



Nonnie Hood Parent Resource Center

Supervised Visitation Guidelines

Our Program

We provide a welcoming and supervised setting for parents and children to visit. All staff are trained to provide neutral, professional visitation support for each member of the family, with the focus on the best interest of the child/ren during the visit.

Our program will:

- Work to meet the needs of each parent and child during the visit.
- Treat the parents and child/ren with respect and dignity.
- Maintain confidentiality.
- Provide activities for the families to use during visits.
- Provide a safe, pleasant, welcoming and homelike setting for visits.
- Provide a simple visit experience survey to parents and school-aged children every 3 months to help us learn how to best serve your family

How to Apply

Please visit www.nonniehoodprc.org for more information and to apply.

General Information

Eligibility: Only families with a court order for supervised visitation are eligible.

Registration: The custodial parent must register their child for participation in our childcare program. Both parties must also (a) register their households and (b) register for supervised visitation. All registration is currently online.

Additional Requirements: ALL parents enrolled in our Nurturing Connections Program (including virtual and in-person visit families) are invited to participate in a free virtual parent education class that teaches skills for parenting through separation and divorce. Non-custodial parents are REQUIRED to take this class within the first 3 months of enrollment in order to remain in the program.

Fee

The non-custodial party is invited to make a suggested donation of \$50 every 3 months. The custodial party is also welcome to support the PRC through a donation. Donations may be made at www.nonniehoodprc.org. Thank you for helping us serve all families in our community, regardless of ability to pay.

Termination

The following may result in immediate suspension or termination from the program:

- * Cancelling 2 visits
- * Being late for more than 2 visits
- * Failure to complete required parent education class within 3 months
- * Failure to abide by visit rules

Additional information

- The PRC cannot advise as to whether participation in our visit program is ordered by the court. It is up to each party to consult their attorney for legal advice on participating in this service.
- All parties will be responsible for ensuring their own compliance with any court orders, including orders of protection, during visits.
- Only visitors explicitly approved by the court order and/or approved by the PRC staff are permitted to attend.
- Documentation of staff visit observations and parties' attendance are shared with each party or their legal representatives and PRC staff only.
- The program does not make recommendations to the court regarding custody or future visitation. However, observation reports may be used by the court when determining future visitation.
- The use of audio and visual recording is prohibited, unless explicit permission is given by program staff.
- No one will be allowed to visit with a child if their behavior suggests they cannot provide a safe environment; for example, carrying weapons, intoxication and/or threatening behavior are grounds for immediate termination of the visit or exchange.

Visit Guidelines

Direct Contact: We will make every effort to enable custodial and non-custodial parents to arrive, visit and leave without direct contact.

Emergency Procedures: Staff supervising visits are trained on emergency procedures and will have an emergency first aid kit, list of emergency contact numbers, and the ability to call for support in case of an emergency. Please see PRC Safety & Emergency Procedures for additional information (available upon request).

Safe and positive environment for children: One or more PRC staff will be present during the entire visit; at least two staff members will be present if multiple families are visiting at the PRC. Staff will supervise only 1 family at a time when outside the PRC.

Please see agreement below for expectations from parents about keeping the visit safe and positive. The PRC staff will end the visit immediately if any member of the family does not seem safe. **Note: Visits outside the PRC may not be suitable for some individuals (for example, individuals who may be a flight risk, severe behavioral issues, etc. – please note any concerns or special needs for children at registration or at any time in the program).**

Locations:

1. Nonnie Hood Parent Resource Center, 300 Civic Center Plaza, Corning NY (above the library).
2. City of Corning in one or more of the following public locations, all within a mile of the Corning Police Department and in proximity to a public restroom: Market Street restaurants and pedestrian areas, Rockwell Museum, Centerway Square, Centerway Bridge (pedestrian only), Centennial Park. Use of the fountain/water activities are prohibited. Dropoff and pickup will be at the Clock Tower in Centerway Square, Corning NY. *This option is available on a limited basis due to the increased staffing needs.*
3. Phone or video

Staffing/family size and needs: We work with individual families to evaluate their specific needs and then determine appropriate staffing for a safe and positive visit. We will make every attempt to serve all families but may be limited by staffing or other resources. Please see “Supervision Ratio” below for more information.

Time: Visits will last 1 hour, unless otherwise determined by the PRC. All alternative location visits will take place during daylight/business hours.

Food/Drink/Supplies:

- The custodial party will provide all necessary supplies for the visit, including masks (if over the age of 2), sippy cup, water bottle, diapers, snack, wipes, toys, and (for outdoor visits) stroller/umbrella. The custodial party will be responsible for sanitizing any equipment after the visit (stroller, toys, etc.).

- The visiting parent is welcome but not required to bring food/drink for the child/ren; however, the visiting parent is not permitted to provide food/drink for any child with an allergy (see below).
- ***The PRC is peanut free. Peanuts may be brought to offsite locations.***

Allergies: The custodial party will be asked at registration to disclose/identify possible allergies associated with the child/ren being dropped off. If an allergy is present, the custodial party will be responsible for providing food/drink necessary for the visit. **PRC staff are not authorized to administer medication of any kind to participants in the visit program.** As a precautionary measure, only food/drink brought by the custodial party will be provided to any child with a disclosed allergy. However, please note that due to the public nature of the center and offsite locations, the PRC is unable to guarantee an allergy free environment for children.

Supervision Ratio

Children may be outside of staff’s range of vision and hearing only as follows: Children who are able to toilet independently, including fastening and unfastening clothing, wiping themselves, flushing the toilet, and washing their hands, may use a bathroom for a short period of time without direct adult supervision.

Appropriate staff/child ratios will be kept. Children with special health care needs or who require more attention due to certain disabilities may require additional staff on-site, depending on their needs and the extent of their disabilities.

PRC policy for staff ratio and group size follows or exceeds federal and NYS OCFS guidelines for group childcare programs:

Age	Child/Staff Ratio: Center (at least 2 staff present at all times, never more than 10 children in a group)	Staff/Child Ratio & Group Size: Offsite (at least 1 staff present at all times, no more than 5 children total)
≤ 12 – 23 months	2:1	2:1
2 year olds	5:1	2:1
3 -5 year olds	5:1	2:1
5-12 years old	5:1	5:1
<i>When children younger than two years of age are cared for in mixed age groups, the staff-to-child supervision ratio applicable to the youngest child in the group must be followed.</i>		

Virtual visits: No particular staff/child ratio apply due to the unique nature of these visits. Group size will be evaluated on a case by case basis.

Age Guidelines

Children must be between 6 weeks and 18 years for in person visits.

General Health Guidelines

All children and visitors must follow the Visitor Sick Policy.

Please see PRC Health Plan for additional details.

COVID-19 Safety Plan

During COVID-19, our supervised visitation program is required to follow the NYS health guidelines for Childcare and Summer Camps. Please read below for more information:

Masks: Children over the age of 2, visitors and staff are must wear a mask at all times (regardless of location) unless medically unable (doctor's note required) or while eating a meal at a designated area.

Sanitation:

Employees and children/visitors must wash or sanitize their hands:

- Upon entering the center or beginning a visit (PRC provides hand sanitizer)
- Before/after touching shared objects or frequently touched areas
- After using the restroom
- Before eating
- Before/after being in contact with non-household members
- When diapering/providing assistance with toileting, staff/parent will wear gloves and wash hands.

At the PRC:

- Private toy bins sanitized/quarantined between use of different households/parties
- Sanitization/quarantine between use of play equipment by different households/parties
- No toys or other equipment difficult to sanitize/quarantine between use
- Frequent and thorough hand hygiene for staff, children and visitors
- Eating/drinking only in designated meal areas socially distanced from other households

Social Distancing: The PRC will observe 25% occupancy limit or up to 24 people (including staff) max as required by NYS law. No more than 10 children will be permitted in the center during a visit hour. Children of the same household and their non-custodial parent will have their own socially distanced play zone and will be instructed on how to use the bathroom, meal areas or other common areas while maintaining social distance. Offsite supervised visitation locations will serve one family at a time, and social distancing will be observed as much as safety/core activity allows between employee(s) and family.

Screening:

All staff and guests are required to take temperature checks upon arrival. If a person's temperature exceeds 100° F, the individual may not enter the PRC.

Visitors and children, either directly or through their parent/guardian, must complete the COVID-19 Health Questionnaire before the start of their visit. Responses to health questionnaires will be kept confidential.

In the event that a parent/guardian of a child must be isolated because they have tested positive for, or exhibited symptoms of, COVID-19, the parent/ guardian cannot enter the site, including to drop off/pick up their child.

- If the parent/guardian – who is the a member of the same household as the child – is exhibiting signs of COVID-19 or has been tested and is positive for the virus, an emergency contact authorized by the parent must pick up the child. As a “close contact,” the child must not return for visits for the duration of the quarantine.
- If a member of the child's household is being quarantined as a precautionary measure, without symptoms or a positive test, PRC staff will walk out or deliver the child to the parent/guardian at the boundary of, or outside, the premises. The child must not return for visits during the duration of the quarantine.
- If a child or their household member becomes symptomatic for COVID-19 and/or tests positive, the child must quarantine and may not return or attend the visit program until after quarantine is complete.

Tracing: In the case of an employee or child in childcare program testing positive, the Executive Director will immediately notify the state and local health departments and will cooperate with tracing contacts in the workplace. Confidentiality will be maintained as required by federal and state law and regulations

For immediate assistance or to notify us in case of delay/cancellation, please contact:

Sheila Harewood, *Nurturing Connections Supervised Visitation Coordinator*: 607-218-7181 (mobile) or 607-936-3837 (PRC).

Prepare for Your Visit at Home

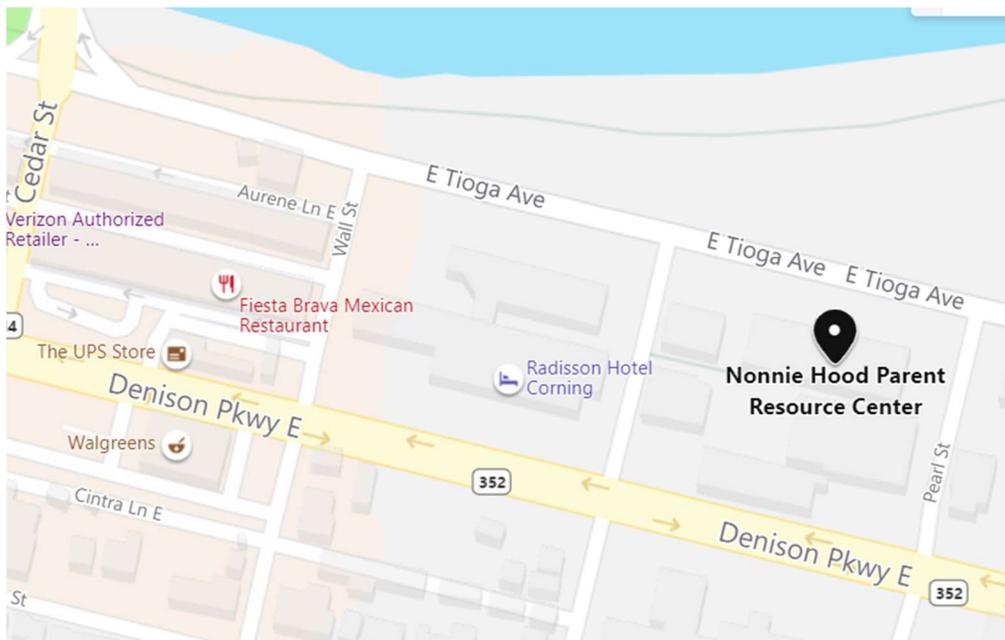
- All visiting parties: Pass our health self-assessment at www.nonniehoodprc.org. If you are unable to pass, please contact the PRC immediately to reschedule your visit.
- Alternative locations: Dress appropriately for the weather and bring an umbrella in case of rain.
- Custodial parent:
 - Review these guidelines as appropriate with your child/ren so that they are prepared for the visit
 - Bring any necessary supplies, including: *masks (if over the age of 2) sippy cup/water bottle, diapers, snack, wipes and (for alternative locations) toys and stroller (for children 4 and under)*.
- Visiting parent:
 - Bring your mask and (for alternative locations) any money you would like to spend for children's food/drink. Scholarship funds may be available for this purpose (please ask if needed).
 - For sanitization purposes at this time, DO NOT bring snacks, drink, toys, or other objects from your household.

Information for Visiting Parent: PRC Location

Arrival

Parking: Paid meter parking is available in the library parking lot. Limited free parking is available at Fall Brook Park on Tioga Ave. and on Pearl Street. Please plan extra time to find parking and walk to the PRC.

Time and location: Please arrive 20 minutes prior to the start of your child/ren's visit, with your mask on, and go to the PRC at 300 Civic Center Plaza, Corning NY (2nd floor). Please ring the PRC doorbell and then wait in the lobby for the PRC staff to check you in. Please social distance from anyone else who may be in the lobby (see social distance markers on floor).



Check In: A PRC staff will take your temperature, ask you to take the health assessment and then bring you into the PRC to your designated play zone.

During the Visit

Please see the visit guideline agreement as a reminder of our guidelines to provide a safe, positive environment for children.

Ending the Visit

At the end of the visit, you can help prepare your children to get ready to leave, and then you will wait in the PRC while a staff member brings your children to the lobby for pickup by the custodial parent. Afterward, you will have a few minutes to talk with the PRC staff about how your visit went and discuss any future plans.

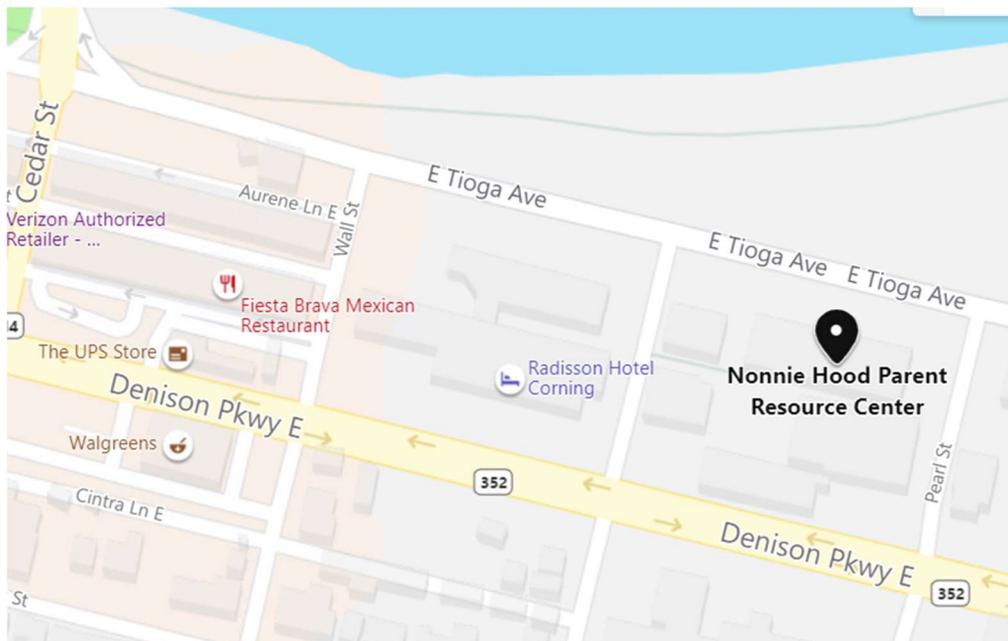
Information for the Custodial Party: PRC Location

Arrival

Parking: Paid meter parking is available in the library parking lot. Limited free parking is available at Fall Brook Park on Tioga Ave. and on Pearl Street. Please plan extra time to find parking and walk to the PRC.

Curb Side Check-In: Please call the PRC (607-936-3837) 10 minutes prior to the start of your child/ren's visit. PRC staff will check you in over the phone, gathering emergency contact info, names of children attending, confirming health check, and let you know when it is time for you to bring your children up to the PRC.

Entering the building: All people over the age of 2 must wear a mask when entering the building. Go to the PRC at 300 Civic Center Plaza, Corning NY (2nd floor). Please social distance from anyone else who may be in the lobby (see social distance markers on floor). Please ring the PRC doorbell and then wait in the lobby for the PRC staff to check your children's temperature before letting them in, taking any supplies you may bring. Custodial parties will not be permitted to enter the PRC in order to assist with the no contact policy and to ensure physical distancing.



During the Visit

You are welcome to wait during the visit in our local area or in the library downstairs. Free parking is available on Market Street, local side streets, and the garage next to the Clock Tower, and paid parking is available in city lots behind Market Street.

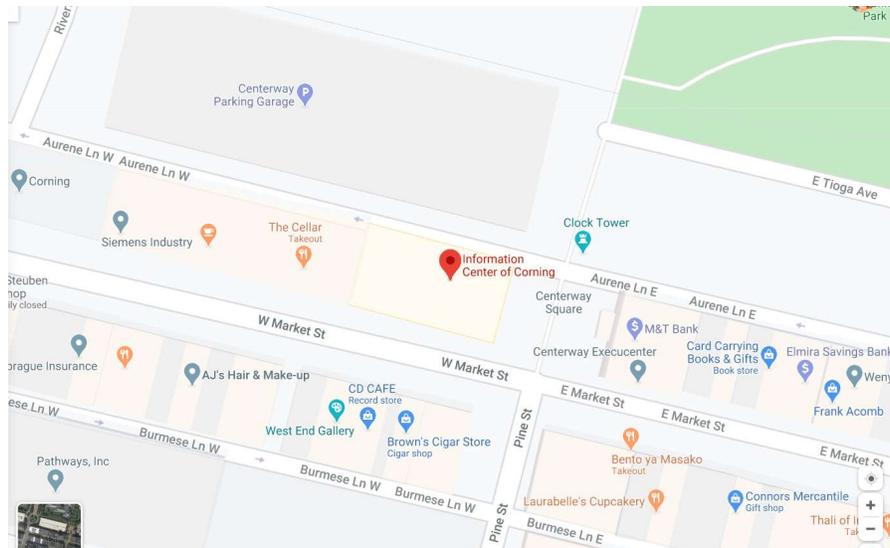
Ending the Visit

Please return to the lobby at the end of visits and wait for the PRC staff to come out with your child/ren.

Information for Visiting Parent: Downtown Location

Arrival

Time and location: Please arrive 15 minutes prior to the start of your child/ren's visit, with your mask on, at Corning Information Center, Centerway Square entrance (overlooking the Clock Tower). The Information Center is located at 1 West Market Street, Corning.



Parking: Limited free parking is available on Market Street, nearby side streets and parking lot next to Centerway Square. Paid/meter parking is available in city lots behind Market Street. Please plan extra time to find parking and walk to the Information Center.

Upon arrival at the Information Center: PRC staff will check you in and show you where to wait during drop off (in keeping with our no-contact policy). Staff will also be wearing masks.

During the Visit

Please see the visit guideline agreement as a reminder of our guidelines to provide a safe, positive environment for children.

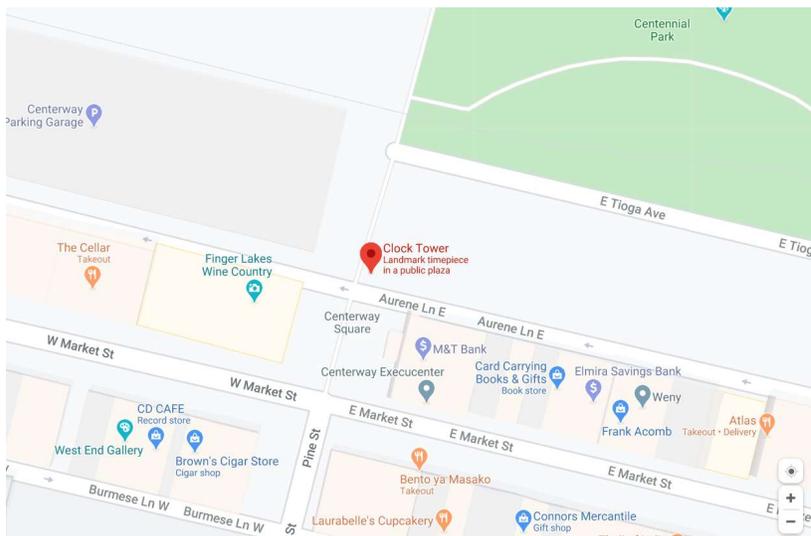
Ending the Visit

At the end of the visit, please return with your child/ren and staff member to the Information Center to say goodbye. Please wait while the PRC staff brings your child/ren to the custodial parent. Afterward, you will have a few minutes to talk with the PRC staff about how your visit went and discuss any future plans.

Information for the Custodial Party: Downtown Location

Arrival

- Please arrive in the circle drop off area next to the Clock Tower (end of E. Tioga Ave.) in Centerway Square (Corning) **5 minutes before the start of the visit** and put on your and your children's masks as you wait in your car for a PRC staff to meet you.



- The PRC staff, who will be wearing a mask and identified by name tag, PRC uniform or PRC sign, will check you in (gathering emergency contact, allergy info, etc.), take your children and any supplies/stroller over to the Information Center next door, where the visiting party will be waiting.

During the Visit

You are welcome to wait during the visit in the local area, but please do not wait within eyesight or in the same restaurant as the visiting party. Free parking is available on Market Street, local side streets, and the garage next to the Clock Tower, and paid parking is available in city lots behind Market Street.

Ending the Visit

When it is time to pick up your child/ren, please wait in your car at the Clock Tower circle for the PRC staff to return with your child/ren.