



# Remote Supervised Visitation: Putting the Pieces Together

April 22, 2020

This project was supported by Grant No. 2017-TA-AX-K028 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program are those of the authors and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.



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# Inspire Action for Social Change Team

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# A Moment of Reflection

What is something that has surprised you about yourself during these changing times?

SURPRISE  
YOURSELF



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## Surprise





# Foundational Elements We have Covered Thus Far

- Remote supervised visitation services will not be safe or appropriate for all families.
- Some families need an intensive and heightened level of service that cannot be assured when providing modified services.



# Foundational Elements We have Covered Thus Far (Cont'd)


- Be Survivor-led
- Make time to regularly connect to every parent & child
- Explore safety options with the parent needing protection
- Create a support plan
  - Before each visit
  - During each visit
  - After each visit



# Foundational Elements We have Covered Thus Far (Cont'd)

## Continuum of Modified Supervised Visitation Service Options

- Ongoing check-ins with each member of the family.
- Center-facilitated and screened exchange of letters, notes, or drawings between a visiting parent and their children.
- Center-facilitated and screened video or audio recordings between a visiting parent and their children.
- Remote supervised visitation time.



# Foundational Elements We have Covered Thus Far

## (Cont'd)

- Program staff should use a virtual platform to conduct all remote visitation sessions.
- Staff should conduct a technology assessment before setting up remote visitation services.
- The length of remote services should be considered carefully.



# Foundational Elements We have Covered Thus Far (Cont'd)

An overview and details of each of these foundational elements can be found in the document “Considerations for Conducting Remote Supervised Visitation for Families Experiencing Domestic Violence in a Time of a National Health Crisis - Part 2”

Which can be found on the COVID-19 SV Support page of our website  
<http://www.inspireactionforsocialchange.org>

[Link Here](#)

# Creating Supplemental Participant Guidelines for Remote SV



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- Ensure your supplemental guidelines are grounded in your program's mission and vision and the OVW SV&SE Guiding Principles.
- Many of the participant guidelines you have in place when you conduct on-site supervised visitation services should remain in place for remote services.



## **Guiding Principles**

**Safe Havens:  
Supervised Visitation  
and Safe Exchange  
Grant Program**



United States Department of Justice  
Office on Violence Against Women  
"Working Together to End Violence"



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# Unique Factors that Creates Added Risk While Conducting Remote SV



- More challenging to read body language or notice a subtle change in behavior.
- More limited intervention options and may be more difficult to intervene as quickly as in-person visits.
- More difficult to manage and control for unexpected guests.
- Higher potential of unintended disclosure of personally-identifying information.
- Difficult to ensure the physical location of the person who has caused harm.

# Possible Supplemental Participant Guidelines



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If there is harm that may be caused by specific behavior, outline an agreement and an understanding to address:

- Recording any portion of a visit.
- Photos or screenshots without prior agreement from staff.
- How needed interventions would be handled (how you will intervene, pause, or stop a visit if there is an issue).
- Changing the virtual background of anyone during a remote visit.
- Staff may mute any audio during a remote visit.
- Prior approval from staff to have others join a remote visit (which would include just being in visual view or auditory distance during a visit).
- With the person who has caused harm, determine, in advance, their location during a remote visitation and include an agreement they would remain in this location for the duration of the visit.



# Supplemental Participant Guideline Tips



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1. Ensure parents have clarity about **your role in remote visits** and why you have put each guideline in place for their family.
2. Discuss with staff how to reinforce each guideline and respond to the unique circumstance that may require **adaptability & flexibility** when situations are not black and white.
3. Remember family circumstances are **unique** and will require varied & tailored responses.



## Tips (con't)

4. Program guidelines should be as **transparent** as possible.
5. Remember when limiting, managing, or mitigating safety risks - what you put in place for one family may not be needed or safe for another family.





## Resist the “Laundry List” of Remote Service Guidelines

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Present your program guidelines in a manner that conveys the level of **understanding, respect,** and **care** and **compassion** you hold for each family that utilizes your services.

# Resist the “Red Flag” Guidelines

## Such as:

- Guidelines that require participants to stay in the “here and now.”
- Guidelines that require children to filter or be censored.
- Guidelines that focus on redirecting poor parenting.
- Guidelines about how time should be spent during a visit.



# “Red Flag” Guidelines (cont’d)



- Guidelines that assume the person who uses violence is the visiting parent and doesn't account for the safety needs of survivors who use center services as the visiting parent.
- Guidelines that impose a particular cultural value, for example, developmental expectations that vary across cultures.

# Final Check: Supplemental Participant Guidelines

Anticipate & avoid unintended negative consequences. Ask the following questions:

Q: How is the guideline a reflection of your beliefs?

Q: How does the guideline support your vision/mission/philosophy?

Q: How does this guideline support the OVW SV&SE Grant Program Guiding Principles?

Q: Who is the guideline established for & who does the guideline benefit?

Q: Why is the guideline established? What is the intent of the guideline?



# Final Check: Supplemental Participant Guidelines (con't)



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Q: How does it account for the realities of all of the unique needs and cultural identities of the possible participants?

Q: How will the guideline be evaluated?

Q: Does the guideline account for the safety needs of survivors of domestic violence who are the visiting parent?

Q: Does the guideline conform to any larger organizational rules or state and federal laws or regulations?

Q: Does this guideline anticipate how a person who uses violence might circumvent the intent of this guideline or find ways to use this guideline to cause further harm?

# Final Check: Supplemental Participant Guidelines (con't)

Q: Will you ever need to make exceptions to this guideline?

Q: Does this guideline reflect an understanding that there will be varying degrees of dangerousness and safety risks for each family?

Q: Does this guideline assume the greatest potential of risk and impose that level on every family?

Q: Is there clarity around why this guideline has been established and who the guideline benefits?

Q: Is there clarity around how this guideline will be implemented?





## 5 Tips For Conducting Remote Visits

1. Stay Connected to Parents and Children
2. Slow Down and Take your Time
3. Practice, Practice, Practice
4. Let Survivors Lead
5. Tailor Approaches to Meet the Unique Needs of each family

**One size will not fit all families when conducting modified services. Each family and each family member will require different levels of support and consideration.**

**Please reach out to your OVW program specialist if you have questions regarding the temporary changes in delivering services.**



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# **SV&SE Drop-in Support Sessions**

## **Weekly Tuesday Drop-in Sessions**

April 28, & May 5, & 12, 2020

7-8 AM Hawaii / 9-10 AM Alaska / 10-11 AM Pacific / 11 AM-12 PM Mountain / 12-1 PM Central / 1-2 PM Eastern

## **Weekly Thursday Drop-in Sessions**

April 23, & 30, 2020

10-11 AM Hawaii / 12-1 PM Alaska / 1-2 PM Pacific / 2-3 PM Mountain / 3-4 PM Central / 4-5 PM Eastern

**Call-in Details are Posted on our Webpage**

<http://www.inspireactionforsocialchange.org/covid-19svsupport>



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# The Last Webinar in our April Learning Series

April 29, 2020

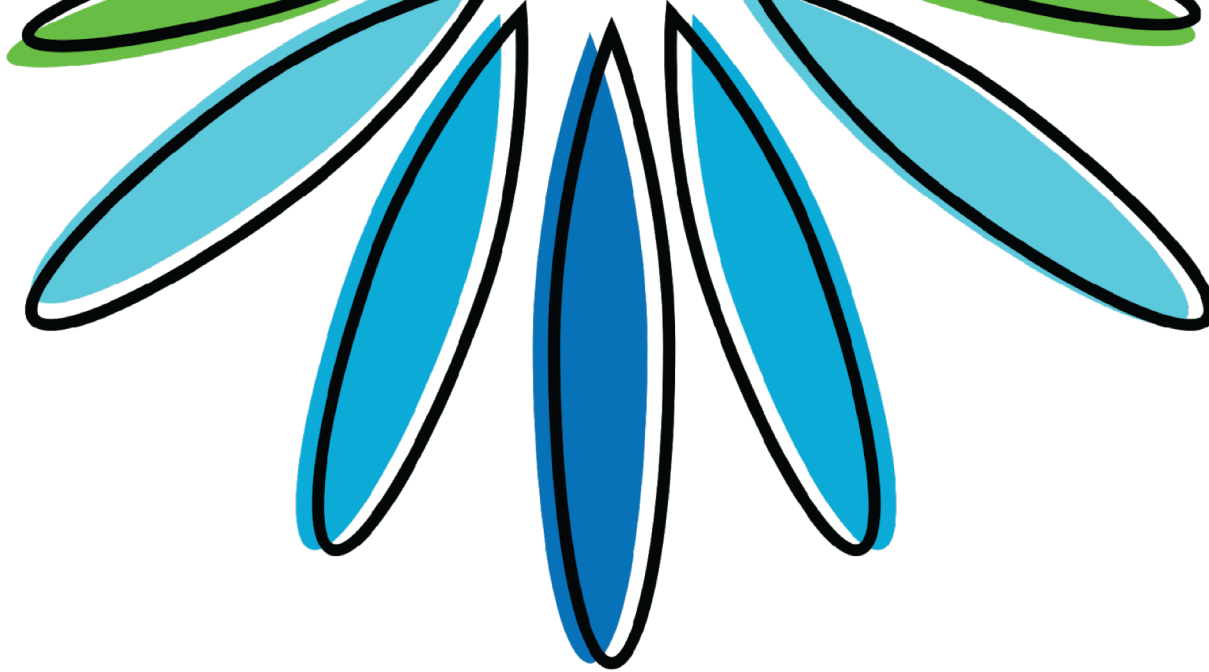
Webinar: Providing Meaningful and Effective Language  
Access During Modified SV&SE

In partnership with Casa de Esperanza/National Latin@ Network

9-10 AM Hawaii / 10-11 AM Alaska / 11-12 AM Pacific / 12-1 PM Mountain / 1-2 PM Central / 2-3 PM Eastern

**Log-in Details are Posted on Our Webpage**

<http://www.inspireactionforsocialchange.org/covid-19svsupport>



We are here to provide you support - please contact us anytime  
(Evenings and Weekends Included)

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