

 <p>NH Department of Health & Human Services Division for Children, Youth & Families</p>	DCYF Standard Operating Procedure 2070.1 VISITATION APPROVALS	
	Policy Directive: 22-09	Approved:
	Effective Date: June 2022	
	Implements Policy: 2070	

This SOP establishes the SYSC's process for approving youth's visitors.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. Responsibility for approving visitors is as follows:
 - A. Detained youth with no JPPO or prior detentions will be approved for visits with immediate family and professional visitors only, pending the assignment of a JPPO;
 - B. Upon assignment of a JPPO and with JPPO approval, detained youth will be allowed other approved visitors;
 - C. Upon commitment, all visitors for youth will be approved by the JPPO; and
 - D. After commitment, visitors will be approved by the youth, Clinician, and JPPO.
- II. At the time of a youth's admission, the On-Duty Supervisor requests a completed JPPO Collateral Contact Form (Form 2026) containing all approved family and professional visitors, from the youth's assigned JPPO if the youth is being committed, or if detained and has an assigned JPPO.
 - A. If Form 2026 is not completed/available upon admission, the Admissions Officer, or designee:
 1. Requests verbal authorization for approved visitors;
 2. Creates a temporary Form 2026 with the information received verbally; and
 3. Distributes the temporary Form 2026 in lieu of the official Form 2026. The temporary Form 2026 must be replaced with the official copy once received.
 - B. If the On-Duty Supervisor is unable to obtain verbal authorization or a Form 2026, visitation will be restricted to immediate family members with positive identification.

- III. When received, the Admissions Officer submits the original Form 2026 to the SYSC Records Unit, and distributes a copy to reception, Medical and School Departments, Clinical Support Staff, and the youth's unit folder.
- IV. Any request by a family or youth to expedite approval for a visitor will be submitted to Clinical by 3:00 pm the day of the requested visit.
 - A. If approved, the Clinician will enter the visitor in YouthCenter prior to the visitation.
 - B. If the Clinician is not available, the On-Duty Supervisor is responsible for contacting the SYSC Administrator to determine approval.
- V. The Clinician and youth will review all updates to the youth's approved visitors list when possible, and obtain any necessary information from the JPPO or the DCYF electronic information system.
- VI. Any non-approved individual who arrives at the SYSC requesting to visit a youth will be directed to speak with the On-Duty Supervisor.
 - A. The On-Duty Supervisor and the SYSC Administrator will review information to determine the appropriateness of allowing a one-time monitored visit to proceed.
 - B. Any approval granted requires the visit be completed in an area visible to Central Control for visual monitoring.
 - C. The On-Duty Supervisor will notify the individual requesting the visit that temporary approval may be granted on a one-time basis, and refer the individual to the youth's assigned JPPO for a decision on approval for subsequent visits.
 - D. The On-Duty Supervisor will attempt to contact the youth's JPPO if the request is made during JJS business hours.
 - E. The Receptionist On-Duty will enter the updated collateral contact information in YouthCenter.
- VII. For any visitor previously approved but re-determined to be inappropriate:
 - A. The JPPO and/or Clinician will discuss the matter with the youth;
 - B. In emergency situations, a Case Note will be entered into YouthCenter noting the SYSC Administrator or designee approves the suspension of visits. The Case Note must indicate:
 - 1. Suspension of the visitor's approval "until further notice" or document the duration of the suspension;
 - 2. Notification of the emergency suspension to the JPPO;
 - 3. The SYSC Administrator or designee approving the suspension; and

4. The date the suspension was approved.

VIII. The SYSC Administrator reviews all incidents of visitor noncompliance/violations and makes a determination regarding any necessary further actions or future visits.

A. Visitor non-compliance, or refusal to cooperate, that results in any criminal act, violation, or disturbance may result in a request for the Manchester Police Department or State Police, depending on the severity of the offense, to investigate or otherwise intervene.

Applicable Forms	
Form	Title
2026	JPPPO Collateral Contact Sheet

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log			
PD	Modification Made	Approved	Date