

## DEPARTMENT OF CHILDREN, YOUTH AND FAMILIES ENTRANCE REQUIREMENT

EFFECTIVE MAY 13, 2020

In an effort to ensure the safety and well-being of our staff and clients please adhere to the safety protocol listed below:

### I. STAFF ENTERING THE BUILDING:

- All staff must enter the building through the building's main entrance and will be required to use your photo ID to gain access into the lobby. To ensure safety please do not allow anyone to pass through this door with you. Staff must ensure that the door is closed behind them. All visitors will need to use the buzzer for the front desk assistance.

### II. VISITORS ENTERING THE BUILDING: All visitors will need to buzz the front desk, present identification as well as the nature of the visit.

- **Scheduled visits with clients** will need to be sent to the front desk each day notifying them of the individuals name and visit/meeting time as well as the room reserved. Once the client arrives they will need to confirm reason for visit and provide a photo ID issued by a government agency, such as a driver's license or a voter identification card with picture the front desk will have the client wait in the reserved room for the worker to arrive. If a worker is going to be late for the meeting, please promptly notify the front desk. If a worker does not show up for a visit and there is no notification of being late the front desk staff will call the proper chain of command (i.e. immediate supervisor, chief, regional director, assistant director).
- **Scheduled visits with providers** will need to be sent to the front desk each day notifying them of the individuals name, meeting time and location so they can be properly sent to the assigned meeting location.
- **Process servers** will need to have a representative from our legal office come and assist them in the lobby. Front desk will notify legal office upon their arrival.
- **Administrative Hearing officers and clients** will be buzzed in by the front desk and directed to the meeting room. The legal office will be responsible for notifying the front desk of the daily schedule.
- **Clients obtaining bus passes** will be required to present a photo ID issued by a government agency, such as a driver's license or a voter identification card with picture. Please do not notify the client that the passes are at the front desk until you have dropped them off at the front desk.
- **Court walk overs-** The front desk staff will call the appropriate party to assist them.

- **AWOL youth** will be placed in a visiting room while waiting for their assigned social worker.
- **Fingerprinting** will be by appointment only – please forward all scheduled fingerprints to the front desk.
- **Contractors** entering the building – Pam Leary or her designee to contact the front desk for any contractors coming in for services with the date/time/location of service and contact person.
- **Emergency destination for court staff** – in the event of an emergency at the Family Court their staff are directed to come to 101 Friendship Street. The front desk staff will escort them to the 2<sup>nd</sup> floor conference room.

**III. Prohibition on Personal Electronic Video Recording Devices:**

- Cell phones, cameras, tape recorders, and any device capable of voice recording or image photography are prohibited from entry into the lobby.