

# Ground Rules for ZOOM – Virtual Visits

1. **Be on time.** We promise to start and end the visits according to the times scheduled. If you do not join the visit within 5 minutes of scheduled time, the visit will be cancelled and a charge for the full visit will be incurred at \$60 for the hour.
2. **Be considerate.** Be considerate of the other parent's privacy of their home. Parent with child will have the child/children in a room with no distractions.
3. **Earbuds.** Child/children will wear earbuds or headphones during visit. (we are asking for donations from the community for parents who do not have them.)
4. **Be prepared.** Be prepared to interact with your child. Have multiple activities to do together virtually. Please have these activities already planned **before** the visit.  
\_\_\_\_\_ has a list of suggestions and more can be found online. (See attachments)
5. **Do not multi-task.** Stay mentally and physically present. It is easy to get distracted on a virtual visit, but our objective is important and we need your full attention in order for you to remain child focused and to meet the goals of the visit. Eating is also a distraction, so please eat before or after the visit. Remember, you are in this visit per court order.
6. **Parents responsibility to keep visit going.** Although the Supervision Specialist can assist the parent, it is not the responsibility of the Supervision Specialist to interact with the child and keep the child's attention.
7. **Choose a quiet location:** Background noise disrupts the visit and might prevent us from hearing the information that we need. Choose a quiet location – away from pets, other people or any distractions etc. Turn off the TV and any music.
8. **Nobody else in visit.** Please remember that no one else can be present while you are participating in the court ordered virtual visit. The same rule is listed in the contract. No one else may be in the visit unless on court order or **PRE APPROVED** by the admin office.
9. **No driving or walking around or laying down.** Your safety is important to us. You cannot be distracted while in the visit. This includes laying down in bed or on a couch.
10. **No Call Waiting.** If using your cellphone, please disable your "Call Waiting" feature. The clicking noise you hear on your phone when another call comes in can also be heard by the Supervision Specialist and will be distracting.
11. **Do not put this visit call on "Hold".** If your hold feature plays background music [and many do] and you leave the conference to answer another line or talk to someone else, the hold music will play and will disrupt the visit. Please do not take another call or we will have to end the visit.
12. **All visits will be recorded by program.:** The Supervision Specialist will document as usual, providing an objective "picture" of what happens in the visit as well as record audio for our files. Neither parent may record audio or video, or take screen shots during these virtual visits.
13. **Supervision Specialist may terminate visits at any time**

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