



September Staff Meeting

Joining Hands Visitation

2018

JHV Portal

► www.JoiningHandsVisitation.org



JHV Items Inventory

Car Seats, Baby Harness, & Mats

- ▶ Car Seats
 - ❑ Booster seat
 - ❑ High back booster seat
 - ❑ Reversible
 - ❑ Infant carrier
- ▶ Baby Harness
- ▶ Sleeping Mat



- ▶ Service Delivery Record
- ▶ Transport Request & Mileage Log
- ▶ Visit Schedule Calendar
- ▶ Calendar Receipt Form
- ▶ Updated Calendar Receipt Form
- ▶ After School Pick-up Sheet
- ▶ Summer Pick-up Sheet
- ▶ Time Off Request Form

- These forms are to be turned into the office, black & white copies may be made upon request.

Visitation Reports

Documenting properly

- ▶ Record the time birth parents arrive in your report, **NOT** just on the mileage log
 - ❑ If the parents are already there waiting upon your arrival
 - ❑ If you arrive early and so do the parents
 - ❑ If the parents arrive late, how late?
 - ❑ If you arrive late and why
- ▶ If parents mention why they are early or late and it is of relevance, notate it in your report. Same goes for CANCELLATION reports.
- ▶ Did the parent provided Activities? Meal? Child care items?
 - ❑ Be **SPECIFIC** what was provided
- ▶ Full sentences, past tense, and referring to yourself in third person
 - ❑ Pay attention to case name & ID, dates & times, visit location, referring office, and social worker
 - ❑ Specify child when there are multiple children present at the visit
 - ❖ Name starts with the same letter, add the next letter
 - ❑ If multiple children and one or more is absent from the visit, notate it and why in the additional comments, if known.

Mileage Reminder

Or is it just drive time

When CAN I charge for and when can I NOT

- ▶ Are you traveling to pick up a child?
 - ❑ Are you transporting the child to a visit?
 - ❑ Are you transporting the child back from a visit?
 - ❑ Is someone else transporting the child to and/or back from the visit?
- ▶ Was the visit canceled?
- ▶ How does this apply to off site training?
- ▶ Driving your own vehicle
 - ❑ Or driving the Company Van
- ▶ In order to be reimbursed
 - ❑ Record your odometer reading
 - ❑ Record the miles per trip and calculate the cumulative miles
 - ❑ Record your start and end time

Mileage Reminder Continued

How do I record it

- ▶ Mileage starts the moment you are enroute to pick up a child
 - ❑ Ends when you drop off the child.
- ▶ Full round trip only if you go home between visits
 - ❑ If you are remaining in the area for another visit, start your odometer reading at the time you leave to pick up the child for the next visit.
- ▶ Drive time begins when you depart for a visit
 - ❑ Ends when you have a break between visits
 - ❑ Ends when you arrive at home
- ▶ Follow the Google Map directions
 - ❑ No detours unless road ways are blocked or routes changed
 - ❖ i.e. construction, change in pick-up, drop-off, or visit location
 - ❑ Racking up mileage is **NOT** allowed

Representation of the Agency

Out in the Community

- ▶ Dress appropriately
 - ❑ Wear name badge
- ▶ Respect the visit space being provided
- ▶ Be professional
 - ❑ Be observant
 - ❑ Be prepared
 - ❑ Follow the rules

Job Shadow

What's expected of you

Assigned Visit Supervisor

- ▶ Monitor/Supervise visit as usual
- ▶ Answer questions
- ▶ Demonstrate policy & procedure
- ▶ Capturing signatures, filling out forms, & distributing documents
 - ❑ Allow the New Hire to observe and explain what and why
- ▶ Write up a visit report
 - ❑ Identify New Hire as Job Shadow to client

New Hire

- ▶ Observe & ask questions
- ▶ Take notes & practice
- ▶ Write up a visit report
 - ❑ Identify the Visit Supervisor
 - ❑ Identify yourself as Job Shadow
- ▶ Ride-Along ONLY with:
 - ❑ PCV Team Leads
 - ❑ PCV Lead Coordinator
 - ❑ Executive Director

Continuous Education

15 hours annually

- ▶ Is there a fee for these classes? Does the agency pay it if there is?
 - ❑ These classes should all be **FREE**. If there is a fee related to any classes you wish to take, please, speak with Ophelia first about reimbursement **PRIOR** to taking the class.
- ▶ Does JHV pay minimum wage for these classes? If so, do we complete a different time sheet?
 - ❑ JHV will pay at your **current hourly rate**. Where it asks for case name on your time sheet type in Training and the credited hours for the course. Certificates must be turned in as proof of training.
- ▶ Do we need to renew our First Aid/CPR and Blood Borne Pathogens training annually as well? If so, does that count as part of the 15 hours?
 - ❑ **YES**, you need to renew First Aid/CPR annually. Although, BBP only needs to be done the one time. Expiration dates will vary for everyone depending on when one took the class initially.
 - ❑ Renewal of certification does **NOT** count towards your 15 hours. Although, this is a repeat course, it is a requirement of continued employment with the Agency, and will be one of the only repeat you will be compensated for.

Supervised vs. Monitored Visits

Different Levels of Supervision

Supervised

- ▶ Remain on site
 - ❑ Inside visitation room: visit participants must be within sight, hearing, and touching distance in order to intervene
 - ❖ Inside observation room: visit participants must not be obstructed from viewing or hearing, and room easily accessible in order to intervene
- ❑ Safety or Liability Concerns
 - ❖ Position yourself near the doorway to observe
 - ❖ Leave door open when possible

Monitored

- ▶ Remain on site
 - ❑ You must be within reasonable distance to do your check-ins
 - ❑ Sometimes within sight and hearing distance
- ▶ Checking in every 10 minutes
 - ❑ As visits progress and continue to go well, time between check-ins may increase by 5 minute increments
 - ❑ Time between check-ins should **NOT** exceed 30 minutes
- ▶ If any issues or concerns level of supervision **CAN** increase.

Goodbye Routine

Wrapping up a Visit

JHV Visit Room & 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
- ▶ Circumvent noncompliance by physically handing them cleaning supplies
 - ❑ Retrieve items after use and return them to their designated areas
 - ❑ Sweep, vacuum, mop, and wipe down counter top/tables
- ▶ Abide by posted **SIGNS!**

Community Location

- ▶ 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!**
 - ❑ Noncompliance can lead to the Agency being banned

Parent No Shows

Convert to a Sibling Visit or Take Home?

Sibling Visit

- ▶ Children have different placements
 - ❑ Be prepared to orchestrate activities
- ▶ Change visit location if visits are out in the community
 - ❑ Avoid having Parents arriving late and attempting to participate

Take Home

- ▶ There is only one child
- ▶ Children live in the same home
- ▶ Contact Foster Parents before returning children home
 - ❑ Verify whether Child goes back to Daycare, the Home, or alternate location

Reception Desk

Phone, Books, Movies, & Games

- ▶ Employees **ONLY** are allowed behind the reception desk
- ▶ Visitor Sign-in Log for outside professionals
 - ❑ Take a copy of photo ID, date, and label with case name
- ▶ Answer the phone if Office Staff is busy
 - ❑ “Hello, thank you for calling Joining Hands Visitation. This is [NAME], how may I help you?”
 - ❖ Offer to take a message if necessary - write it **NEATLY**
 - Ask who, what, & why
 - ❖ Place call on hold, if person is willing to wait for the needed staff person
 - ❑ Caller ID states BANK OF AMERICA is someone calling from the front door asking to be buzzed in
 - ❖ Verify who you are letting in and there reason for being there
 - ❖ Press 9 and wait for the buzzing sound before hanging up



Reception Desk

Continued...

- ▶ **ONLY** Employees can retrieve items behind the reception desk
- ▶ Use the catalogs to check out books, movies, & games
 - ❑ For items located behind the desk fill out the **CHECK-OUT/CHECK-IN** sheet
 - ❑ If items are being removed from the office for a visit at another location, the **CHECK-OUT** sheet **MUST** be filled out
 - ❑ **ONLY** Staff may take items out of the office

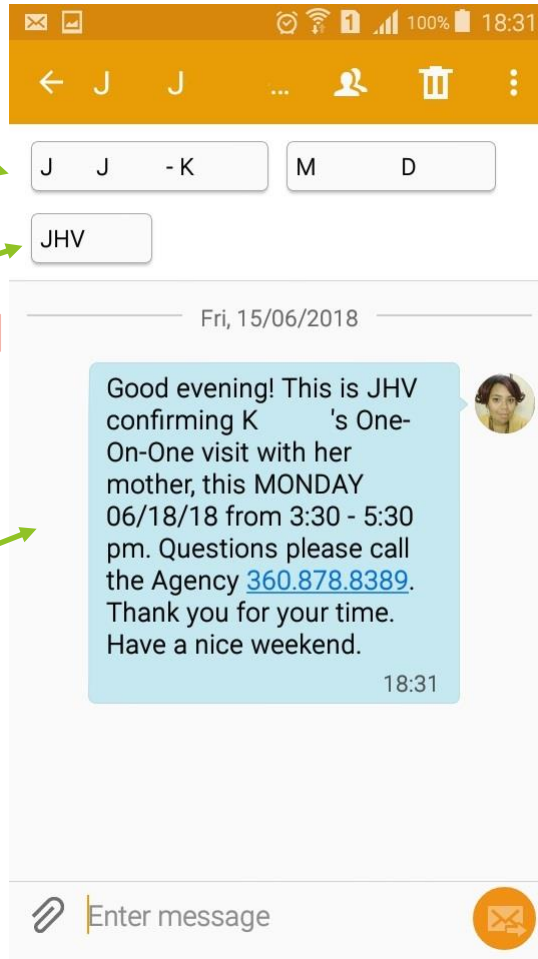
JHV Library Catalog **CHECK-OUT / CHECK-IN**

Book Title	ID or Deposit	Check-Out Date	Case Name/Employee	Check-In Date

Communication

Follow up with a text message

Foster Parents
Birth Parent



PCV Team Lead

Restate what was
verbally discussed
over the phone or
in person.

- ▶ Add the appropriate people to the conversation
 - ❑ Executive Director, PCV Lead Coordinator, and/or Team Lead
 - ❑ Foster Parent and Birth Parent are **NOT** to be apart of the same conversation
- ▶ Include key information to indicated what was agreed upon and between whom
- ▶ Take screenshots and submit with reports as documented proof when necessary
- ▶ Be professional and polite

Communication

Forwarding Contact & Information

Foster / Birth Parent

- ▶ No longer on the case, direct them to contact the assigned Visit Supervisor
 - ❑ Ask permission of associate before providing VS cell number
 - ❑ Screenshot information and send to the designated VS
 - ❖ Verify information has been received

Social Worker

- ▶ Direct Social Worker to contact Executive Director
 - ❑ **NEVER** agree to do any visits without first verifying a referral has been received at the office
 - ❑ Forward or CC all electronic communications to Executive Director

Attendance

Be on time

- ▶ Adjust departure time accordingly & notify the needed change to office staff
 - ❑ If you're arriving **MORE** than 20 minutes early to visit location, depart **LATER** than designated
 - ❖ Exceptions would be picking up from school, traffic during travel time
 - ❑ Arriving a few minutes late consistently, leave 15 minutes early
 - ❑ Not enough travel time, pick-up earlier **IF ALLOWED** or push visit time back
 - ❖ Speak with Foster Parent and Birth Parent explaining why **BEFORE** doing so
- ▶ Tardiness will **NOT** be tolerated
 - ❑ First serious infraction will lead to write-up
 - ❑ 2nd infraction will lead to probation
 - ❑ Continuous infractions can and will lead to termination of employment

Sick Leave Reminder

How does Sick Pay work and when CAN I use it

- ▶ Taking care of sick family member in the home for an extended period of time
- ▶ Physically unable to attend your assigned visit
 - ❑ You are not required to use sick pay
 - ❑ Does **NOT** include being unable to attend due to but not limited to the following:
 - ❖ Regular and/or routine health checks for yourself and/or family member
 - ❖ Doctor's appointment for yourself and/or family member
- ▶ Become ill while at your assigned visit
 - ❑ Compensated for remainder of visit time and your travel time home
 - ❑ Does **NOT** include child transport time or remaining mileage
 - ❖ Reasons why: Someone else is putting the miles and time in
Someone else receives compensation for it
Company is only compensated once by the state
- ▶ If it is determined that there is founded abuse of the sick leave policy, it is grounds for immediate **TERMINATION**.
- ▶ The above information is in effect as of July 15th.

Office Closures

Policy & Procedure

- ▶ Attached to appointments on Network Solutions Calendar
- ▶ Fill in the requested information in the [abcxyz]
- ▶ Print and Sign above your name
- ▶ Make a copy to give to the specified party
- ▶ Turn in the ORIGINAL to the office; place in Nikita's mailbox
 - ❑ Schedule make up visits OR
 - ❑ Schedule Extensions



Joining Hands Visitation

4317 6th Ave SE Suite #204,
Lacey, WA 98503
360-878-8389

October 24, 2018

Dear [PARENT'S NAME]:

Joining Hands Visitation Offices will be closed in observance of Veteran's Day. This closure is Monday, 11/12/2018. I will be participating in this time off, therefore, I will be unable to supervise your visit with [CHILDREN'S NAME] during this time.

It is very important to Joining Hands Visitation (JHV) that you are given every opportunity to spend time with your child(ren). It is JHV's policy to make up for time missed that is caused by the Office closure.

Your time will be adjusted to reflect this policy and you will be given an extra [TIME ADDED] to your visits until your time has been corrected. Your temporary schedule will be as follows:

Make Up Dates	Regular Visit Time	Make-Up Visit Time
Weekday, ??/??/????	00:00-00:00 AM/PM	00:00-00:00 AM/PM

The above schedule does not reflect time being made up for previous office closure but is in addition to time being made up if not already completed.

Please make plans to attend the above visits times. If you are unable to attend these times, inform me as soon as possible or contact the Agency Director, Ophelia Nowells: 360-328-1403.

Your visiting schedule will return to the original times of [NORMAL SCHEDULE] on [DATE]. Thank you for your patience and cooperation.

[VISIT SUPERVISOR NAME]

JHV Visitation Supervisor

Time Off Request

Policy & Procedure

- ▶ Turn in to the office; place hardcopy in Ophelia's mailbox
 - ❑ Find a Substitute OR
 - ❑ Schedule make up visits OR
 - ❑ Schedule Extensions
 - ❖ Email these changes to PCVLead@JoiningHandsVisitation.org



Joining Hands Visitation

TIME OFF REQUEST

Employee Name: _____ Director: Ophelia Nowells

Position Title: _____ Supervisor: _____

TIME OFF INFORMATION

TYPE OF ABSENCE:

☐ Sick ☐ Bereavement ☐ Jury Duty ☐ Other:
☐ Maternity/Paternity ☐ Military ☐ Time Off Without Pay

DATE OF ABSENCE:

Start Date: _____ End Date: _____

Time: (AM / PM) _____ Return Date: _____

REASON FOR ABSENCE:

Click to enter text

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.

CASE NAME: _____ Date: _____ Substitute: _____

OR Rescheduled: _____ OR Extension: _____ Time: _____

CASE NAME: _____ Date: _____ Substitute: _____

OR Rescheduled: _____ OR Extension: _____ Time: _____

CASE NAME: _____ Date: _____ Substitute: _____

OR Rescheduled: _____ OR Extension: _____ Time: _____

CASE NAME: _____ Date: _____ Substitute: _____

OR Rescheduled: _____ OR Extension: _____ Time: _____

Employee Signature

Date

MANAGER APPROVAL

☐ Approved ☐ Rejected

Comments:

Executive Director / Supervisor Signature

Date

Calendar Appointment

New Cases, Temporary Changes, & Updates

Network Solutions Webmail

Signed in as: hr@joininghandsvisitation.org

Portal Mail 19 Address Book Calendar Tasks Drive Text Spreadsheet Presentation

Search... New Scheduling Today View

My calendars

- All my appointments
- Resources, Human

[Add new calendar](#)

[Subscribe calendar](#)

CW 35

CW 36

CW 37

CW 38

CW 39

CW 40

MANDATORY Staff Meeting JHV Of...

CASE NAME Visit: VISIT SUPERVISOR (Supervised, Monitored, Unsupervised) VISIT SUPERVISOR (Transport, Substitute)

Mon, 9/3/2018 10:00 – 11:00 AM PDT

Every Monday. The series ends on 9/2/2018.

VISIT LOCATION @ 1234 Street, City, WA, Zipcode

CASE ID#

Referring Office

Parent Name:

Mother / Father

phone number

Child(ren) Name:

Child 1 - type of car seat*

Child 2 * can be found on transport request

Child 3

Transport:

V.S. 1 - Child 1

V.S. 2 - Child 2 & 3 (Pick-up, Drop-off, Round-trip)

Foster Parent:

Name(s) | 1

Address

phone numbers

Name(s) | 2

Address

phone numbers

Pick-up Location:

Location name

Address

Name(s) | 3

Feedback

Calendar Appointment Continued...

Network Solutions Webmail Signed in as: hr@joininghandsvisitation.org

Portal Mail 19 Address Book Calendar Tasks Drive Text Spreadsheet Presentation

Search... New Scheduling Today View

My calendars

All my appointments

Resources, Human

[Add new calendar](#)

[Subscribe calendar](#)

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
CW 24		<div>CASE NAME Visit: VISIT SUPERV...</div>					
CW 25		<div>Ophelia Nowells' Birthday</div> <div>CANCELED, RESCHEDULED, NO</div>					
CW 26		<div>CASE NAME Visit: VISIT SUPERV...</div>					
CW 27		<div>CASE NAME Visit: VISIT SUPERV...</div>					
CW 28		<div>CASE NAME Visit: VISIT SUPERV...</div>					

[Edit](#) [Change status](#) [Follow-up](#) [Delete](#)

CANCELED, RESCHEDULED, NO SHOW Case Name Visit: V.S. (Sup, Mon, Unsup) V.S. (Trans, Sub)

Mon, 6/11/2018 10:00 – 11:00 AM PDT

VISIT LOCATION @ 1234 Street, City, WA, Zipcode

Updates to single appointment:
1) CANCELLATION, NO SHOW, RESCHEDULED - office closure, ill child, absent parent, respite care, etc.
*make-up to be scheduled, make-up scheduled DATE or EXTENSIONS for 0.0 hr for the next # of visits.

2) EXTENDED 0.0 hrs for _____

CASE ID#
Referring Office

Parent Name:
Mother / Father
phone number

Child(ren) Name:
Child 1 - type of car seat

Foster Parent:
Name(s)
Address
phone numbers

Social Worker:
Name
phone number - do NOT call, speak to Ophelia or your Team Lead first!

NOTES:
No contact order between parents, allergies, behavioral issues, reasons to immediately cancel the visit, and other need to know information.

Participants

Tara Bethea's Birthday

Lois Parks' Birthday

er Herschler ...

Feedback

TSheets Cellphone App

My Time Card & Schedule

My Time Card

DAY TOTAL
1h 52m 16s

START TIME
Thu, Sep 27, 2018 10:45am

CUSTOMER
Joining Hands Visitation
Administration

BILLABLE
No

SERVICE ITEM
OFFICE HOURS

NOTES

Take Break Clock Out Switch

Overview My Time Card Timesheets **Schedule** More

Schedule

MY SCHEDULE FULL SCHEDULE

MARTINEZ-MEJIA VISIT: MONITORED
11:35AM-7:25PM (7h 50m)

REFERRED BACK/MOM IN JAIL BOWERS/...
12:00PM-8:30PM (8h 30m)

GLASGOW VISIT: UNSUPERVISED
1:00PM-7:30PM (6h 30m)

PACAS VISIT: MONITORED
1:00PM-9:00PM (8h)

RUTLEDGE/DAVIS SUPERVISED VISIT
1:00PM-9:00PM (8h)

BROOKS VISIT: SUPERVISED
1:30PM-6:30PM (5h)

RUTLEDGE/DAVIS TRANSPORT PICKUP
2:00PM-4:00PM (2h)

RUTLEDGE DROP OFF TRANSPORT
6:00PM-9:00PM (3h)

Overview My Time Card Timesheets **Schedule** More

APPOINTMENT TIME: 1:00 - 5:00 PM

CASE ID# 571951
Aberdeen Office

Alternate Visit Location:

Lakewood Pierce County Library
[6300 Wildaire Rd SW](#)
[Lakewood, WA 98499](#)
[\(253\) 548-3303](#)
(inclement weather)

University Place Pierce County Library
3609 Market Pl W, University Place, WA 98466
(inclement weather)

Parent:
Shirley Howard
(c) [360.810.8446](#)

Child Name:

Clock In

Overview My Time Card Timesheets **Schedule** More