reef
 - Jelly Fish
 - Kelp Forest
 - Open Sea
 - Sea Otters
 - Sharks
- ❖ San Diego Zoo
 - Apes
 - Baboons
 - Elephants
 - Giraffes
 - Koalas
 - Pandas
 - Penguins
 - Polar Bears
 - Tigers



Authorization to Record

River City Family Connections (RCFC) will record all communications in connection with visitation arrangements. The RCFC will retain audio/video records, which are property of the River City Family Connections and are NOT part of the client's permanent record. The recordings are used as a tool by staff to verify information for the client's permanent record.

Professionals who work with the visiting children (counselor, CASA volunteer, attorney, etc.) may submit a request to the RCFC coordinator for an in-house viewing of the recording. However, the written documentation and video reordering (DVD's) will not be released to anyone without a subpoena.

I do hereby declare that I have read and understand this "Authorization to Record." I understand that my refusal to authorize audio and visual recordings may result in the denial of River City Family Connections services.

Client Signature

Date

RCFC Staff Signature

Date



Release of Liability

I, _____ understand and agree to the following terms and conditions:

___ I understand that River City Family Connections takes all reasonable security measures, but absolute protection of my information cannot be guaranteed while utilizing Virtual Visitation. I hereby release and discharge River City Family Connections, its employees, and volunteers from any and all responsibility for hacks or leaks of my information while using technology.

___ I fully understand that the River City Family Connections is not liable for any damages or loss of my personal property while I am in the facility for a supervised visitation and/or safe exchange.

___ I hereby give permission for any emergency physical or the River City Family Connections staff to hospitalize and/or secure necessary and reasonable medical treatment for myself and/or my children (if applicable) in the event that I am unable or unavailable to make medical decisions.

Client Signature

Date

RCFC Staff Signature

Date



Client Rights and Responsibilities

You have the right to feel safe while you are at the River City Family Connections

- You have the right to receive support services for you and your family, free of discrimination.

As a client of the River City Family Connections (RCFC) you have certain rights and responsibilities. Your rights and responsibilities as a client of the RCFC include, but are not limited to:

- You have the right to be treated with respect.
- You have the responsibility to treat staff with respect.
- You have the right to be treated without discrimination.
- You have the responsibility to treat staff without discrimination.
- You have the right to access resources without discrimination.
- You have the right to NOT have your location released when you are participating in a Virtual Visitation.
- You have the responsibility to advise a staff member of the needs of your family.
- You have the responsibility to inform a staff member if the needs of your family are not being met.
- You have the right to file a grievance without discrimination or repercussions. The agency grievance policy will be provided to you during your intake process.
- You have the right to make decisions and set your family's goals.
- You have the right to safety and to live without violence.
- You have the right to privacy.
- You have the right to a healthy, alcohol, and drug free environment.
- You have the right to refuse any services or resources provided through the River City Family Connections.

Client Signature

Date

RCFC Staff Signature

Date



Confidentiality Agreement

By signing this statement, I understand and agree that:

- RCFC staff will not disclose whether or not a person has sought, has received, or is receiving services without a specific, informed, time-limited release by the service participant.
- RCFC staff shall ensure that all documented narratives, phone logs, and intake paperwork are kept confidential.
- RCFC clients will not be identified in any materials used for teaching, public announcements, community education, or in written or verbal reports given to someone outside of the agency. The only exception to this is when the service participant asks RCFC staff to identify her/him and gives permission in writing.
- RCFC funders or auditors who must monitor service records must sign a confidentiality agreement before viewing any records that may contain protected information. Personal identifying information will be covered, redacted, or removed from records before they are viewed by auditors/funders.

Exceptions to Confidentiality: In the following situations, RCFC must release client information without specific client permission:

1. In response to a court ordered subpoena request;
2. In reports of suspected child abuse and neglect to appropriate authority as required by law;
3. In reporting danger or threats of harm to self or others as required by law.

The above statements have been read to me, and I agree to abide by the confidentiality agreement.

Client Signature

Date

RCFC Staff Signature

Date



Program Guidelines and Rules of Conduct

These guidelines are meant to provide a framework for ensuring the safety of all participants at RCFC. To ensure the safety needs of specific clients, we reserve the right to modify or put in place additional guidelines, which will be communicated

Set Up:

- ❖ The visitation monitor will set up an orientation with both parties before beginning Virtual Visitation. During this orientation, both parties will learn how to use Zoom and be informed of the new policies and procedures set for Virtual Visitations.
- ❖ Please find a space that is quiet and has no identifying features of your residence to conduct the Virtual Visitation.
- ❖ Both parties must use headphones, computer audio, and computer webcam.
- ❖ Visitation monitor will schedule a Virtual Visitation and send both parties an email with the meeting link.
- ❖ When it is time for the scheduled Virtual Visitation, click on the link. The link will take you to Zoom and you will start in the virtual waiting room.
- ❖ When the visitation monitor is ready for you, they will allow you into the meeting.

Custodial Parent

- ❖ The custodial parent will click the link to enter the Zoom meeting 5 minutes before the scheduled Virtual Visitation.
- ❖ The custodial parent will help the child set up for the visit by assisting them with putting on headphones, turning on the microphone, and turning on the webcam.
- ❖ The visitation staff will allow the custodial parent and child into the Zoom meeting. The custodial parent will let the visitation staff know the child is ready. The custodial parent will then leave the room and close the door.
- ❖ The custodial parent is not to enter the room until the end of the visit.
- ❖ Failure to arrive at the scheduled arrival time may result in the cancellation of the supervised visitation and a late fee may be applied.

Non-Custodial Parent

- ❖ The non-custodial parent will click the link to enter the Zoom meeting 5 minutes before the scheduled Virtual Visitation.



- ❖ The non-custodial parent will wait in the Zoom waiting room and prepare for the visit by putting on headphones, turning on the microphone, and turning on the webcam.
- ❖ The visitation staff will allow the non-custodial parent into the Zoom meeting.
- ❖ Failure to arrive at the scheduled arrival time may result in the cancellation of the safe exchange/supervised visitation and a late fee may be applied.

Contact Between Parties

- ❖ All parties utilizing services will avoid each other completely during the Virtual Visitation and will not make any attempt to make contact visually or verbally at all times for any reason.
- ❖ Violations or attempted violations of protection and/or court orders are strictly prohibited and the Virtual Visitation will end immediately.

Conduct During Supervised exchanges

- ❖ **Threatening, fighting, harassment of any kind, or confrontation with the other party or anyone associated with the other party or RCFC, during the Virtual Visitation will result in the immediate termination of the Virtual Visitation.**
- ❖ While in the Virtual Visitation, parties must not speak negatively about the child(ren)'s other parent, family member, designees, or the staff and/or program in front of the children.
- ❖ While in the Virtual Visitation, parties must not share information having to do with court cases, therapy issues, future living arrangements, time-sharing, visitation modifications, or issues surrounding RCFC involvement.
- ❖ Parties shall not use foul language, derogatory, inappropriate or disrespectful language when speaking with RCFC staff.
- ❖ Parties shall not use or threaten physical violence at any time with RCFC staff.
- ❖ No weapons or any article that could be used as a weapon will be permitted on screen during the Virtual Visitation.
- ❖ RCFC staff has the right to end or pause the Virtual Visitation at any time.

Alcohol and Substance Abuse

- ❖ All parties are expected to come to the Virtual Visitation NOT under the influence of drugs or alcohol. If RCFC staff suspects that parties are under the influence of drugs or alcohol, the Virtual Visitation will be cancelled.



General Program Information

- ❖ RCFC is open for Virtual Visitation **Monday 8:30am-5pm, Tuesday 8:30am-5pm, Wednesday 8:30am-8pm, Thursday 8:30am-8pm, Friday 8:30am-5pm, and Sunday 12pm-5:30pm** by appointment only.
- ❖ The RCFC will be closed to Virtual Visitation on Easter Sunday, Thanksgiving Day and Christmas Day. Additional holidays may be closed.
- ❖ RCFC must be given a 24 hour notice when scheduling a supervised visit.
- ❖ If a specific visitation time is not available, staff will work to accommodate the visitation at the nearest time available.
- ❖ Individuals utilizing RCFC services need to be aware that documentation regarding Virtual Visitations, arrival times, departure times, cancellations, phone calls, behavior and violations of guidelines and rules of conduct, etc. are all recorded.
- ❖ The records kept by RCFC are confidential and will not be released without a subpoena.

Non-compliance with any of the above guidelines can result in the cancellation or suspension of all exchanges.

I have read, understand, and will abide by all of the above guidelines and rules of conduct. I am aware that any infractions to the above may result in the cancellation of my visitation/exchange and/or immediate suspension or termination of my services at the River City Family Connections. I understand that all information in my file, including demographics, observation forms and videotapes are the property of the River City Family Connections and will not be released to me without a subpoena. I agree to abide by and sign any policies and procedures set forth by the River City Family Connections. These guidelines and rules of conduct will remain in effect while I am utilizing River City Family Connections services.

Client Signature

Date

RCFC Staff Signature

Date