

PARENTING TIME CENTER

Program Standards

1. **Services** Offer supervised visitation, monitored visitation, and supervised exchange programming to provide a safe, non-violent environment for children to have positive interaction with parent(s) and siblings; to provide the opportunity for non-custodial parent(s) to interact with their child(ren); to provide a safe and neutral site for exchanges to take place; and to act as a resource, providing referral and information to families.
2. **Safety** Maintain policies and structure that provides for the safety of children, adult participants, and program staff. Programs must address the following areas in their operations:
 - The program will provide for the physical separation of adult participants. Provisions for this may include separate parking areas, separate program entrances, staggered arrival/departure times, and separate waiting areas for adult participants.
 - Staff communication/safety equipment will be kept in working order at all times (radios, cell/cordless phones, door locks, video cameras, emergency buttons, escape rooms, intercom systems, adequate staffing, etc.).
 - No hostile exchanges will be tolerated in the presence of a child.
 - No visitation/exchange will occur if a participant is visibly under the influence of chemicals.
 - Staff will remain aware of all participants, at all times, while at the program site.
 - Regarding supervised visitation and exchanges, staff should overhear all conversations with the child, and no child should be left unattended by staff during a scheduled visit/exchange for any period of time.
 - Policy should define “appropriate touch” and this should be discussed with each adult participant prior to the onset of services. Individual case dynamics should be reviewed to determine if contact restrictions should be increased.
 - Policy should define the assistance to children for the use of bathroom facilities. Individual case dynamics should be reviewed to determine if restrictions should be implemented.
 - Client conduct expectations will be clearly defined to participants prior to the onset of visitations/exchanges. Staff response to problematic behaviors should be outlined in written form. Participants should be required to sign a contract for services that serves as an agreement to abide by these expectations. Staff should firmly and consistently enforce these expectations.
3. **Staff Training** Paid and volunteer staff responsible for providing the direct supervision should be adequately trained/instructed in the following areas:
 - Listening/observation skills, non-judgmental documentation, interaction structuring and behavior modeling.
 - Safety procedures and de-escalation of volatile situations.
 - Chemical abuse and chemical use detection.
 - Domestic violence issues.
 - Child victimization/trauma.
 - Parenting techniques and child development.
 - CPR and basic first aid techniques, as well as blood borne pathogens and communicable disease prevention. *PTCs will ensure that, at minimum, one staff on duty will be trained in CPR and first aid techniques.
 - Fire management/escape tactics.
 - Confidentiality, data privacy, ethics, and mandatory reporting regulations (Reporting of Maltreatment of Minors Act).
4. **Collaborations** Programs should establish collaborative relationships with the following agencies to facilitate the best service provisions to children: child protection services, child welfare/family social services/human services, court administration, County Attorney’s Office, Guardian ad Litem representatives, law enforcement, victim assistance programs and domestic violence advocacy programs, agencies providing parenting support groups and skills classes, agencies providing support services to children, counseling services, agencies working on/supporting family safety issues, other operating PTCs and organizations that support PTC functions.