



Conducting Remote Supervised Visitation in Time of a National Health Crisis

April 3, 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.



Working With You To End Violence
Against Women & Children

Inspire Action for Social Change Team

Beth McNamara

Co-Founder & Co-Executive Director



Jennifer Rose

Co-Founder & Co-Executive Director



Amrita Hanjrah

Strategic Learning Manager



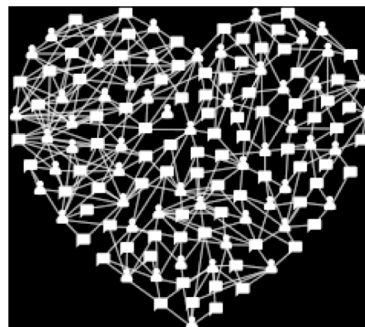


*Working With You To End Violence
Against Women & Children*



A Time of Reflection

What are the things you need right now to feel
connected to others?





*Working With You To End Violence
Against Women & Children*



Conducting Remote Supervised Visitation in Time of a National Health Crisis



Reminders

- 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.





Remote Service Delivery Should be Considered Carefully

Not Recommended If:

- The adult survivor or children indicates fear or risks associated with remote access.
- Ongoing stalking behavior.
- Continued threats of or acts of violence, intimidation, and harassment.
- Allegations or findings of child sexual abuse.



Proceed with Caution if:

- The person using violence has used the center to manipulate, undermine, or use the center as a platform for ongoing power and control tactics while using on-site SV services.
- Center staff have had difficulty redirecting behavior during on-site visits in the past.
- The center has not previously provided center-based services to a family.





*Working With You To End Violence
Against Women & Children*

Remember that Your Role and Function Hasn't Changed

- You are working to ensure the safety of adult victims and their children and safeguard against further harm.
- You are still operating under the OVW Supervised Visitation Guiding Principles.
- You are not working to ensure visits happen, but rather if visits happen, they happen safely.



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"



Possible Remote SV Service Configurations

- Program staff is present with the children during remote access.
- Program staff is present with the parent who has caused harm during remote access.
- Program staff is present with the parent needing protection - regardless of their custodial status.
- Program staff, each parent, and children are all in remote locations.



*Working With You To End Violence
Against Women & Children*

The Current Shelter-in Place Mandates are Increasing Across the Country

Due to the growing public health crisis, the remainder of this webinar will focus on how to navigate remote SV when program staff, each parent, and children are all in remote locations.





*Working With You To End Violence
Against Women & Children*

Visitation Staff Connection

When program staff, each parent, and children are all in remote locations we are recommending the monitor **always** use a virtual platform connection.





*Working With You To End Violence
Against Women & Children*

Remote Supervised Visitation Connection Options

Based on Risk Factors and Safety Needs:

- Connecting via a phone connection only.
- Connecting via a virtual video connection only.
- Combination of each of these simultaneously.





Connection Options

- Each party and the visitation monitor are all connected via video and computer audio.
- The monitor and child are connected via video/audio connection and the visiting parent is connected only by phone.
- The visit monitor and visiting parent are connected by video connection and the child is connected only by phone connection.
- The child and visiting parent are only connected by phone link and the monitor remains connected directly from the platform connection.

Essential Functions of Your Virtual Platform



*Working With You To End Violence
Against Women & Children*

- Video or phone only connection options within the same call.
- Password protected meeting code or log-in to join.
- Joining controls that allow the host to join individuals to the call when ready (such as a “waiting room” or “on hold” option before being allowed to join).
- Host-only controls that support an instant mute function for both audio and video connections.
- Host-only controls to move participants out of the session quickly.

Essential Functions of Your Virtual Platform (continued)



*Working With You To End Violence
Against Women & Children*

- Host-only controls to move participants into another “room” or “breakout session” quickly so the visitation monitor can talk privately with anyone on the call.
- Host-only monitoring of everyone who is on the call.
- Host-only ability to mask the call-in number of participants.
- Host-only ability to monitor or turn off any chat features.
- Host-only screen sharing mode and blocking ability.



Practice, Practice, Practice

- Become familiar with all the virtual platform functions.
- Test using live practice sessions with staff.
- Actively test out how someone could circumvent your system and the protections you have put in place.
- Conduct mock visit role-plays with staff.





Remote SV Considerations

- The length of in-person visits shouldn't automatically translate to the length of remote visitations. Shorter visits should be considered.
 - Consider the age and developmental ability of each child and their ability to connect remotely.
 - Consider safety risks unique to each family (such as history of violence, identity and social conditions, other co-occurring barriers such as mental health and substance abuse, current challenges including joblessness, poverty, illness, etc...)
 - Consider access issues for parents (limited data, limited phone minutes, limited/unreliable/no internet connection)

Remote SV Considerations (cont'd)

- Set up parameters that outline the agreement and understanding that recording any portion of a visit is not allowable under any circumstance.
- Set up an agreement not to take photos or screen shots at any point during a visit.
- Create a plan for how you will intervene when there is an issue, with the caveat that if there is risk or harm being caused, you will do what is necessary to interrupt the behavior.



Remote SV Considerations (cont'd)

Determine how you will address and mitigate safety concerns unique to each family such as:

- Ability to have guests join visits.
- Ability to mitigate disclosure of confidential locations or personal details (what can visually be seen the the background, what can be heard in the background, who else is listening or talking).
- Risk of a parent who is only connected by phone being able to move locations during a visit.



Virtual Connection Considerations

- Virtual connection can:
 - Humanize visits and help families feel more engaged.
 - Allows the monitor to gauge non-verbal cues which is much more difficult to do over the phone.
- Virtual connection cautions:
 - Difficult to control what is being shown and who is in view of the screen during a virtual visit.
 - It is more challenging to read body language, non-verbal cues, and emotions that might be escalating in virtual contexts.



Take into Consideration

- The possibility of unintended consequences that can pose risk and harm to families.
- Different and changing levels of risk will require different levels of response.
- Family circumstances are unique and will change over time, so flexibility is a necessity.
- Account for new and varied risks families are facing.





Orientation & Practice Sessions with Program Participants

- Conduct a new orientation using remote access with every person in the family.
 - Provide as much detail as possible (the schedule they will follow, how the connection will be established, who will be where, where they will go after they arrive, what happens next, who will be with them during visits, what they can expect if there are changes and how you will notify them of changes).
- Hold practice visits with each party to test out connections and introduce how the format feels.
 - Will help identify possible glitches or new concerns.



*Working With You To End Violence
Against Women & Children*

Don't Forget to Check-in

Remember to hold regular check-in time before and after every visit with each member of the family.





Resources

- Possible Virtual Platform Options:
 - <https://www.resourceconnect.com/>
 - <https://www.gruveo.com/>
 - <https://www.cyph.com/>
 - <https://zoom.us/>
- Technology Support
 - Techsafety.org
<https://www.techsafety.org/digital-services-toolkit>
<https://www.techsafety.org/digital-services-during-public-health-crises>



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

We (all of us) are currently going through a collective traumatic experience. Trauma is often thought of as "too much, too fast"... which is exactly what's happening.

Of course you're exhausted. Of course you're afraid. Of course you're overwhelmed. Of course you're clinging to certainty in the midst of so much unknown. Of course you aren't as productive, feeling foggy, or wondering how you can possibly go through so many waves of emotions all in the same day. This all makes so much sense in the context of our circumstances. Be gentle with yourself. Have compassion for your process. Give yourself grace. You are good, no matter how you are managing this completely new experience.

Lisa Olivera



*Working With You To End Violence
Against Women & Children*

Upcoming Webinars

Monday, April 6: Supporting Children & Youth During Modified
SV&SE Services

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

Every Wednesday in April

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

Coming up - April 8: Working with Parents Who Have Used
Violence During Modified SV&SE Services

Log-in Details are Posted on our Webpage

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



*Working With You To End Violence
Against Women & Children*

SV&SE Drop-in Support Sessions

Weekly Tuesday Drop-in Sessions

April 7, 14, 21, & 28, 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 2, 9, 16, 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>



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

Beth McNamara

406.558.9334 (call or text)

beth@inspireactionforsocialchange.org

Jennifer Rose

505.490.9058 (call or text)

jennifer@inspireactionforsocialchange.org

Amrita Hanjrah

312.952.4979 (call or text)

amrita@inspireactionforsocialchange.org