



## JUDICIAL COUNCIL OF CALIFORNIA

OPERATIONS AND PROGRAMS DIVISION  
CENTER FOR FAMILIES, CHILDREN & THE COURTS

### ACCESS TO VISITATION GRANT PROGRAM

**DISCLAIMER:** The information shared in this memorandum is not legal advice. Decisions on how and if to provide supervised visitation and exchange services needs to be made by each individual and agency pursuant to local city, county, state, and the Center for Disease Control (CDC) guidelines on COVID-19. Information about the evolving health situation is available at the CDC website, click [here](#) and the California Department of Public Health website, click [here](#). Providers are strongly encouraged to consult an attorney regarding legal questions including the responsibilities and duties of the professional provider of supervised visitation pursuant to Family Code section 3200.5 and Standard 5.20 of the California Standards of Judicial Administration (Uniform Standards of Practice for Providers of Supervised Visitation).

#### CONSIDERATIONS FOR CONTINUING AND REOPENING PROGRAMS DURING COVID-19

##### Qualifications for Professional Providers

- Completed existing and new training requirements under Family Code section 3200.5, effective January 1, 2020.
- Meet qualifications pursuant to Family Code section 3200.5 requirements.
- Signed the FL-324 declaration form, prior to the visit.
- Completed individual Live Scan for criminal background check and clearance, prior to the visit.
- Staff trained on new program health and safety protocols and guidelines.
- Informed parents and others about new practices and procedures to continue or reopen services consistent with applicable state and local health directives.

##### Considerations for Continuing or Reopening Programs

- Maintain health and safety as key importance.
- Understand symptoms? Watch for [symptoms](#).
- Connect parents to the Statewide COVID-19 [Hotline](#).
- Inform parents about available [resources](#) (e.g., the local 211 is available 24 hours a day).
- Consider a time-phased approach in order to prepare for program operation changes and reopening (e.g., staggered shifts, additional facility maintenance tasks, etc.).
- Follow CDC [guidelines](#) and the California Department of Public [Health](#) guidelines.
- Implement safety and security [measures](#) prior to reopening.
- Develop and implement procedures for ongoing monitoring of [symptoms](#) during COVID-19.
- Communicate and stay updated. This includes on developments relative to the families regarding [cases](#), [exposures](#), and program policy and procedures updates. Communications

should made in advance regarding what the service provider is doing to protect families and [mitigation](#) the spread of COVID-19.

- Ask families if they have any special request or concerns about the upcoming site visitation.
- Complete a new signed program service agreement regarding changes to service delivery.
- Conduct a reorientation session with both parents and the child, prior to the visit.
- Develop safety and security policies for onsite services and the plan for [ongoing monitoring](#) of safety-related issues.

**Institute safety protocols and practices consistent with public health directives, such as:**

- Follow CDC [guidelines](#).
- Know how the virus [spreads](#).
- Distribution and use personal protective equipment ([PPE](#)) and/or other precautionary measures that ensure staff and client safety.
- Create new screening process, such as, but not limited to the below:
  - Address facility entrance and exits, use of common areas, etc.
  - Maintain a set of pre-screening questions.
  - Maintain screening process for parent-children [symptoms](#) and any history of [exposure](#).
  - Determine whether use of temperature checks and/or ask other risk-based questions upon arrival for visitation and prior to reopening.
  - Modified check-in with protective screening.
  - Restrict face-to-face interactions; avoid or minimize [close contact](#).
  - Reconfigure waiting areas, parking lot, pick-up and drop-off processes, restrooms; use of office supplies, tables, floors, doorknobs, light switches, and other touch [surfaces](#).
- Implement [infection control](#) measure (e.g., sanitation, cleaning, and disinfection [procedures](#) (e.g., doors, elevators, visitation room, toys, kitchen, etc.)).
- Review ventilation system, if applicable.
- Maintain physical [distancing](#) (e.g., use markings, [signage](#), [posters](#), modify scheduling for visits, waiting areas, etc.).
- Consider more one-way flow through routes in buildings.
- Practice guidance on [face coverings](#) (e.g., mandatory or voluntary, or both and under what conditions, etc.).
- Understand how to protect [oneself](#).
- Know what happens if someone is [sick](#) and what will you do if a person is sick?
- Know protections to prevent getting [sick](#) and how everyone will be [protected](#)?
- Know how to [protect yourself](#) and [others](#).
- Use healthy [sanitization practices](#) (e.g., washing hands, [face coverings](#), [cleaning](#) and disinfection [controls](#)). Implement a disinfection routine.
- Determine and/or seek emergency [medical attention](#) and/or [medical care](#) immediately.
- Suspend and/or terminate services pursuant to Standard 5.20 requirements.
- Ensure policy is clear that person is to stay home if they are [sick](#) and suspend services— need to determine next steps (i.e., for the parent, child, and agency/provider).
- Know when to seek medication [attention](#) for staff and/or families served.