



July Staff Meeting

Joining Hands Visitation

07/21/2019



AGENDA

Discussion Points

▶ CLINICAL SUPERVISION

- MANAGING BEHAVIORAL ISSUES WITH YOUR CLIENTS

▶ VISIT PROTOCOL

- TSHEETS: EXPLAINING FLUCTUATIONS IN MILEAGE OR HOURS

▶ HOUSEKEEPING

- VISIT ROOM ASSIGNMENTS

▶ RECOGNITION & ACKNOWLEDGEMENTS

▶ HUMAN RESOURCES

- UNDERSTANDING NON-OWNED AUTO LIABILITY
- L&I REST BREAKS & MEAL PERIODS
- WSDOT SAFETY AREA REST LOCATIONS
- SICK PAY



CLINICAL SUPERVISION

With Diane Shepard



VISIT PROTOCOL



REFERRAL EXPIRATION DATES

Is A Visit Missing From Your Schedule?

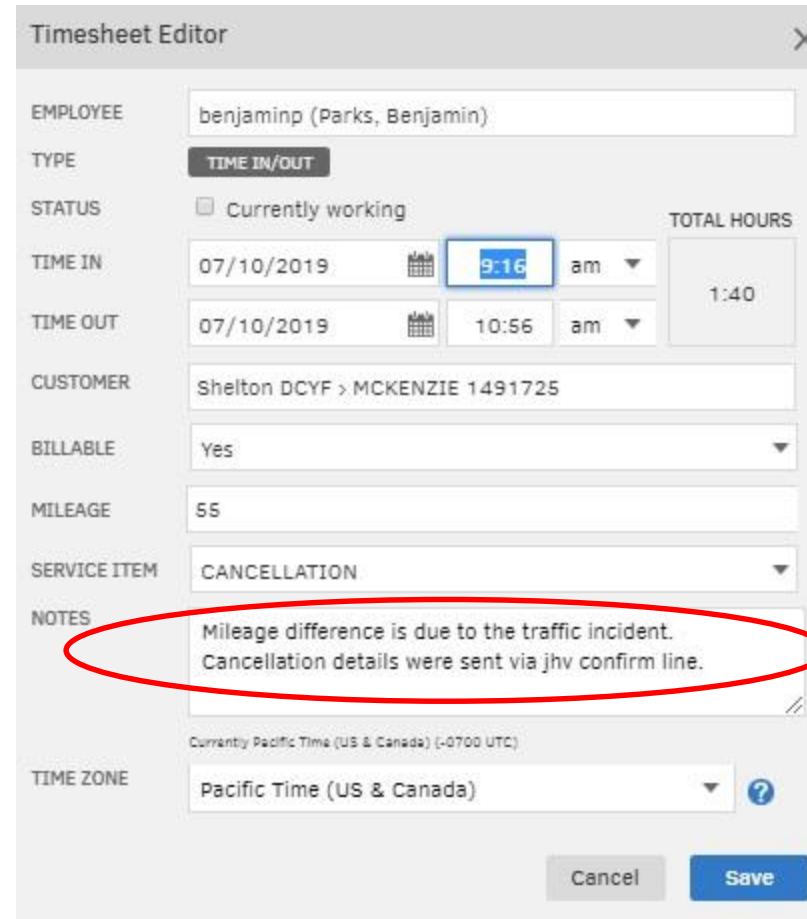
- ▶ Alert admin staff and we will address **IMMEDIATELY**
- ▶ Do **NOT** assume that the visit has been **REMOVED** from your schedule **WITHOUT** notice from the admin staff.
- ▶ Otherwise, continue working your schedule as **PLANNED**.
- ▶ Why does a visit drop off your schedule?
 - The referral that authorizes our services has expired
 - The expiration date was extended by 30 days to prevent disruption of service.
 - An updated referral has not been received, despite the admin staff's efforts to renew.



TSHEETS

Including Notes & Attachments In Your Timesheets

- ▶ Indicate increases or decreases in mileage or travel time
- ▶ Call out Schedule changes, Extensions and or Cancellations.
- ▶ Include screenshots of GPS when necessary if **EXCESSIVE** traffic or time delays apply
- ▶ Upload images of toll, meal, or activity receipts where applicable



The screenshot shows the 'Timesheet Editor' window. The 'EMPLOYEE' field is 'benjaminp (Parks, Benjamin)'. The 'TYPE' is 'TIME IN/OUT'. The 'STATUS' is 'Currently working'. The 'TIME IN' is '07/10/2019' at '9:16 am'. The 'TIME OUT' is '07/10/2019' at '10:56 am'. The 'TOTAL HOURS' is '1:40'. The 'CUSTOMER' is 'Shelton DCYF > MCKENZIE 1491725'. The 'BILLABLE' status is 'Yes'. The 'MILEAGE' is '55'. The 'SERVICE ITEM' is 'CANCELLATION'. The 'NOTES' field contains the text: 'Mileage difference is due to the traffic incident. Cancellation details were sent via jhv confirm line.' This field is circled in red. The 'TIME ZONE' is 'Pacific Time (US & Canada)'. There are 'Cancel' and 'Save' buttons at the bottom.

EMPLOYEE	benjaminp (Parks, Benjamin)		
TYPE	TIME IN/OUT		
STATUS	<input type="checkbox"/> Currently working		TOTAL HOURS
TIME IN	07/10/2019	9:16 am	1:40
TIME OUT	07/10/2019	10:56 am	
CUSTOMER	Shelton DCYF > MCKENZIE 1491725		
BILLABLE	Yes		
MILEAGE	55		
SERVICE ITEM	CANCELLATION		
NOTES	Mileage difference is due to the traffic incident. Cancellation details were sent via jhv confirm line.		
TIME ZONE	Pacific Time (US & Canada)		



VISIT REPORTS

Due Within 72 Hours

- ▶ Must be turned in by **6:00 PM** on **EVERY WEDNESDAY** for the previous week.
 - **NOT** just before payday. **NO EXCEPTIONS.**
- ▶ Considered DCYF property; a client's attorney must request access directly from the Social Worker
- ▶ Need to write a transportation only report?
 - Submit a regular visit report indicating **TRANSPORTATION ONLY** and report your pickup and drop-off times.
 - Tick the remaining check boxes **in each section** as appropriate and include the comment:
 - ***"It is assumed so, as this is an unsupervised visit."***

CHILDREN'S ADMINISTRATION		<input type="checkbox"/> Monitored <input type="checkbox"/> Supervised <input checked="" type="checkbox"/> Transportation Only	
Visit Report: Parent – Child Visit			
CASE NAME Howard	CASE NUMBER 1981412		
DATE OF VISIT 06/24/2019	TIME OF VISIT FROM: 2:00 <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM TO: 6:00 <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM		
ASSIGNED CA STAFF Kim Tucker	OFFICE Aberdeen		
AGENCY NAME Joining Hands Visitation	VISIT LOCATION Family Home in Aberdeen, WA		
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	
Je. Howard - Youngest Child			
S. Howard - Mother			
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 visit..... <input type="checkbox"/> Yes <input type="checkbox"/> No			
It is assumed so, as this is an unsupervised visit.			
Children arrived on time for visit..... <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Child arrived to visit at 2:24pm.			
Parent stayed entire visit..... <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
It is assumed so, as this is an unsupervised visit. Visit was extended 20 minutes for Child's late arrival.			
Parent is ready to meet the needs of the child (food, child care supplies, activity items)..... <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
It is assumed so, as this is an unsupervised visit.			
Parent met the child's needs (able to read cues, respond to needs and comfort the child if needed)..... <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
It is assumed so, as this is an unsupervised visit.			



MAKEUP POLICY & GUIDELINES

What Qualifies For A Makeup Visit?

- ▶ Visits canceled by a Birth Parent
 - 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 unavailable.
- ▶ Visits canceled in observance of state holidays
 - DCYF and community libraries will be closed.
 - We are **REQUIRED** to make up visits canceled due to holiday observances



MAKEUP POLICY & GUIDELINES

Just A Reminder

- ▶ Makeup visits **MUST** be scheduled within **7 days** of the cancellation and **COMPLETED** within **30 days**.
 - If Birth Parent is being difficult time is forfeited after 30 days.
 - If Foster Parent is being difficult keep track of missed time not made up to be managed up to the Social Worker
- ▶ **SHARE** the confirmed makeup schedule & location with admin staff.



MAINTAINING PROFESSIONAL BOUNDARIES

Communicating With Clients

- ▶ Control/facilitate the visit
 - Observe & report
 - Do **NOT** attempt to control the parents or the children
 - Intervene **ONLY** if you witness a safety concern
- ▶ When help becomes a conflict of interest
- ▶ **DON'T** be an intermediary for Foster Parents & Birth Parents
 - Leverage the social worker as the go between
 - If they want to communicate, suggest they use a **CAREGIVER'S JOURNAL**



MAINTAINING PROFESSIONAL BOUNDARIES

Communicating With Clients Continued...

- ▶ **ALWAYS** separate communication between Foster Parents & Birth Parents
 - Two **SEPARATE** group messages are set up for every visit
 - 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
- ▶ In an emergency, your first call should **ALWAYS** be the JHV Office or the Agency Director.



MAINTAINING PROFESSIONAL BOUNDARIES

Communicating With Social Workers

- ▶ All communications with Social Worker should be written
 - **NO** private conversations with the social worker (they will hold **YOU** accountable)
 - Texting (-1403) is for **YOUR** own protection as the office staff will be aware and can enforce either the contract or referral
 - Ambushed by a social worker/GAL in a visit - make **NO** commitments, take notes, manage up, and **COMMUNICATE**



MAINTAINING PROFESSIONAL BOUNDARIES

Communicating With Social Workers Continued...

- ▶ The **PRIMARY** method for communicating with SW is the visit report.
 - Which is why it is imperative that visit reports be turned in on time.
- ▶ In an emergency, your first call should be the JHV Office or the Agency Director.
- ▶ Outside of this provision do **NOT** contact the Social Worker unless instructed to by Admin Staff
 - Include the JHV Staff Line in all communications



Authorized Visit Participants

On Tsheets & Your Paperwork

- **DON'T** accept the Birth Parent's word
- Approval must be received from the Social Worker **BEFORE** the visit
- How to document authorized visit participants
 - Relatives & friends of family
 - Include first initial & last names in the visit report
 - Capture a photo of their id & text to -1403 if in the field
 - Make a copy of their id at the office
 - External professionals
 - Ensure they sign visitor log at the office
 - Make a copy of their id & badge or id & business card
 - Capture a photo of their id & text to -1403 if in the field



COMMUNITY VISITATION

Actively Enforce The Agency Policy!

- ▶ All parties are to meet at the predetermined location **BEFORE** changing visit sites.
- ▶ Visits outside of the surrounding community of JHV Offices need to be approved by SW prior to the visit.
- ▶ Changes in visit location **MUST** be made a week in advance
 - Unless it is within **10 MIN** walking distance of designated visit location.



TWO PARENT VISITS

*Responsibility For Visitation Is Shared
Between Both Parents*

- ▶ If only one Parent shows up the 2nd Parent **CANNOT** attend if they arrive past the **15-minute** grace period.
 - Note 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.



TWO PARENT VISITS

*Responsibility For Visitation Is Shared
Between Both Parents*

- ▶ Both Parents are required to sign **ALL** paperwork
 - **New Beginnings Contract**
 - Refusal to sign and fill out will in result in **TERMINATION** of services
 - Have completed by 2nd visit
 - **Calendar Receipt Forms**
 - There is a version that all both Parents to sign on the same form
 - Go over the calendar and point out verbiage in Receipt Form
 - **Mileage Logs**
 - At every visit, both Parents sign the Mileage Log to show proof of their attendance



HOUSEKEEPING



ACKNOWLEDGING EMAILS & TEXTS

Communications From Admin Staff

- ▶ Be sure to read your emails and text messages daily
- ▶ Log on using a computer to accept or decline any calendar appointments.
- ▶ Acknowledge receipt of new policy and procedures
- ▶ A copy of your acknowledgement **EMAIL** or **TEXT** is placed in your employee file
- ▶ Important documentation for Employee Reviews



VISITATION AT THE AGENCY

Honoring Room Assignments

▶ Room Assignments

- Ensure that your families remain in their **ASSIGNED** rooms
- Otherwise, they may displace another family who has a visit at the same time

▶ Sound Machines

- There are **LABELED** sound machines for each room
- They are a priority for infant/toddler visits
- **DO NOT REMOVE**; ask at reception if you need one

▶ Books, Toys, & Activity Items

- Are specific to the visit rooms with regard to age-range
- If you client removes something from another room, make sure that they return it at the end of their visit



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.
- ▶ At the **15-MINUTE MARK**, have your Parents begin the clean-up process
- ▶ Provide cleaning supplies & return them to their designated areas.
- ▶ Wipe down counter top/tables, high chairs and trays, and folding chairs.
- ▶ Sweep under tables and vacuum carpets in visit rooms.
- ▶ Diapers should **ALWAYS** be deposited in the diaper genie in the hall. Please watch your parents closely.
- ▶ ***If you see something, clean or dispose of it properly and set the example for everyone else.***



JHV-ISSUED CAR SEATS

Clean Car Seats Before Returning Or Notify Admin Staff

- ▶ Do **NOT** return car seats with dirty covers or filthy straps to the car seat room
- ▶ Spray with **LYSOL** - just like the bowling alley!
- ▶ Let the admin staff know that a car seat needs to be washed
- ▶ The staff will dismantle, disinfect, and wash for reuse.
- ▶ If reception is unattended, leave the car seat behind the front desk with a note.



ADDITIONS TO JHV LIBRARIES

More Options For Children Ages 7 & Up

► BOOKS

- Chronicles of Narnia
- Hard Cover Books for Toddlers

► GAMES

- Dora the Explorer MEMORY GAME
- Nintendo & SONY Playstation Consoles
- Fisher-Price Rocktopus
- Educational Flashcards: Math, Reading, Social Sciences

► MOVIES

- Bill & Ted's Excellent Adventure
- Never-ending Story, The Princess Bride

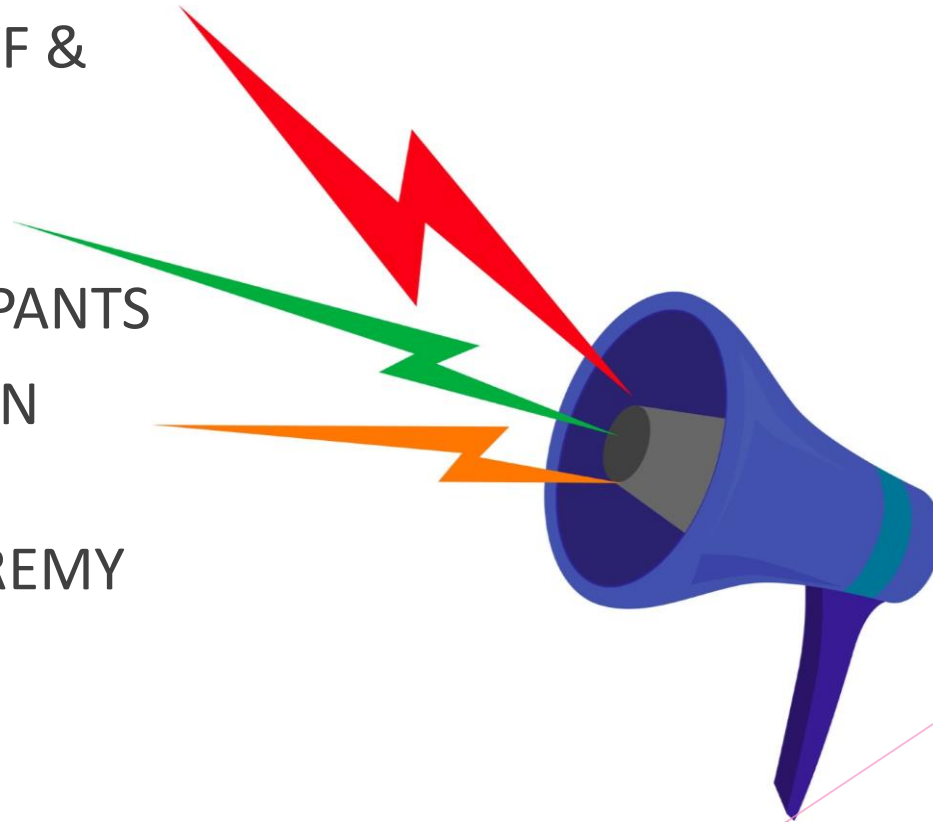
- Review the updated book, movie, and game libraries at reception.



RECOGNITION & ACKNOWLEDGEMENTS

*A Few Shout Outs For The Great Work
That You Have Done!*

- ▶ CANCELING/CONFIRMING DCYF & LIBRARY RESERVATIONS
- ▶ CANCELLATION REPORTS
- ▶ UNAUTHORIZED VISIT PARTICIPANTS
- ▶ MEAL & VISITATION SUPPLIES IN THE OFFICE
- ▶ CONTINUING EDUCATION - JEREMY & BENJAMIN



POP QUIZ



HUMAN RESOURCES



TIME OFF REQUESTS

Policy & Procedures

- ▶ Do **NOT** turn in a form **WITHOUT** a completed makeup or coverage plan
- ▶ To receive approval, you must do the following first:
 - Send out an **EMAIL** or a **TEXT** to the team asking for shift coverage
 - Schedule makeup visits or extended hours
- ▶ Email these changes to hr@joininghandsvisitation.org
- ▶ Turn in the complete form to the designated mailbox
- ▶ Be sure to notify your clients and the foster parents that their visit will be covered by another visit supervisor.



TRANSPORTING CLIENTS

Personal Vehicle Use Policy

- ▶ All staff driving a personal vehicle for any JHV related business shall maintain a valid driver's license, insurance, and must operate the vehicle in a safe manner at all times.
- ▶ Only authorized employees may transport clients in their personal vehicles.
- ▶ All employees driving on JHV business must maintain a valid driver's license and insurance on all vehicles they drive.
- ▶ Employee insurance serves as primary coverage with JHV insurance being secondary.
- ▶ Employees transporting clients in personal vehicles will have their driving records checked on a randomly basis.



TRANSPORTING CLIENTS

Drivers Of Agency Owned Vehicles

► In the past three (3) years, drivers should have no more than:

➤ Two (2) At-Fault Accidents

- (Proof of not-at-fault status for collisions must be received to rescind this. Your personal auto insurer or DMV can assist with this information.)

➤ Three (3) Minor Moving Violations (personal and/or business)

➤ Four (4) Non-Moving Violations, such as:

- Failure to Appear (FTA),
- License not in possession, or
- No Proof of Insurance/Registration
- Four (4) or more in combination of the above a, b and c.



TRANSPORTING CLIENTS

Drivers Of Agency Owned Vehicles

- ▶ In the past four (4) years, drivers should have zero (0) Major Moving Violations such as:
 - Driving while Suspended/Revoked and/or Invalid License
 - Exhibition of Speed – Speed Contest
 - Reckless Driving
 - Driving Under the Influence (DUI)
 - Vehicular Manslaughter
 - Leaving the Scene of an Accident (Hit and Run)
 - Speeding in excess of 100mph, etc.



DISTRACTED DRIVING

Intentional Blindness: Are You Complicit?

- ▶ All distractions endanger the driver, passengers, and others who share the road, including pedestrians, and include:
 - Using a personal electronic device
 - Eating or Drinking
 - Talking to Passengers
 - Grooming
 - Watching a video while driving
 - Adjusting vehicle controls
 - Reading, including maps and navigation systems
- ▶ The minimum fine is \$124 and can be more if you cause a crash. 2nd and subsequent violations are subject to doubled fines.



PERSONAL ELECTRONIC DEVICES

Washington State Law Restricts Usage

- ▶ Using a personal electronic device in your hand, both hands, or held to your ear to compose, send, read, view, access, browse, transmit, save, or retrieve email, text messages, instant messages, photographs, or other electronic data while operating a motor vehicle is against the law.
- ▶ EXCEPTIONS
 - Reporting Illegal Activity
 - Summoning medical or other emergency help.
 - Preventing Injury to a person or property.
 - Operating an authorized emergency vehicle.
- ▶ The minimal use of a finger to activate, deactivate, or initiate function of the device is permissible. A “Hands-free” device can also be an acceptable alternative.



REST BREAKS - 10 MIN

L&I Rules & Regulations

- ▶ Workers must be allowed a paid rest break of at least 10 min for each 4 hours worked.

- ▶ Must be allowed no later than the 3rd hour of the shift
- ▶ Workers may take several mini-breaks that total 10 min

- ▶ **JHV Policy:**

- ▶ for visits longer than 5 hours (including travel time)
- ▶ Includes: personal phone calls, getting a snack or beverage, personal conversations, smoke breaks, using the restroom, stretching your legs, and whenever there is no work to do for a few minutes during a work shift.



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MEAL PERIODS - 30 MIN

L&I Rules & Regulations

- ▶ If more than 5 hours are worked in a shift:
 - Workers must be allowed at least a 30-minute meal period
 - Workers must be at least 2 hours into the shift before the meal period can start.
 - The meal period cannot start more than 5 hours after the beginning of the shift.
- ▶ A business is not required to pay for meal periods if workers are free from any duties for their entire meal period.
 - Workers must be paid during their meal period when they are required or allowed to remain on duty.
- ▶ **JHV Policy:** unpaid unless the Visit Supervisor eats when with their clients.



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WARNING SIGNS OF FATIGUE

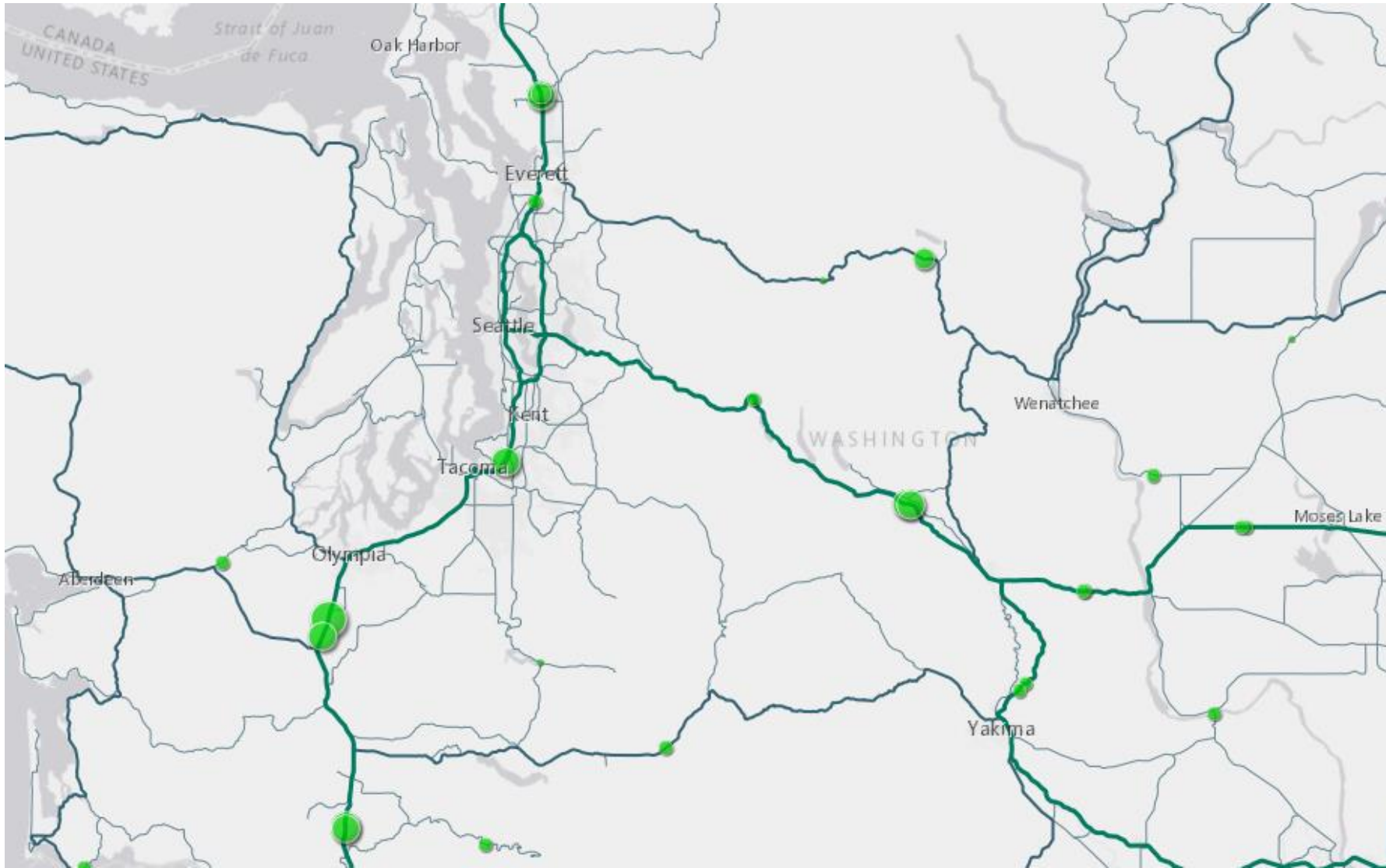
Stop Driving If You Exhibit The Following

▶ Warning Signs May Include:

- Sore or heavy eyes
- Day dreaming
- Continual yawning
- Feeling still or cramped
- Slower reaction to traffic
- Varied speed for no apparent reason
- Poor gear changes
- Rash decisions due to impatience
- Wandering over the centerline or onto the road edge



WSDOT Safety Areas & Rest Locations



PAID SICK LEAVE

L&I Rules & Regulations For Accrual

- ▶ Employees accrue one hour of paid sick leave for every 40 hours worked.
- ▶ Paid sick leave must be paid to employees at their normal hourly compensation.
- ▶ Employees are entitled to use accrued paid sick leave beginning on the 90th calendar day after the start of their employment.
- ▶ Unused paid sick leave of 40 hours or less will be carried over to the following year.
- ▶ **JHV Policy:**
 - We pay for visit hours missed not travel time.
 - Employees are not entitled to accrue paid sick leave for hours paid while not working.
 - We do not cash out sick leave accruals.
 - We require verification for absences exceeding more than 1 day – i.e. doctor's note, treatment release statement.



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PAID SICK LEAVE

Authorized Uses Of Paid Sick Leave

- ▶ Employees may use their accrued, unused paid sick leave hours to care for themselves or a family member for:
 - Mental or physical illnesses, injuries, or health conditions;
 - The need for medical diagnosis, care, or treatment of mental or physical illnesses, injuries, or health conditions;
 - The need for preventive medical care.
- ▶ Closure of the JHV or the employee's child's school or place of care.
 - When JHV has been closed by order of a public official for any health-related reason.
 - When an employee's child's school or place of care has been closed by order of a public official for any health-related reason.
- ▶ To address issues related to domestic violence, sexual assault, or stalking



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PAID FAMILY & MEDICAL LEAVE

More Worker Rights Coming In 2019-20

- ▶ Starting in 2020, Washington will be the fifth state in the nation to offer paid family and medical leave benefits to workers.
- ▶ The program will be funded by premiums paid by both employees and many employers and will be administered by the Employment Security Department (ESD).
- ▶ These benefits will generally allow up to 12 weeks of paid leave to care for yourself or your family per year.
- ▶ This insurance program will allow workers to take necessary time off when they welcome a new child into their family, are struck by a serious illness or injury, or need to take care of an ill or ailing relative.
- ▶ As directed by the Legislature, premium payments begin on Jan. 1, 2019 and benefits can be taken starting Jan. 1, 2020.
- ▶ For more information, see Paid Family and Medical Leave (PFML) (www.esd.wa.gov).



QuickBooks Workforce

Accessing Your Pay Stubs & W-2's Online

► Here's the sign-up process:

- Select the link in the notification email from your employer:
<https://paychecks.intuit.com/?source=qbw2email>
- Select Sign Up. When prompted, answer the security questions.
- Follow the onscreen instructions to create an Intuit account. Then sign in.
(Note: If you already have an Intuit account, use that one to sign in.)
- You'll need to enter your SS number and the net paycheck amount of your most recent paycheck to sign up for QuickBooks Workforce.
- View and, if you'd like, print your W-2.
- Already registered? Use the following link:
<https://workforce.intuit.com/app/payroll-employee-portal-ui/ius/sign-in>



UPCOMING ALLIANCE TRAININGS

Classes To Watch Out For

GUIDELINES FOR DIFFICULT CONVERSATIONS

- Shelton, 10/28, 1:00 pm - 4:00 pm

CARING FOR CHILDREN WITH PHYSICALLY AGGRESSIVE BEHAVIORS & CONCERNS

- Auburn, 8/31, Saturday, 12:30 pm - 6:30 pm
- Tacoma, 9/8, Sunday, 9:00 am - 4:00 pm

INFANT SAFETY

- Tacoma, 8/16, Friday, 9:00 am - 1:00 pm

Acknowledgements & Announcements

Recognition & Birthdays

HAPPY BIRTHDAY:

- ▶ Tara Bethea – June 9th
- ▶ Ophelia Nowells – June 11th
- ▶ Lois Parks – June 23rd
- ▶ Jessica Mills – July 3rd
- ▶ Kimberly Nowells – July 29th

