



NEW OUTLOOK ACADEMY FAMILY VISITATION POLICY

We recognize that family visitation, both on-campus and in our students' homes is a critical component of effective treatment and transition planning. We make every effort to accommodate the needs and wishes of our partner agencies and our clients' families in making family visitation, counseling and reunification as healthy and successful as possible. In addition to in-person opportunities, New Outlook Academy continues to offer virtual visitation and counseling opportunities.

In order to facilitate safe on-campus visitation, we request that the following protocols and requirements be respected by all visitors:

- Weekday visits are scheduled based on availability from 10:00 AM – 3:00 PM Monday through Friday.
- Weekend visits will be scheduled between 12:30 PM – 3:45 PM on Saturdays and Sundays.
- Reasonable accommodations for alternate times are based on visitor capacity and other variables.

Visitation Reservation Process:

- Reservations **must** be made and approved at least three business days before the visit unless otherwise mandated by the Court.
- Only the District Supervisor/Case Manager or designee may approve a visit.
- Family and guardians should call 724-282-1995 and request ext. 2400 to schedule.
- Agency representatives should arrange visitation with their District Supervisor/Case Manager.
- Visitation is limited to two per student.

Please note that to ensure the health, safety and welfare of our staff and students, visits may be canceled due to illness, holiday, weather conditions or unforeseen circumstances.

On-Campus Visitation Procedures and Safety Protocols:

- Visitor parking is located in the lot next to the school.

- Upon arrival, please check-in to display identification and be admitted into the building for the visit. Acceptable forms of ID include government-issued photo identification such as a driver's license, non-driver ID or passport.
- Minor children must be accompanied by parents/guardians, who should be able to provide proof of identity for the children.
- For the safety of all students, visitors must appear on the preapproved Registered Visitation list referenced above for a visitation to occur. Only in the case of a Registered Visitation list error on the part of New Outlook Academy can a District Supervisor amend the list after the three-day scheduling requirement.
- Please do not bring purses or bags of any kind into the building, as they are not permitted.
- Nicotine or alcohol products are prohibited on campus at all times by state law.
- Once a visitor arrives, they may not leave the premises and return to complete the visit. If a visitor must leave during the visit, it is, unfortunately, terminated.
- To protect the privacy of all students, cell phones may not be brought into the building by visitors. No cameras, audio/visual equipment or any other type of recording device are permitted.
- No weaponry of any kind is permitted. This includes pepper spray and tasers.
- No food, beverages, candy, packages, toiletries, or other miscellaneous items or items which may affect the health, safety, and welfare of students and/or staff are permitted.
- Inappropriate items will be held and returned at the end of the visit.

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04/29/22