



May Staff Meeting

Joining hands Visitation

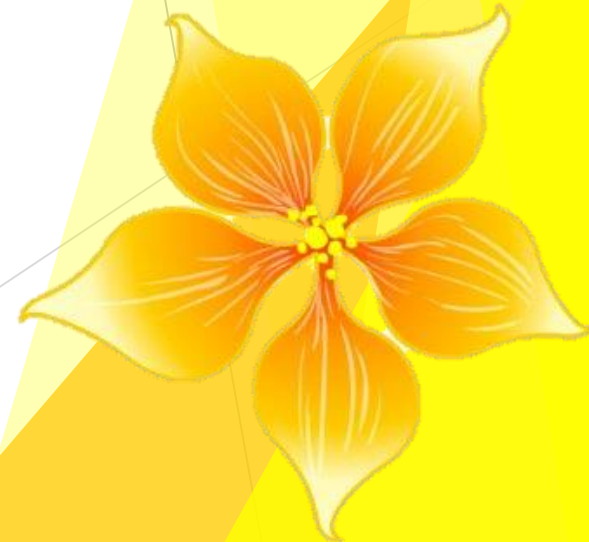
05/19/2019



Topics of Discussion

JHV May Staff Meeting
will be focusing on the
following items:

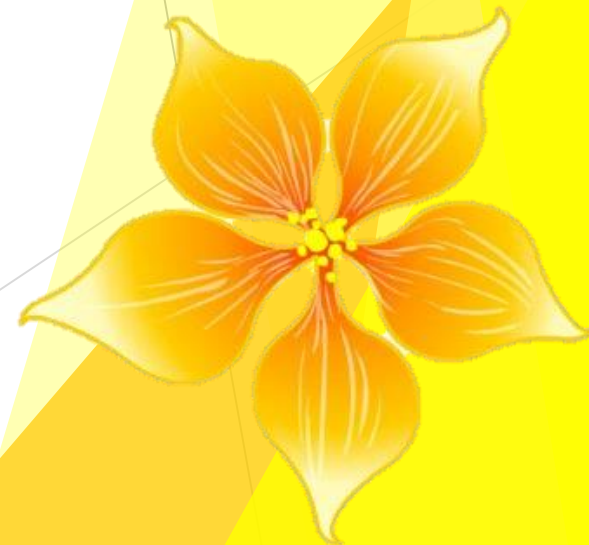
- ❖ Library & DCYF Usage
 - ❑ Closures, Reservations, Cancellations, & Clean Up
- ❖ Visitation Policy & Procedures
 - ❑ Attendance Confirmations, Approved Visit Participants, Community Visit Locations, & More.
- ❖ Visit Supervisor Responsibilities
 - ❑ Tsheets, Make Up Visits, Cancellations, Visit Coverage, & More
- ❖ Communications
 - ❑ With Birth Parents, Foster Parents, JHV Admin Staff, & Social Worker
- ❖ Notices and Reminders





Library & DCYF Usage

While Using Other Facilities Other Than JHV Offices

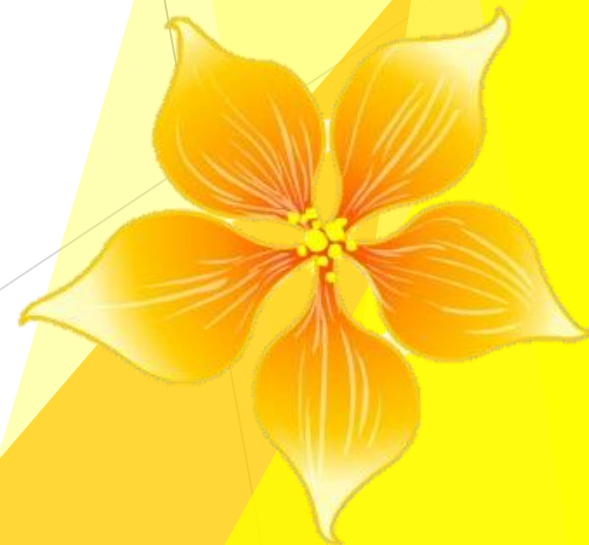




Library & DCYF Closures

Holidays, Staff Trainings, & Renovations

- ❖ All Staff has received emails in regards to Holiday Closures
 - ❑ Keep in mind that this does **NOT** reflect changes in hours of operation such shortened days.
 - Call the specific branch you are facilitating your visits at for further information. Some locations may be closed additional days that are not listed.
 - ❑ These have also been posted up at JHV Offices.





DCYF Reservations & Cancellations

Have a Visit Scheduled in a DCYF Visit Room

- ❖ Aberdeen, Centralia, Lakewood, Long Beach, Shelton, South Bend, and Tumwater are the most frequently used DCYF Offices by the Agency.
- ❖ If your visit **CANCELS** or is a **NO SHOW**, notify the DCYF admin staff or receptionist **IMMEDIATELY** and let them know the status of your visit.
 - ❑ If they request written communication (email) versus verbal for documentation purposes, comply with their request.
- ❖ It's **IMPERATIVE** that the Agency maintain the goodwill of the DCYF Staff in order to continue reserving their visit rooms.

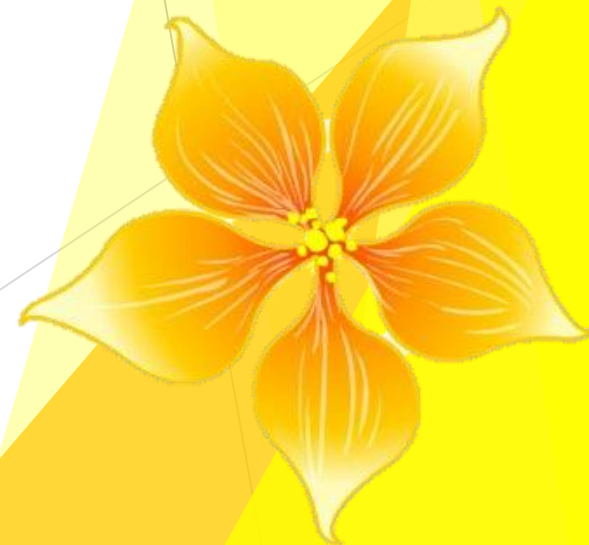




DCYF Reservations & Cancellations

Continued...

- ❖ It's **IMPERATIVE** that we maintain the goodwill of the DCYF staff in order to continue reserving their visit rooms.
- ❖ If visit **RELOCATES** and no longer uses the DCYF visit room, **CANCEL** the reservation.
- ❖ You should be confirming your visit room on a **MONTHLY BASIS**, so as to not lose your reservation.
- ❖ As the individuals on the ground, utilizing the space, check in **THE FIRST OF EVERY MONTH**.

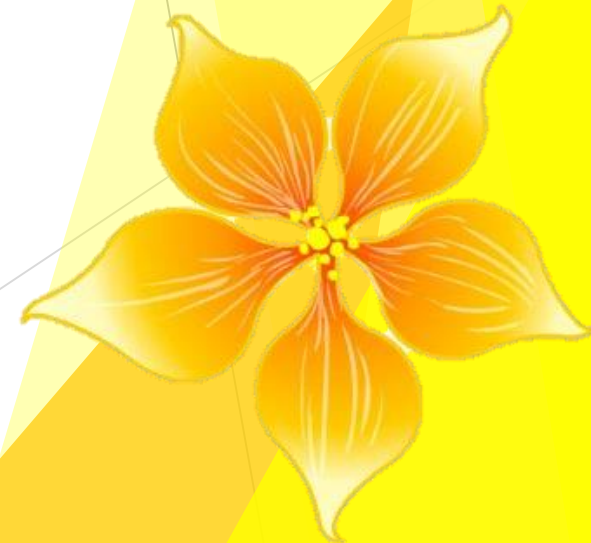




Cleaning Up After Visitation

DCYF or Community Locations

- ❖ You are **RESPONSIBLE** for making sure the Parents clean up after themselves and their children
- ❖ At the **15 minute mark**, warn Parents to begin clean up process
 - ❑ If more time is needed, do a **20 - 25** minute warning
 - ❑ Make a game of it to get children involved
- ❖ Abide by the community location **RULES!**
 - ❑ Non-compliance can lead to the Agency being banned from specific venues.
- ❖ When in doubt, ask the reception desk or office staff where diapers and food waste should be disposed to prevent odors.

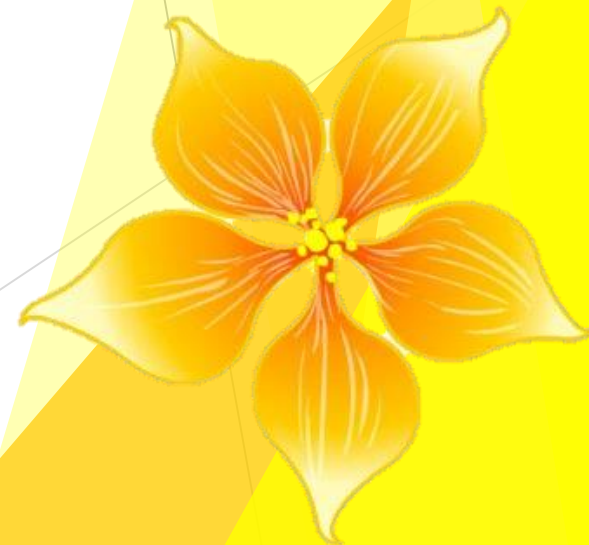




Cleaning Up After Visitation

JHV Visit Rooms & Cafeteria

- ❖ Food and beverages are **NOT PERMITTED** in the visit rooms.
 - ❑ Meals must be taken in the cafeteria.
- ❖ You are **RESPONSIBLE** for making sure the Parents clean up after themselves and their children
 - ❑ At the **15 minute mark**, warn Parents to begin clean up process and hand out cleaning supplies as needed.
 - Retrieve the vacuum, mop, broom, dustpan, and Lysol wipes after use and return them to their designated areas
 - ❑ Wipe down counter top/tables, high chairs and trays, and folding chairs.
 - ❑ Sweep under tables, Mop any spills, and vacuum carpets in visit rooms.
- ❖ Diapers should **NEVER** be disposed of in the large garbage can. The diaper genie is specially equipped to prevent odors, but it i.
- ❖ *If you see something, clean it and set the example for everyone else.*





Visitation Policy & Procedure

Things To Remember When Conducting Visitations

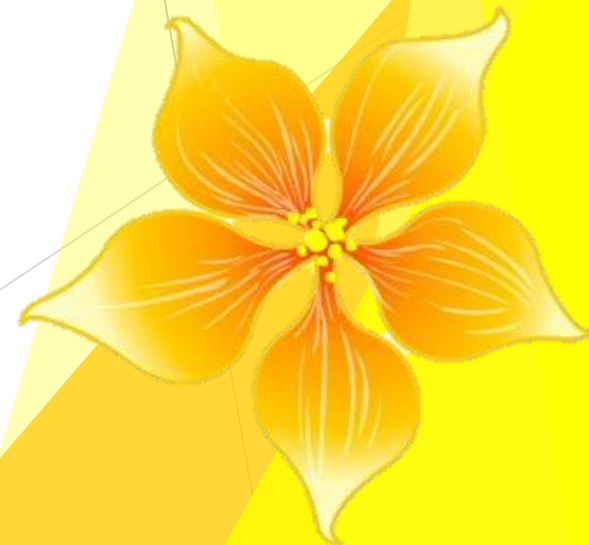




Confirmations for Visits

The Night Prior & The Morning Of

- ❖ Terms of attendance confirmation can be found the specified *Calendar Receipt Form*
 - ❑ This is also texted and/or verbally communicated to Parent at setup of visitation
- ❖ Visit Supervisor is to hold the Parent(s) accountable.
 - ❑ No confirmation received, visit is **CANCELED**, and children are not picked up. **NO EXCEPTIONS**
 - ❑ Communicate to the Parent(s) that visit is canceled due to **NOT** complying with attendance confirmation policy



Authorized Visit Participants On Tsheets & Your Paperwork



JHV TRANSPORTATION REQUEST

(FORM MUST BE COMPLETED IN FULL PRIOR TO TRANSPORTATION BEING STARTED)

Social Worker: Britney Lohr Phone: 360.764.3631
Today's Date: 05/10/19 Start Date: Ongoing

Is this transportation a **ONE TIME ONLY?** Yes ☐ No ☒

CHILD(REN) INFORMATION

| Last Name | First Name | Car Seat |
|------------------|--------------|----------------------------|
| <u>McCaulley</u> | <u>Cloie</u> | High Back Booster |
| <u>McCaulley</u> | <u>Lea</u> | High Back Booster |
| <u>McCaulley</u> | <u>Abel</u> | Reversible, forward-facing |

PARENT INFORMATION

Name: Tanya King Home/Cell: 360.500.1220
Name: Wyatt McCaulley Home/Cell: 360.500.1220

AUTHORIZED VISIT PARTICIPANTS

Name: Randy Hicks Name: Preston King

TRANSPORT DAY & TIME

| | Mon. | Tues. | Wed. | Thurs. | Fri. | Sat. |
|-------|--------------------|-------|------|-------------------|------|------|
| Time: | 12:15 pm – 8:30 pm | | | 2:30 pm – 8:30 pm | | |

88% 8:37 PM

←

≡ APPOINTMENT TIME: 3:45 - 5:45 PM

CASE ID# [2483420](#)
Shelton

Parents:
Bryon Grafig & Christina Phillips
(c) [360.999.7219](#)

Approved Visit Participants:
Richard Grafig - Uncle (c) [818.437.6323](#)
Jaiden Grafig - Nephew
Anette Grafig - Aunt
Brenda Sullens - Parenting Coach

Children:
Zaidyan Grafig - 3 yrs - Reversible
(forward facing)
Kyler Grafig - 7 yrs - Booster

Foster Parents:
Carey Sanchez & Danny Kahn | Zaidyan
@ 3:00
[724 West Cota Street, Shelton, WA 98584](#)
(c) [360.556.4141](#)

Overview Time Clock Timesheets Schedule More



Community Visits

Approved Visit Locations

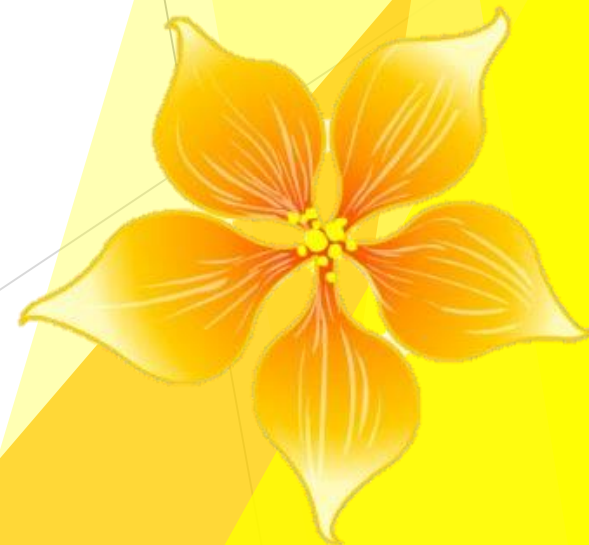
- ❖ Information can be found on Calendar Appointment & listed on TSheets
- ❖ Changes in visit location **MUST** be decided at visit prior - unless it is within walking distance of designated visit location.
 - ❑ If Social Worker approval is required, visit must remain where dictated before change in visit location can occur
 - ❑ All parties are to meet at the predetermined location before changing visit sites.
- ❖ Visit Supervisor is **NOT** to transport Parent if there is a change in visit location and Parent is **NOT** to transport Child if this is a **SUPERVISED** or **MONITORED** visit.





Community Visits Continued...

- ❖ Age appropriate location for all children involved
- ❖ If admission fee is required - Parent(s) are responsible for paying for everyone.
 - ❑ This includes the Visit Supervisor, if Parent(s) cannot pay for all participants than visit **CANNOT** take place at the requested location.





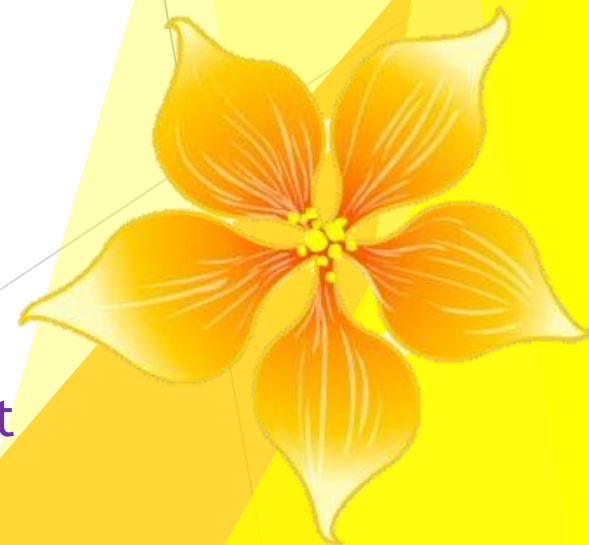
Conversion of PCV to Sibling

When to Convert

- ❖ Parent is a **NO SHOW**
- ❖ More than one child is present
- ❖ Children present do **NOT** live in the same home

How to Convert

- ❖ Move to another location if out in the community
 - ❑ Parent(s) may try and show up well past the 15 minute grace period.
- ❖ No more than 2 hours long
- ❖ Write up a **CANCELLATION Report** for the Parent(s)
 - ❑ Also write up a **SIBLING Report**





Two Parent Visits

Both are Present at Visitation

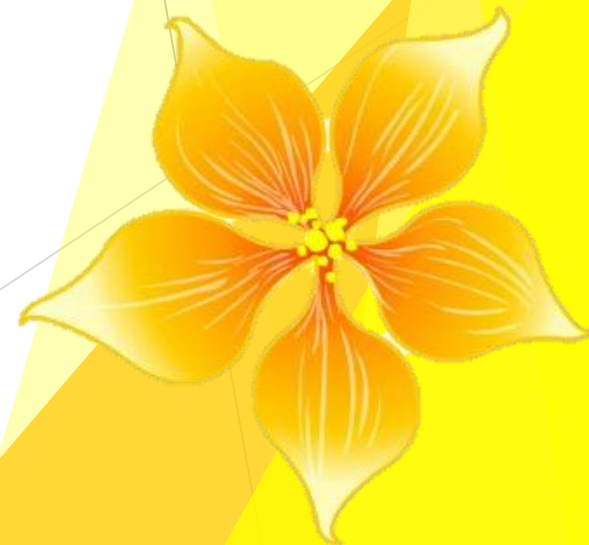
- ❖ At the initial visit, both Parents print their name, sign, and date the New Beginnings Contract and Calendar Receipt Form
- ❖ At every visit, both Parents sign the Mileage Log to show proof of their attendance
- ❖ If only one Parent shows up the 2nd Parent **CANNOT** attend if past the 15 minute grace period.
 - ❑ Notate in your report who was present, who was not, and why if known.
 - ❑ If one Parent is a **NO SHOW** for 3 visits, that Parent is referred back to DCYF.





Visit Supervisor Responsibilities

All Staff Accountability

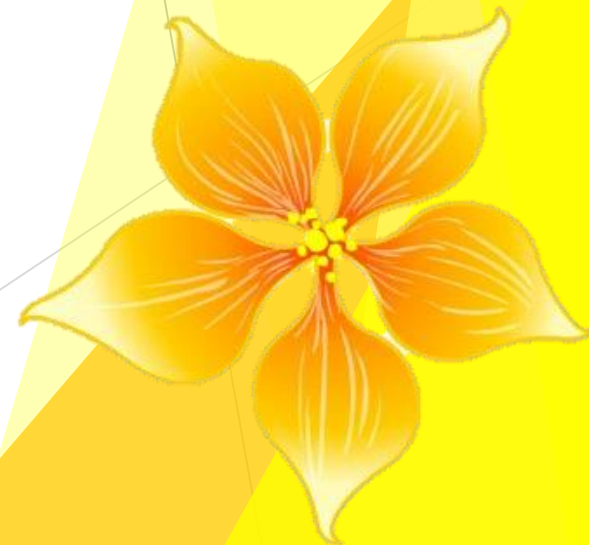




Tsheets Updates

Text the JHV Staff Line (360) 328-1403

- ❖ Email payroll@joininghandsvisitation.org if you have a lot of information to communicate and major changes.
- ❖ No more verbal communication - capture edits and updates in writing
- ❖ Leave a note in your timesheet for timesheet adjustments; they are **ALWAYS** reviewed before payroll is submitted.
- ❖ Recording Canceled visits in TSheets:
 - ☐ Clock into your time sheet and select the **NO SHOW** or **CANCELLATION** service item. Then clock out.
- ❖ Be sure to regularly review your visit notes and contact information in TSheets for needed updates.
- ❖ Notify the office if a visit has disappeared from your schedule; it's likely that the referral has expired.



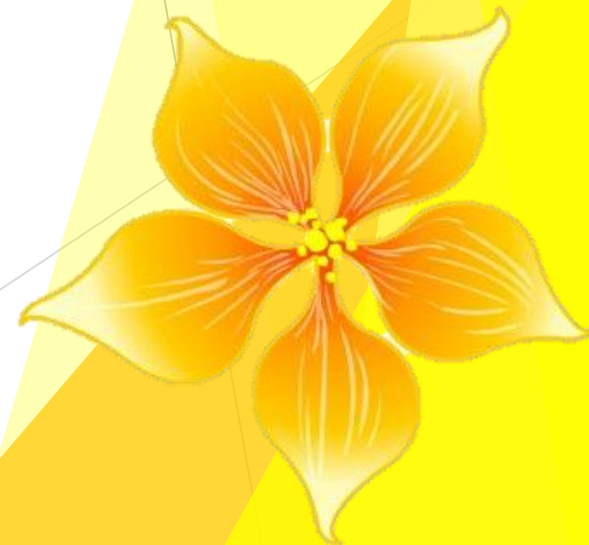


Tsheets & Referral Expiration Dates

Is a visit missing from your schedule?



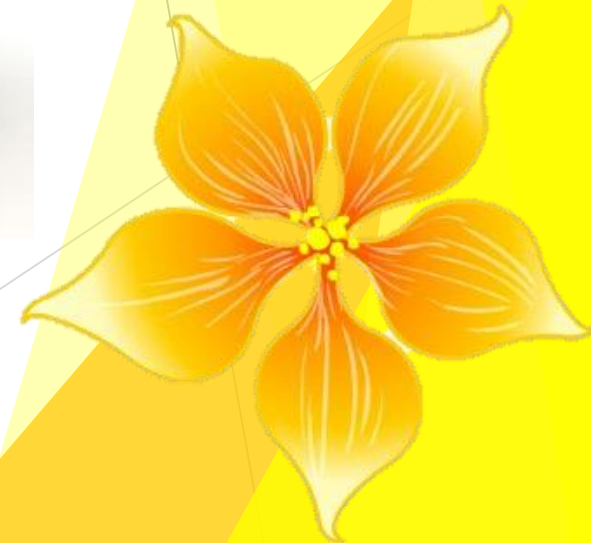
- ❖ Alert admin staff and we will address **IMMEDIATELY**
- ❖ Do **NOT** assume that the visit has been **REMOVED** from your schedule unless you have received direct communication from the admin staff.
- ❖ Otherwise, continue working your schedule as **PLANNED**.
- ❖ Why does a visit drop off your schedule?
 - ❑ The referral that authorizes our services has expired
 - ❑ The expiration date is extended by 30 days to prevent disruption of service.
 - ❑ When a renewed referral is received, the expiration date is updated.





Makeup Policy & Guidelines

- ❖ Makeup visits **MUST** be scheduled within **7** days of the cancellation, and **COMPLETED** within **30** days.





What Qualifies For A Makeup Visit?

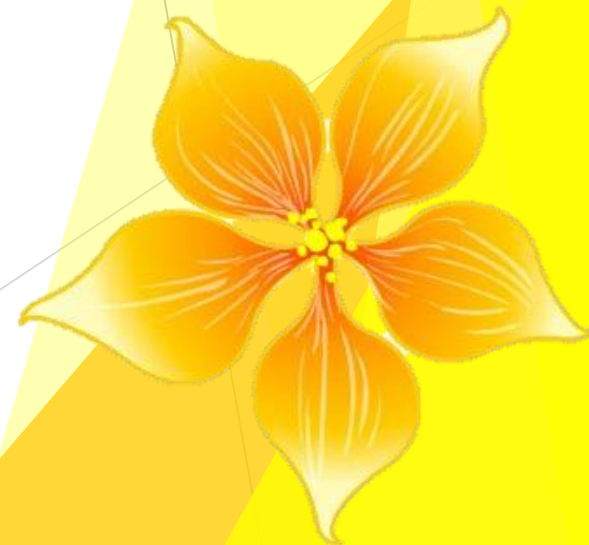
❖ Visits canceled by a Birth Parent

❑ Communicated with 24 hours notice

- Only for court appointments in advance
- As per DCYF directive, visit hours lost to illness, doctor's appointments, dentist appointments, trainings, or overtime do not qualify for makeup.
 - These cancellations do not count against their visitation, but the visit time is forfeited.

❖ Visits canceled by a Foster Parent

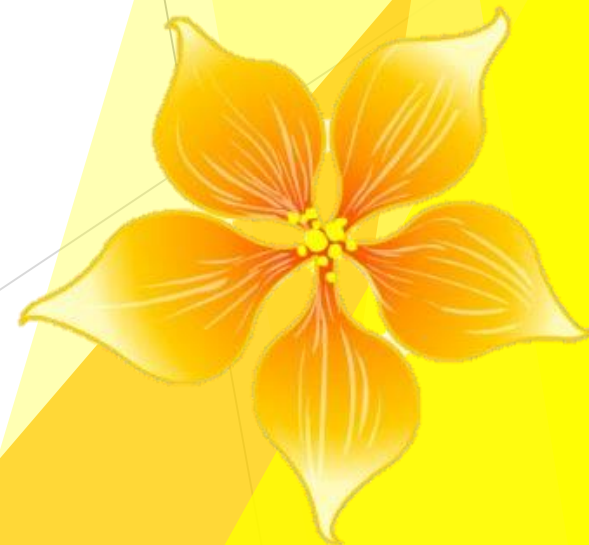
- ❑ Where the child was sick or had a conflicting appointment.





What Qualifies For A Makeup Visit?

- ❖ Visits canceled in observance of state holidays
 - ❑ DCYF and community libraries will be closed.
 - ❑ If you choose **not** to participate in the holiday, relocate to jhv offices where possible.
 - ❑ Otherwise, we are **required** to make up visits canceled due to holiday observances
- ❖ Visits Canceled by the Visit Supervisor*
 - ❑ Family Emergency
 - ❑ Vehicle issues
 - ❑ Illness

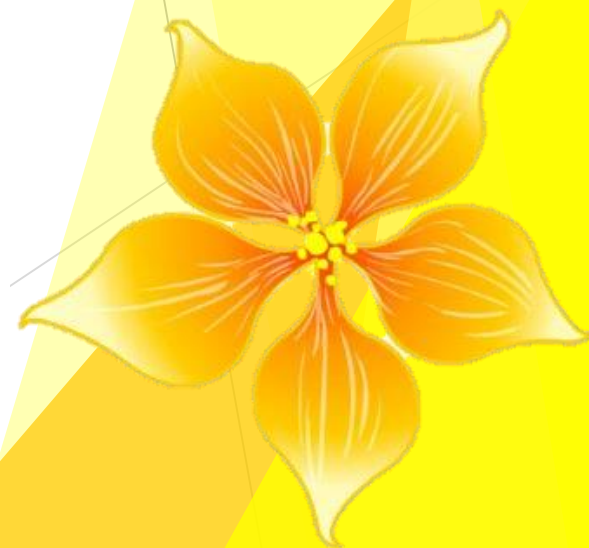




Cancelling Visits*

Always Ask Before Canceling A Visit, Even In An Emergency

- ❖ Contractually, visit supervisors are **NOT** allowed to cancel visits
- ❖ You are **REQUIRED** to check-in with the office staff via text/phone **BEFORE** canceling a visit
 - ❑ Often, there is usually another colleague who can cover a visit, if you give the office staff enough time to react.
- ❖ **REMEMBER** contact the Foster Parent about **ALL** schedule changes, cancellations, and no shows **BEFORE** returning children to their caregivers or daycare.

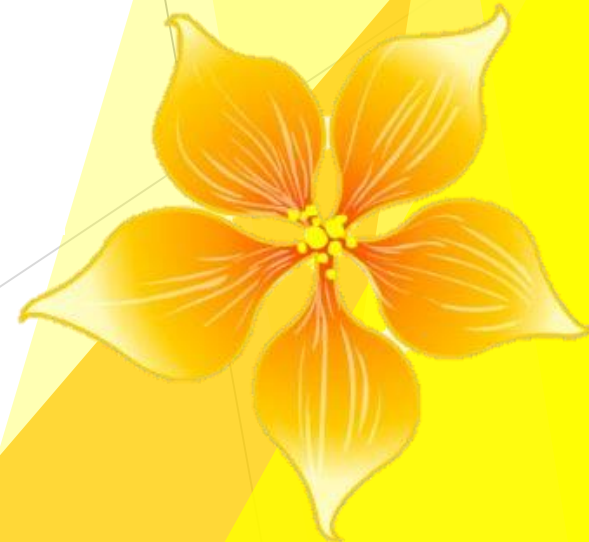




Visit Coverage

Be prepared with the following before you go:

- ❖ JHV Employee Badge
- ❖ Appropriate Car Seats
- ❖ Tsheets & PCV Lead Calendar Appointment
 - ❑ Travel Time
 - ❑ Pickup & Drop-off Locations
 - ❑ Visit Location
 - ❑ Birth Parent Contact Info
 - ❑ Foster Parent Contact Info
- ❖ Google Map for Roundtrip Transport
 - ❑ Confirm Timing & Visit Route
- ❖ Transport Request & Mileage Log
- ❖ Caregiver Notification Forms





Time Off Requests

Policy & Procedures

- ❖ To receive approval, you must do the following first:
 - ❑ Schedule makeup visits or extended hours
 - ❑ Send out an **EMAIL** or a **TEXT** to the team asking for shift coverage
- ❖ Email these changes to hr@joininghandsvisitation.org
- ❖ Do **NOT** turn in a form without a complete makeup plan
- ❖ Turn in the complete form to the designated mailbox



Joining Hands Visitation

| TIME OFF REQUEST | | | |
|--|--------------------------------------|---|-------------------------------------|
| Employee Name: | Click to enter name | Director: | Ophelia Nowells |
| Position Title: | Click to enter title | Supervisor: | Click to enter name |
| TIME OFF INFORMATION | | | |
| TYPE OF ABSENCE: | | | |
| <input type="checkbox"/> Sick | <input type="checkbox"/> Bereavement | <input type="checkbox"/> Jury Duty | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Maternity/Paternity | <input type="checkbox"/> Military | <input type="checkbox"/> Time Off Without Pay | Click to enter text |
| DATE OF ABSENCE: | | | |
| Start Date: | Click to enter date | End Date: | Click to enter date |
| Time: (AM / PM) | 00:00 AM – 00:00 PM | Return Date: | Click to enter date |
| REASON FOR ABSENCE: | | | |
| Click to enter text | | | |
| <i>You must submit requests for absences, other than sick leave, thirty days prior to the first day you will be absent. In order to receive approval, it is your responsibility to make sure your shifts are covered in your absence or make time scheduled.</i> | | | |
| CASE NAME: | Click to enter case | Date: | Click to enter date |
| Substitute: | Click to enter name | | |
| OR Rescheduled: | Click to enter date | OR Extension: | Click to enter date |
| Time: | 00:00 AM – 00:00 PM | | |
| CASE NAME: | Click to enter case | Date: | Click to enter date |
| Substitute: | Click to enter name | | |
| OR Rescheduled: | Click to enter date | OR Extension: | Click to enter date |
| Time: | 00:00 AM – 00:00 PM | | |
| CASE NAME: | Click to enter case | Date: | Click to enter date |
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| Time: | 00:00 AM – 00:00 PM | | |
| CASE NAME: | Click to enter case | Date: | Click to enter date |
| Substitute: | Click to enter name | | |
| OR Rescheduled: | Click to enter date | OR Extension: | Click to enter date |
| Time: | 00:00 AM – 00:00 PM | | |
| Employee Signature | Click to enter date | | |
| Date | | | |
| MANAGER APPROVAL | | | |
| <input type="checkbox"/> Approved | <input type="checkbox"/> Rejected | | |
| Comments: Click to enter comments | | | |



Communications

Documentation, Texting, and Emails





Signed Documentation From Clients & Foster Parents

❖ Mileage Logs

- ❑ Turn in at the end of every month for every case

❖ Calendar Receipt Forms

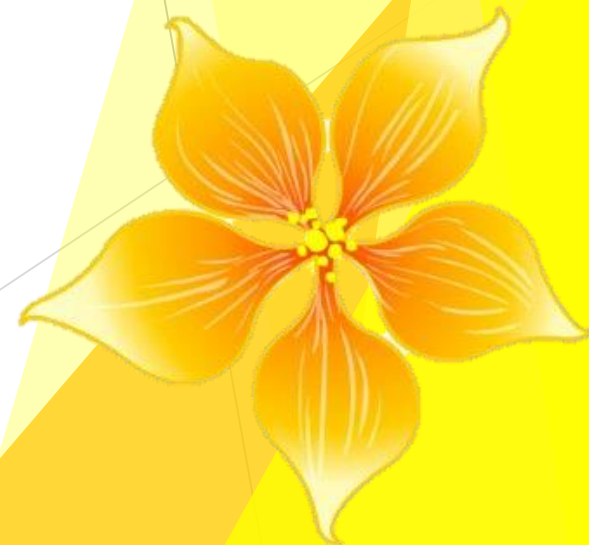
- ❑ Names should be printed in Client or FP handwriting
- ❑ Go over the calendar and point out verbiage in Receipt Form

❖ New Beginnings Contract

- ❑ Refusal to sign and fill out will in result in **TERMINATION** of services
- ❑ Have finished completed by 2nd visit

❖ Turn in all signed paperwork **IMMEDIATELY**

- ❑ Do **NOT** retain in your files

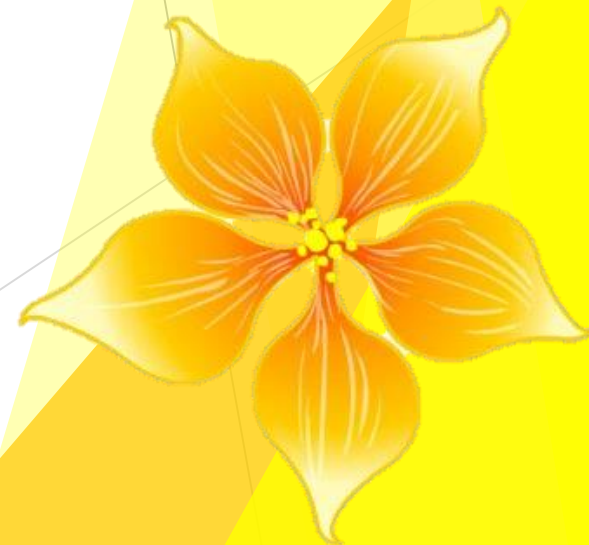




Communication with Social Workers

Understanding Boundaries

- ❖ All communications with Social Worker should be written
 - ❑ The **PRIMARY** method for communicating with SW is the visit report.
 - ❑ Two separate group messages for use with each case are set up
 - Group message includes JHV Staff Line, Visit Supervisor, Social Worker, and Birth Parent or Foster Parent
 - ❑ This way everyone is held accountable and everyone is on the same page
- ❖ Outside of this provision do **NOT** contact the Social Worker unless instructed to by Admin Staff
 - ❑ Include the JHV Staff Line in all communications





Visit Reports

Due within 3 Business Days

- ❖ **MUST** be turned in by **6:00 PM** on the **Wednesday** before payday or paychecks will be withheld. **NO EXCEPTIONS.**
- ❖ When to file a Cancellation Report?
 - ☐ If you are scheduled to cover the visit when the client cancels.
 - ☐ For no shows/cancellations by birth parent or foster parents
 - ☐ Visits canceled by agency due to holiday closures
- ❖ For birth parents, track whether it was made with advance notice or less than 24 hours notice.
- ❖ Count visits canceled by birth parent, foster parent, agency, or visit supervisor separately.

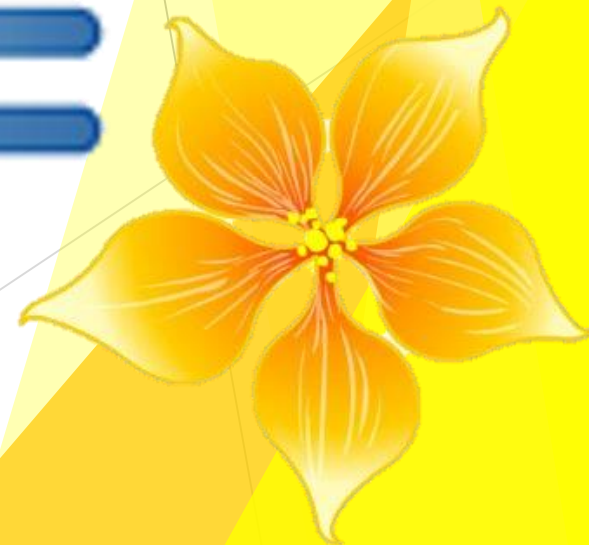




Acknowledging Emails & Texts

Communications from Admin Staff

- ❖ Log on using a computer to accept or decline all Calendar Appointments.
- ❖ Read your emails and text messages daily
- ❖ Acknowledge receipt of any policy and procedures
 - ❑ A copy of your acknowledgement **EMAIL** or **TEXT** is placed in your employee file
 - ❑ **IMPORTANT** documentation for Employee Reviews





Notices and Reminders





15 Hours Of Continuous Education

Required to be Eligible For Advancement & Pay Raises

- ❖ Is there a fee for these classes? Does the agency pay it if there is?
 - ❑ Alliance classes are all **FREE**. If there is a fee related to any class you wish to take, speak to Ophelia about reimbursement **PRIOR** to enrolling in the class.
- ❖ Does JHV pay minimum wage for these classes?
 - ❑ You will be paid at your **current hourly rate**.
 - ❑ Certificates must be turned in as proof of training.
- ❖ Do I need to renew First Aid/CPR and Blood Borne Pathogens training?
 - ❑ **YES**, expiration dates will vary for everyone depending on when one took the class.
 - ❑ Renewal does **NOT** count towards 15 hours. As a repeat course, it is a requirement of continued employment, and the **ONLY** repeat you will be compensated for.



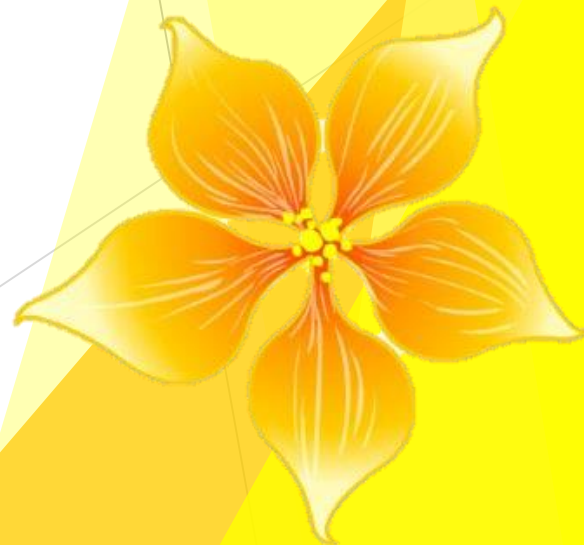


Parking At JHV Offices

- ❖ Building Management has currently decreed that **ALL** parking spots are **OPEN** and no longer reserved.
- ❖ Please leave the parking spots closest to the building **FREE** for Visit Supervisors with children in their custody.
- ❖ Obviously, no one should park in the ADA and Visitor Spots except birth parents.
- ❖ This is just a trial run by building management until **JUNE 30TH**.



- ❖ Please provide the admin staff with the following:
 - ❑ License Plate # (123-ABC)
 - ❑ Make & Model (Toyota Corolla)
 - ❑ Color (Galactic Aqua)





Acknowledgements & Announcements

Recognition & Birthdays

HAPPY BIRTHDAY:

- ❖ Benjamin Parks - April 15th
- ❖ Jessica Howard - April 15th
- ❖ Brenda Welton - April 23rd

