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.