

From: [La Botte, Shelly](#)
Cc: [Tanaka, Gregory](#); [La Botte, Shelly](#); [Truong-Nguyen, Donna](#); [Hayes, Michael \(ACF\)](#); [Chung, Sharon](#)
Subject: Access to Visitation Grant Program Services in the Midst of the Coronavirus (COVID-19)
Date: Thursday, March 19, 2020 3:55:17 PM

Hello Grant Recipient Courts and Subcontractors:

We have received numerous requests regarding the above. In particular, as it relates to AV funded supervised visitation and exchange services for families and parents. Please note that for those that are providing parent education services, the below is applicable as well.

We are sending this email to let you know that many providers are in similar situations across the state and have temporarily suspended services. Because every local jurisdiction and court response to COVID-19 varies, we are unable to provide specific guidance or advice for every situation. Accordingly, each agency needs to make their own decision on the provision of services pursuant to their own local city and county directives as well as the state and CDC guidelines or orders on COVID-19.

Regarding supervised visitation and exchange services, providers should be reminded of their ability to temporarily suspend or terminate supervised visitation under Standard 5.20 (below) and Family Code section 3200.5, if a safe visit for the child and noncustodial parent cannot reasonably be provided. If your court is still allowing emergency custody and visitation orders to be filed and reviewed, parties can be directed to request a modification of the current orders for supervised visitation and if self represented, seek help that may still be available from your local court Self Help Center.

Under [Standard 5.20](#) providers may suspend or terminate as follows:

(p) Temporary suspension or termination of supervised visitation

- (1) All providers must make every reasonable effort to provide a safe visit for the child and the noncustodial party.
- (2) However, if a provider determines that the rules of the visit have been violated, the child has become acutely distressed, or the safety of the child or the provider is at risk, the visit may be temporarily interrupted, rescheduled at a later date, or terminated.
- (3) All interruptions or terminations of visits must be recorded in the case file.
- (4) All providers must advise both parties of the reasons for interruption of a visit or termination.

In addition, under Standard 5.20 (terms and conditions and safety and security procedures) providers must monitor conditions of the visit to assure the safety and welfare of the child; as well as all providers must make every reasonable effort to assure the safety and welfare of the child and adults during the visit.

Please let us know if you have any other questions and be well!

Thanks
Shelly