



Supervised Visitation & Exchange

Options for Visitation Services

Family Matters is certified by the *Supervised Visitation Network* to conduct and monitor, safe visits and exchanges that provide rewarding experiences for both parents and children in Genesee County. We offer a range of service options to meet families' individual needs during the COVID-19 Pandemic and beyond.

Option 1: In-Person Visitation

A traditional in-person visitation experience, with safety measures in place due to COVID-19 and to maintain safety of all visitors and monitor. Key safety measures include:

- Masks to be worn by all parties over 4 years old
- Prior to entrance, all parties must have their temperature taken
- Prior to entrance, all parties must use hand sanitizer

Visits are a minimum of two hours and conducted at our facility in Downtown Flint. This option is best for families that are low risk for COVID-19 exposure.

Option 2: Blended Virtual Parent or Child Visitation

A virtual supervised visitation in a secure location supported by a visitation monitor, with one party on-site at Family Matters, and the other party joining from their home or another location. All visits are recorded. Key safety measures include:

- Those in person at Family Matters will wear a mask and abide by all other required safety measures until the visit begins virtually
- Those in person will use a device provided by Family Matters for the visit (Do not bring your own device)
- Monitor will remain socially distanced while visitation occurs

Visits are a minimum of one hour. This option is best for those that are moderate to high risk for COVID-19 exposure and require some technical assistance or a dedicated space to conduct a virtual visit.

Option 3: Fully Virtual Visitation

Both parties join the visitation virtually via Zoom, with the monitor being present virtually in the online meeting room. The visitation monitor will not show their video to create a more natural environment for both parties engaged in the visitation. Visits are a minimum of one hour.