

JANUARY STAFF MEETING

Joining Hands Visitation

01/12/2020

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VISIT REPORTS

Washington State Department of
CHILDREN, YOUTH & FAMILIES

CHILDREN'S ADMINISTRATION
Family Time Visit Report

☐ Monitored
☐ Supervised
☐ Transportation Only

CASE NAME	CASE NUMBER
DATE OF FAMILY TIME VISIT	TIME OF FAMILY TIME VISIT FROM: <input type="checkbox"/> AM <input type="checkbox"/> PM TO: <input type="checkbox"/> AM <input type="checkbox"/> PM
ASSIGNED DCYF STAFF	OFFICE
AGENCY NAME	FAMILY TIME VISIT LOCATION
Joining Hands Visitation	
Family Time Visit Participants	
NAME AND WHO THEY ARE: CHILD, PARENT, RELATIVE, FOSTER PARENT OR PROVIDER	NAME AND WHO THEY ARE: CHILD, PARENT, RELATIVE, FOSTER PARENT OR PROVIDER
Describe the parent-child interaction / actions using behaviorally specific language: Child / Parent did / said the following... Parent / Child responded by...	
Parent was on time for Family Time. <input type="checkbox"/> Yes <input type="checkbox"/> No	
Children arrived on time for visit. <input type="checkbox"/> Yes <input type="checkbox"/> No	
Parent stayed entire visit. <input type="checkbox"/> Yes <input type="checkbox"/> No	
Parent is ready to meet the needs of the child (food, child care supplies, activity items) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Parent met the child's needs (able to read cues, respond to needs and comfort the child if needed) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Parent played with child (completed arts / crafts, read stories, sang songs, helped with homework, etc.) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Parent set limits with child and managed child's behavior (redirecting, encouraging positive behavior) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Parent helped child say good-bye at the end of visit (clean up, developing a routine) <input type="checkbox"/> Yes <input type="checkbox"/> No	

Family Time Report
DCYF 15-448 (09/2012) IN11/EX1

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child ☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

S NAME DATE

- ☐ Proper preparation is key
- ☐ Submission – 5 days: 3, 2
 - 24 HRS for Cancellations & No Shows
- ☐ Completed during or after visit
- ☐ Time management
- ☐ Do NOT copy & paste
- ☐ Read the Visit Report before submission



STAYING ORGANIZED

File Management

PROPER FORMATTING OF FILE NAMES

Examples:

- ❑ Demmert Visit Report 01012020
- ❑ Sytsma.Smith Cancellation Report 01022020
- ❑ Horton.Ochoa No Show Report 01032020
- ❑ Pineda.Sanchez-Betz Visit Report 01042020
- ❑ Curry.Wilson Sibling Report 01052020

File name should include:

- ❑ Full case name as shown in Tsheets
 - Use "." to substitute for "/" but keep "-"
 - Type of report
 - ❖ Visit, Cancellation, No Show,
 - Full 8 digit date
 - ❖ **NO** spaces, periods, or hyphens
- ❑ Email subject line should be **exactly the same** as your file name

PROPER FORMATTING OF REPORT HEADER

Uniformity

- ❑ Case Name should **EXACTLY MATCH** what is on Tsheets
 - Proper spelling
- ❑ Office
 - i.e. Aberdeen DCYF or Shelton DCYF
- ❑ Visit Location
 - Family Home – Hoquiam, WA
 - Public Library – Shelton, WA
 - Burger King – Aberdeen, WA
 - DCYF Office – Centralia, WA

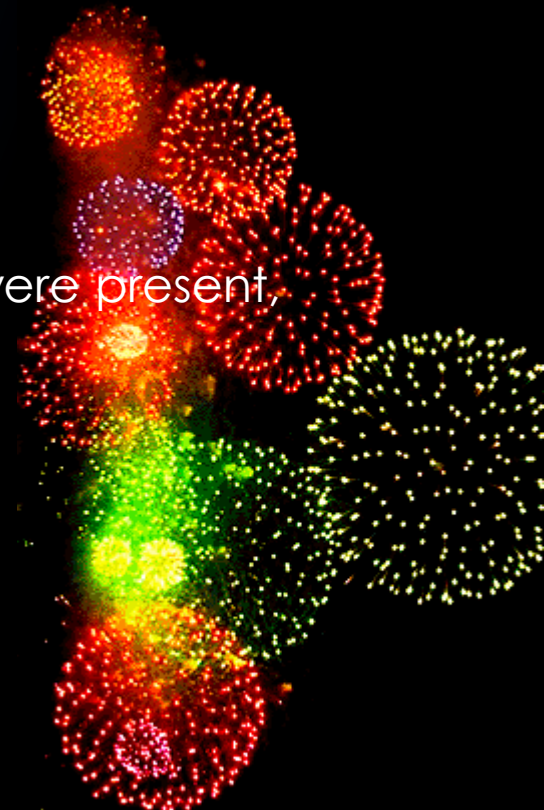
Visit Participants

- ❑ Birth Parents, Children, Additional Family Members
- ❑ CASA, Parenting Coach, Social Worker
- ❑ Don't forget yourself!
- ❑ Ophelia as "Executive Director"
- ❑ Team Lead as "PCV Lead"



PROPER DOCUMENTATION IN VISIT REPORTS

- ❑ First 3 Questions of the visit report - keep your answers short and concise.
 - Parent on Time
 - ❖ Early, on time, or late? Note arrival time or there upon arrival.
 - Child on Time
 - ❖ Early, on time, or late? Note arrival time and if late, reason why.
 - Parent Stayed the Entire Visit
 - ❖ State the parent was present, state how long other visit participants were present, and if parent left early – state the time and reason why.
- ❑ Last 2 Questions – should be the same almost every report
 - Supervisor Intervention Necessary
 - ❖ *"Intervention was not necessary to maintain child safety."*
 - Incidents Occurred
 - ❖ *"No unusual incidents occurred."*



PROPER DOCUMENTATION CONTINUED...

□ 3rd to last question – Visit Location

➤ Use this area to document changes in location during the visit when it takes place out in the community

- ❖ Limited space in the header; list the main location/or visit start there, and be more specific in the body of the report
 - “Visit took place at food court of Shoppes at Riverside Mall and later finished at the Extreme Fun Center. Both were free of all safety hazards and no unauthorized persons participated in the visit.”
 - “Visit began at Denny’s, then moved to Aberdeen Timberland Library for the first 2 hours, and the remainder was spent at Sam Benn Memorial Park. All locations were free of all safety hazards and no unauthorized person participated in the visit.”
- ❖ Only one visit location
 - “Visit took place at JHV Offices in Lacey, which was free of all safety hazards and no unauthorized person participated in the visit.”

PROPER DOCUMENTATION FOR UNSUPERVISED VISITS


- ❑ Unsupervised visits **REQUIRE** documentation in the form of a Visit Report
- ❑ Include any details observed pertaining to pick up and drop off
 - What behaviors were observed?
 - ❖ What time did pick-up and drop off take place?
 - ❖ What is the goodbye routine?
- ❑ What occurred during the visit?
 - Ask the parent when you arrive for return transport
 - ❖ What did the child eat? What time? When was the last diaper change? Any injuries or incidents?
 - Note that these items also need to be answered on the Caregiver Provider Notification form
 - Ask the child during transport
 - ❖ Did you have fun? What did you do during the visit?
- ❑ Make sure to use verbiage “*Child stated*” or “*Birth Parent stated.*”



PROPER DOCUMENTATION CONTINUED...

- ❑ Child arrived on time
 - *"Child arrived at 3:00 pm to Birth Parent's home."*
 - Return transport only provided
 - ❖ *"Child was picked up at 5:00 pm and returned to foster home at 5:30 pm."*
- ❑ Parent met the needs of the child
 - *"It is assumed so, Birth Parent stated child was last fed at 3:30 pm and diaper was changed at 5:15 pm."*
- ❑ Parent helped child say goodbye
 - *"Birth Parent ensured children used the restroom before leaving, she walked them to the transport vehicle, and hugged them each goodbye."*
- ❑ For all other areas in the report you do not have information for, use the following statement:
 - *"It is assumed so, as this was an unsupervised visit with transportation only."*
 - Mark all of these sections **YES**





TSHEETS DISCREPANCIES & MAKE-UP SCHEDULE COMMUNICATIONS

PCVLead@joininghandsvisitation.org

DISCIPLINARY ACTION

- ❑ Violations in policy and procedure
 - Leaving children unattended
 - Allowing unauthorized individuals to participate in the visit
 - Transporting unauthorized people
 - Not following the stipulations of case paperwork
- ❑ Unprofessional conduct
 - Violating client confidentiality agreement
 - Soliciting clients
- ❑ Attendance concerns
 - Excessive cancellations
 - Tardiness

- ❑ First write up
 - 30 Day probation period
- ❑ Second write up
 - 60 Day probation period
- ❑ Third write up
 - 90 Day probation period
- ❑ Any violation during probation period can lead to termination of employment based on the severity of the infraction.
- ❑ This can affect future raises and promotions within the Agency
- ❑ This is **NOT** a Field Assessment

NEW BEGINNINGS CONTRACT

Updates:

- ❑ Parents are responsible for any expenses incurred due to damages done by the children and/or themselves during visitation.
- ❑ All information is **CONFIDENTIAL**. This includes, but is not limited to, all text message communication, visit reports, and anything self-disclosed by the Parent.

Reminders:

- ❑ "Please refrain from bad mouthing, talking negatively, or behaving inappropriately in front of your child or the Visit Supervisor."
- ❑ "Staff is **ONLY** authorized to wait 15 minutes and then visit is **CANCELED**."
- ❑ Repeat offenses in not following policy can/will result in **EARLY TERMINATION** of the visit and in extreme situations **CANCELLATION OF SERVICES**.

VISIT SECURITY

❑ Aggressive Parents

- Put space in between you & them
- Instruct them to lower their voice
- Cite the New Beginnings Contract
- Terminate visit early
- Utilize security personnel
- Call police if necessary

❑ Unauthorized People

- Stop them at the “door”
- Put space between authorized & unauthorized participants
- Cite the NB Contract & DCYF policy
- Ultimatum – visit termination
- Repeat offence – change location

❑ Early Termination of visit

- Pack up the children
- Put space between the children & the parents
- Parents forfeit the goodbye process
 - ❖ Do **NOT** allow them to escort you to your vehicle
- Alert Foster Parents to early return
- Contact the office immediately

❑ Write up an Incident Report and submit with the usual Visit Report

❑ Keep a copy of the New Beginnings Contract with you

JHV STAFF LINE

☐ Need to speak to someone?

- Call your team lead
- Call the office (360) 878 – 8389

☐ Texting is always best

- Helps keep a record and provides a reference
 - ❖ Include all conversations with Birth Parent, Foster Parent, & Social Worker
- **PAY ATTENTION** to the groups you are texting
- **NEVER** combine Foster Parent & Birth Parent – even if they are related!

☐ (360) 328 – 1403

- Employees: do **NOT** call this line, **UNLESS** it is an **EMERGENCY!**
 - ❖ Executive Director will answer
 - ❖ This is your last resort phone call
- Clients: Reserved for use when calling **outside of business hours**
 - ❖ Instruct to leave a voicemail, if no one answers
 - ❖ Call the office (360) 878 – 8389 during business hours 10:00 – 6:00 pm

BEING PROACTIVE

- ❑ Own the visit schedule for your clients
- ❑ Anticipate changes in the visitation schedule
- ❑ Plan makeup visits ahead of holiday office and library closures
- ❑ Be proactive about the child(ren)'s availability
 - After School & Summer Pickup Forms
 - Winter and Spring Breaks
 - Upcoming vacations

- ❑ Own the text communications for your clients
 - Create new group chats when the contact info changes for the social workers, birth parents, or foster parents.
- ❑ If you know that the children are going into respite, text the foster parent for the respite info through the group chat
- ❑ Send reminder texts for makeup visits for both birth and foster parents within 72 hours of the visit.

BEING PROACTIVE CONTINUED...

- ❑ Be sure to contact foster parents when a visit is canceled.
- ❑ Actively track the cancellations for your visits.
- ❑ If your visit(s) are canceled and you are willing to provide coverage, text the group chat to let people know you are available.
- ❑ If you have a parent who is canceling frequently, ask if they need to adjust their schedule to ensure attendance.
 - Get their new availability via text – we prefer it in writing.
 - Don't be concerned about losing hours as the admin team will work to replace the visit on your schedule.



RESPECTING THE VISITATION SPACE

- ❑ Cleanup following visitation is the **PARENT'S RESPONSIBILITY**.
- ❑ Give parents **TWO** separate reminders
 - **30 min** and **15 min** reminder to begin clean-up as needed.
- ❑ Ensure that all the necessary cleaning supplies are available for their use.
- ❑ Diapers and soiled changing pads should **ALWAYS** be disposed of in the diaper pail.
- ❑ Used disposable changing pads should be thrown away after each visit.
 - **DON'T** unfold the changing pad unless the parent is actively changing a diaper.
- ❑ Request that parents wipe down or sterilize any toys that may have entered a child's mouth.
- ❑ Parents should vacuum the visit room, sweep up crumbs under tables and chairs, and mop up sticky messes or spills in the cafeteria.

RESPECTING THE VISITATION SPACE CONTINUED...

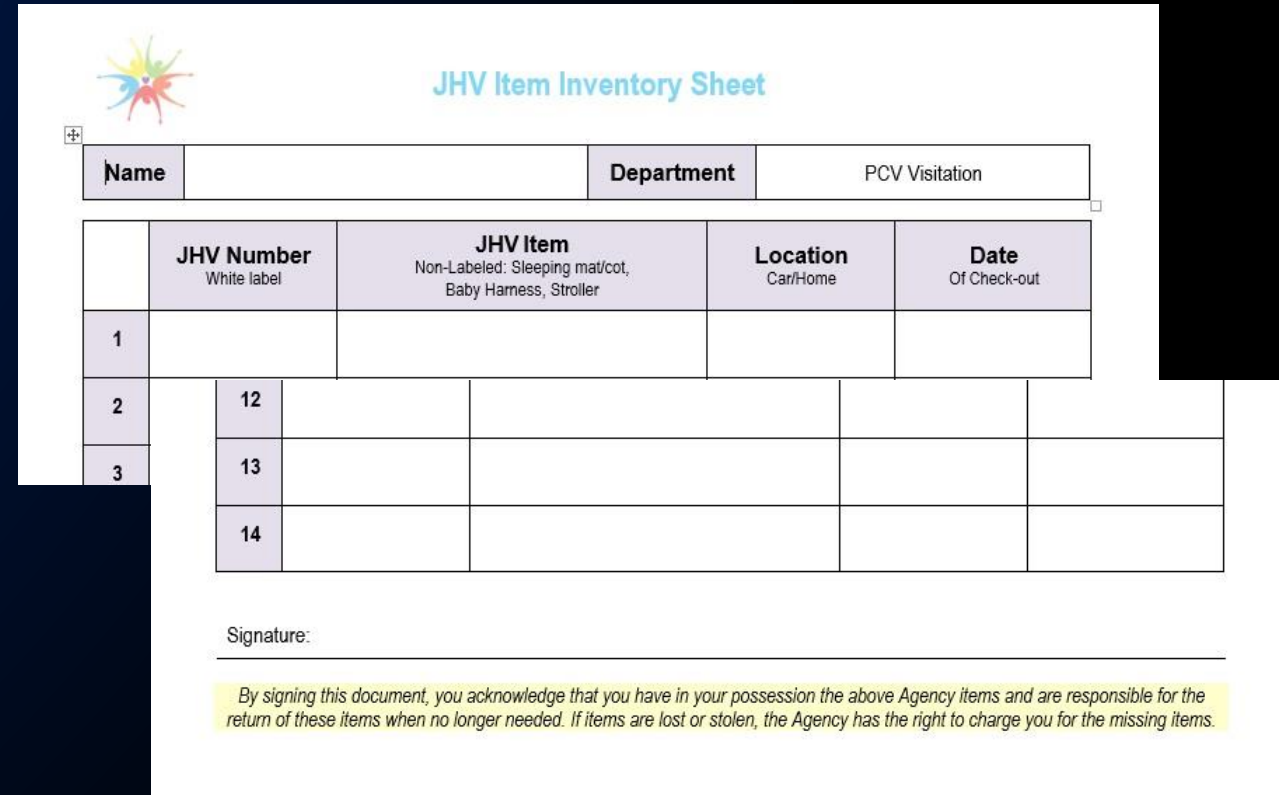


- ❑ Parents should wipe down the counters and microwave if they have prepared food and the tables and chairs that were used.
- ❑ Make sure parents wipe down the highchair and its tray after use.
- ❑ Make sure that all perishable food that goes into the fridge is clearly labeled with a date.
- ❑ All non-perishable food should be labeled and can be stored in the cabinet in the cafeteria.
- ❑ All **LIQUIDS** are to be dumped out in the bathroom sink, **NO EXCEPTIONS!**

JHV ITEM INVENTORY

Checking Car Seats In/Out

- ❑ If admin staff is not available or present when returning or checking out your car seat, please do the following:
 - Grab the binder at the reception desk labeled “JHV Item Inventory Log”
 - Locate and update your JHV Item Inventory Sheet (alphabetized by first name in the log)
- ❑ For car seats only the JHV Number needs to be recorded, no description necessary.
- ❑ All other Items, do not have a number and can just be recorded under JHV Item.



The form is titled "JHV Item Inventory Sheet" and features a logo with a stylized figure in the top left. It includes a header section with fields for Name, Department, and PCV Visitation. Below this is a table with columns for JHV Number (with a sub-label "White label"), JHV Item (with a sub-label "Non-Labeled: Sleeping mat/cot, Baby Harness, Stroller"), Location (with a sub-label "Car/Home"), and Date (with a sub-label "Of Check-out"). The table has rows numbered 1 through 14. At the bottom of the form, there is a signature line and a disclaimer: "By signing this document, you acknowledge that you have in your possession the above Agency items and are responsible for the return of these items when no longer needed. If items are lost or stolen, the Agency has the right to charge you for the missing items."

JHV Item Inventory Sheet

Name: _____ Department: _____ PCV Visitation: _____

	JHV Number White label	JHV Item Non-Labeled: Sleeping mat/cot, Baby Harness, Stroller	Location Car/Home	Date Of Check-out
1				
2	12			
3	13			
	14			

Signature: _____

By signing this document, you acknowledge that you have in your possession the above Agency items and are responsible for the return of these items when no longer needed. If items are lost or stolen, the Agency has the right to charge you for the missing items.



HUMAN RESOURCES

CASUAL DRESS CODE

- ❑ You are permitted to dress in comfortable, informal clothing.
- ❑ You can still look well-groomed and feel comfortable when following a casual dress code.
- ❑ Make sure that your casual attire is appropriate for the image that you wish to project at work.
- ❑ People do judge your competence by how you present yourself in the workplace or in the field.
- ❑ Jeans are a good option provided that the denim is not excessively ripped, tattered, frayed, or stained.
- ❑ Avoid low-rise, hip-hugging jeans or pants and tops that are too low cut or revealing.
- ❑ Clothing that you would wear to go exercising, lounging at home, doing yard work, going to the beach, or going to a dance club is not suitable for the workplace.

CASUAL DRESS CODE

The Do's

- ☐ Do wear your badge at ALL times
- ☐ All hair, including facial hair, should be well-groomed.
- ☐ Blouses, button-downs, polo-shirts, and t-shirts.
- ☐ Slacks, denim, skirts, and dresses
- ☐ Tattoos, piercing, and colorful hair can be presented in a casual, yet professional manner.
- ☐ Make sure you are easily distinguishable from your clients in a positive way!

The Don'ts

- ☐ No backward facing baseball caps
- ☐ No sunglasses while indoors
- ☐ No rips, tears, holes, or stains.
- ☐ No clothing that reveals too much cleavage, your back, your chest, your stomach, your backside, or your underwear.
- ☐ No clothing that promotes the use of drugs or alcohol or contains innuendo-laden, foul or discriminatory language.

CASUAL DRESS CODE



Personal Style and a Casual Dress Code. Hero Images/ Hero Images /Getty Images



alvarez / Getty Images

Heathfield, Susan M. "Photos of Attire for a Workplace With a Casual Dress Code: Photos Help You Understand Proper Work Attire for a Casual Setting." The Balance Careers, Dotdash Publishing Family, 20 Nov. 2019, <https://www.thebalancecareers.com/casual-dress-code-4051114>.

CASUAL DRESS CODE



Jose Luis Pelaez Inc / Getty Images



Casual Dress for Men and Women. Jon Feingersh/Blend Images/Getty Images

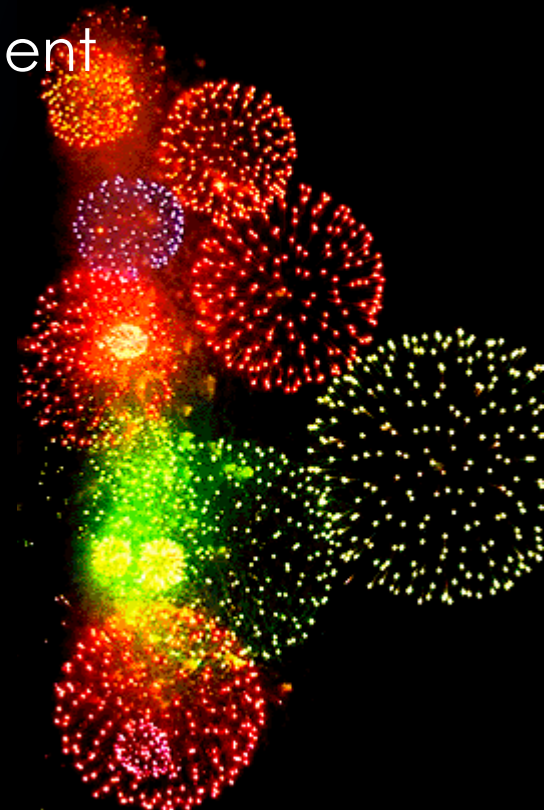
Heathfield, Susan M. "Photos of Attire for a Workplace With a Casual Dress Code: Photos Help You Understand Proper Work Attire for a Casual Setting." The Balance Careers, Dotdash Publishing Family, 20 Nov. 2019, <https://www.thebalancecareers.com/casual-dress-code-4051114>.

PAID FAMILY & MEDICAL LEAVE

- ❑ Paid Family and Medical Leave is available when you need time off to care for yourself or a family member.
- ❑ 3 Main Types of Leave:
 - **Medical Leave** – when a serious health condition prevents you from working.
 - **Family Leave** – when you need to take time off to care for a family member.
 - **Military Leave** – to spend time with a family member about to be deployed or returning from overseas deployment.
- ❑ **Eligibility**
 - A minimum of **820 hours** (about **16 hours** a week) in Washington during the qualifying period, 2019-2020.
 - The 820 hours can be at one job or combined from multiple jobs.
 - Experience a qualifying event.
 - Provide proof of identification.
- ❑ Give your employer at least **30 days written notice**, when possible, and save a copy.
- ❑ www.paidleave.wa.gov

CONTINUING EDUCATION

- ❑ Annual Requirement of 15 hours
- ❑ Does **NOT** apply to new hires who have completed 24 hrs for CCT
- ❑ CPR/BBP renewals do **NOT** qualify towards the annual requirement
- ❑ Qualifying Trainings
 - 10/18/19 Car Seat Awareness Training (2 hrs)
 - Darkness to Light's Stewards of Children (D2L.org)
 - Alliance for Child Welfare Excellence (ACWE) Trainings



TORI CHAPMAN,

Happy
Birthday

BEST ANIMATIONS