



Clark County Family Services Policy

SUBJECT:
Visitation Center

Effective Date	Amendment Number	Amendment Effective Date
June 30, 2026	N/A	N/A

SCOPE:

Process for coordinating visits at the Visitation Center for clients served by Clark County Family Services (CCFS).

SPECIFIC LEGAL and OTHER REFERENCES:

[NAC 432B](#)

[NRS 432B](#)

Visitation- Caregivers, Siblings and Relatives-Kin Policy and Procedures

PROGRAMS IMPACTED:

Business Center
Nevada Initial Assessment
Permanency
Placement
Visitation Center

SUMMARY OF CHANGES:

New

Supersedes:

- Family Visitation Program Common Policy Element (CPE) (Effective: 04/04/2015)
- Family Visitation Program Policy and Procedures (Effective: 12/22/2014)

DEFINITIONS:

For a list of acronyms and a glossary of terms used throughout CCFS refer to Acronyms and Glossary located on [DFSNet](#).

FORMS, PUBLICATIONS, AND INSTRUCTIONAL (FPI) DOCUMENTS:

Family Services Locations and Visitation (FPI Library)
Family Visitation Brochure (FPI Library)
Visitation Incident Report (FPI Library)
Visitation Request Form (FPI Library)

POLICY

- A. Clark County Family Services (CCFS) recognizes the critical importance of preserving and promoting contact between parents and their children. Accordingly, all placement types including foster care providers, fictive kin, relatives, and parental placements are granted access to the Visitation Centers.
- B. Overview of the Visitation Center:
 1. The Visitation Center promotes meaningful visitation among children and their families and caregivers in a safe, child-and family-friendly setting.
 2. Visitation Center staff are responsible for:
 - a. Supervising visits.
 - b. Observing parent/child interaction.

- c. Offering developmentally appropriate visitation activities.
- d. Initiating child/parent attachment and bonding activities.
- 1. When a language barrier exists, the NIA Specialist or Permanency Specialist must schedule an interpreter to ensure appropriate communication during visits.
- 2. The Visitation Center is open seven (7) days a week to accommodate the diverse needs of children and families. The Visitation Center is closed on Thanksgiving Day and Christmas Day to observe these holidays. See informational sheet outlining visitation locations, contact phone numbers and operational information: Family Visitation Brochure (FPI Library).
- 3. All visits are scheduled for a one (1) hour time slot; exceptions are made on a case-by-case basis.
- 4. The Visitation Center schedules appointments with the goal of ensuring fairness, consistency and alignment with court directives as follows:
 - a. Visitation is scheduled on a first come first serve basis, in the order that referral requests are received.
 - b. Exceptions to the first-come, first-served rule may be made when special circumstances exist. For example, if a caregiver or parent resides out of state and is only available for a limited time, their visitation may be prioritized at the discretion of the Visitation Center.
 - c. Visits are scheduled according to availability of time and staff.
- 5. The level of supervision needed, including whether visits need to take place at the Visitation Center, is reassessed by the assigned NIA Specialist or Permanency Specialist at least every ninety (90) days for each family to determine if it is appropriate to transition visits into a community-based setting. Refer to Visitation- Caregivers, Siblings and Relatives-Kin Policy and Procedures for further instructions.
 - a. Visitation Center Staff may determine an increased level of supervision is needed.
 - b. The level of supervision cannot conflict with any court orders.

C. Authorization of Visitation

- 1. Children eligible for visits must be part of an open CCFS case.
- 2. All visitors must be approved by the child's NIA Specialist or Permanency Specialist. It is the right of the child to visit and have contact with parents and adult or minor siblings, unless specifically prohibited by a Court Order.
 - a. Visitation cannot be denied due to a child's behavior at school or with a caregiver.
 - b. Visitation cannot be denied due to parents' lack of responsiveness or compliance with the NIA Specialist or Permanency Specialist.
- 3. The Visitation Center conducts different levels of visitation. When Visitation is scheduled, it is scheduled as a regular visit unless otherwise specified. The Visitation Center offers different levels of supervised visits, including:
 - a. Regular Visitation: multiple families are visiting within the same area at the same time.
 - i. Visitation Center staff do not monitor specific conversations for this level of supervision but are able to periodically observe the visit and intervene if safety concerns are identified.
 - b. Line of Sight Visitation: Visitation Center staff observes the entire visit maintaining constant observation of what is taking place during the visitation. The children remain in line of sight of the observing staff member throughout the visit.
 - i. Visitation Center staff do not monitor specific conversations for this level of supervision but are able to periodically observe the visit and intervene if safety concerns are identified.
 - c. One-to-One (also known as sight and sound) Visitation: Visitation Center staff are conducting a visit with one family, watching and listening to the entire visit.
- 4. The court may order specific levels of supervision for visitation, including:
 - a. Line of Sight
 - b. Sight and Sound also known as One-to-One
 - i. For families who speak languages other than English, these visits include an interpreter to assist with monitoring the conversation.
- 5. Grandparents, relatives, or fictive kin who are visiting alone and are not being considered as placements are limited to monthly visits at the Visitation Center. This is dependent on staffing and scheduling availability. This does not preclude grandparents visiting along with the parents provided there is not an existing conflict between the parties.

D. Sex Abuse Cases at the Visitation Center:

1. Cases involving sex abuse require additional visitation consideration to ensure the safety and emotional well-being of the child. Each case is evaluated by CCFS to determine the appropriate level of supervision.
 - a. For cases involving criminal conviction related to sexual offenses, there must be an evaluation of any restrictions that may apply to determine the appropriate level of supervision.
 - b. For cases involving adults with substantiated or in-process of being investigated child welfare civil allegations related to child sex abuse:
 - i. In order for the victim child and the perpetrating adult to visit, the child's therapist must be in support of the visit.
 - ii. If the civil allegation is not related to the child that the adult is intending to visit, the visit must be one-to-one level of supervision.

E. Items Not Allowed During a Visit:

1. The Visitation Center staff will have each visitor lock up their non-essential items in provided lockers. Items such as cameras, cell phones, video cameras, and purses are items that, for safety or confidentiality reasons, are not allowed.

F. Food Rules

1. Visitors are allowed to bring food to visits including homemade, store bought, and from restaurants.
 - a. The assigned Specialist may prohibit food for specific visitors or visits.

G. Protective Orders and No Contact Orders:

1. The Visitation Center must comply with Protective Orders and No Contact Orders.

H. Visitation Center Dress Code

1. Visitors to the Visitation Center must be clothed in a manner that complies with public indecency laws and that is appropriate for a public place.

I. Safety at the Visitation Center

1. Temporary contagious illnesses or symptoms of illness present a safety hazard for visits. Foster parents, relative placement and parental placements are advised not to bring a child to the Visitation Center if they are experiencing the symptoms of a contagious illness.
 - a. This is for the protection of other children, their families, Placement and Visitation Center Staff. All visitors at the Visitation Center experiencing contagious illness or symptoms of illness, as described below, are not to enter the Visitation Center:
 - i. Fever
 - ii. Strep throat
 - iii. Diarrhea
 - iv. Vomiting
 - v. Ring worm
 - vi. Hand, foot and mouth disease
 - vii. Impetigo
 - viii. Pink eye
 - ix. Head lice
 - x. Respiratory illnesses including COVID 19, Respiratory Syncytial Virus (RSV), influenza, or bronchitis
 - xi. Staph Infection
 - xii. Methicillin-resistant Staphylococcus aureus (MRSA)
 - xiii. Skin infection
2. Sleeping Parents
 - a. Parents or visitors are not permitted to sleep during the visit.
3. Under the Influence or out-of-control behaviors

- a. To ensure ongoing safety during visitation, parents and visitors are not permitted to use mood-altering substances (including alcohol, illegal drugs, or misused prescription medications) during the visit or engage in erratic or disruptive behavior.
- b. Observations of parents and visitors are made to determine if they can safely visit with their children.
- c. Concerning behaviors that suggest the visit is unsafe include stumbling, mumbling, incoherent speech, threatening behaviors or statements, glassy eyes, sleeping, and slurred speech.

Abigail Frierson, Interim Director
Clark County Family Services

February 24, 2026

Approved Date