

Artwork by Claudia Fernety
www.claudiafernety.com



Site Visitors Toolkit



California Family Justice Initiative

BRINGING HOPE TO HURTING
FAMILIES ACROSS
CALIFORNIA



Presented By

In Partnership With



MISSION:

To create a network of national and international Family Justice Centers with close working relationships, shared training and technical assistance, collaborative learning processes, and coordinated funding assistance.

VISION:

A future where:

- *All the needs of victims are met,*
- *Children are protected,*
- *Violence fades,*
- *Batterers are held accountable,*
- *Economic justice increases,*
- *Families heal and thrive,*
- *Hope is realized, and*
- *We ALL work together...*

Family Justice Center Alliance
707 Broadway, Suite 700 • San Diego, CA 92101
Phone: (888) 511-3522 • Fax: (619) 236-0677
www.familyjusticecenter.org



Table of Contents

Introduction	4
Potential Visitors	5
Preparing for a Site Visit	8
Information for Directors	9
Staff and Partners' Role	10
Is The Center Prepared?	11
Hosting an Open House	12
Getting Prepared: What's Our Plan?	13
Planned Site Visits	14
Phase One: Before the Visit/Open House	15
Phase Two: Successfully Executing the Visit	16
Phase Three: Post Visit Follow-Up	18
Special Visits	22
Media Visits	23
Site Visits with High Volume of Visitors	24
International and Out-of-Town Visitors	25
Meet and Greet with Community Partners	28
Walk-In Site Visits	29
Walk-In Welcome Protocol	30
The Welcome Packet	31
The Presentation	34
The Tour	39
Tips, Tricks, and Rules of Thumb	40
Conclusions	41
Appendix	42



Introduction

This toolkit is designed to help Centers prepare for hosting visitors and tours. If your Center is open, you are already aware that “if you build it, they will come” ...and sometimes in droves. However, it might be surprising that clients will not be the *only* visitors to the Center. Potential funders, volunteers, partner agencies, politicians, media, neighboring communities and so on are all likely to visit at some time or another.

Don't fret! This toolkit offers a quick guide to site visit preparation. Included are checklists and sample protocols that can be adapted to streamline and plan for site visits to the Center. Running a Center and delivering competent client services is a full time endeavor. We hope to lessen the load by providing some useful tips and suggestions to successfully showcase your Center without reinventing the wheel.

Site visits are a great opportunity to educate the community, brag about the good things you are doing, and ask for help with your Center's needs. With a little planning, site visits can become part of your Center's regular operations and go off without a hitch. Cheers to many successful site visits!



Potential Visitors

Site visits provide an opportunity for community outreach and education about the Center and family violence in general. Seeing the Center first hand provides visitors a tangible experience to see the vibrancy of the Center and the difference it makes in the lives of local families. Site visits and tours can lead to buy-in and support for the Center. Ultimately, more support from the community, local government and other partner agencies means more stability for the Center's future.

Management should anticipate a wide variety of individuals and groups to visit the Center. It can also be expected that some visits will be scheduled and planned in advance and others will be impromptu with little time for preparation. Additionally, the Center's general outreach efforts may be enough to generate an interest to visit to the Center. However, it is also important to actively recruit special guests and visitors in order to raise awareness about the services offered and garner community support. Frequent requests for site visits are one sign of a Center's success.



So who can you expect to visit the Center? The majority of site visitors will likely fall into one the categories below.

- Community Partner Agencies

Service agencies in the community should be invited to visit the Center. There is always the potential to forge new partnerships and create additional resources for the Center's clients, whether as onsite or offsite partners.

- Communities Planning a Center

Neighboring communities that are interested in opening a Center will often visit a nearby operating FJC. These communities should be referred to the FJC Alliance for additional information and continued support.

- Elected Officials, Politicians, and Judges

It is extremely important to actively recruit elected officials, politicians and judges to visit the Center. A personal invitation should come from the Center's director and special arrangements should be considered for their visit (i.e. personalized tour and meeting). A luncheon specifically targeting judges, board of supervisors, etc. may be a good way to encourage a visit. This can help focus the conversation to FJC issues relative to visitor, strengthen relationships, and generate long term support for the Center.

- Funders or Donors

Any person visiting the Center should be treated as a potential donor or supporter of the Center. When offering a tour of the Center, try to point out examples of contributions from other donors (furniture, artwork, food, etc.). Don't be afraid to mention items, funding, and support the Center needs to operate and successfully provide services. Be sure to state how visitors can get involved and who they should contact if they want to donate.

- Local City/County Department Staff

A standing invitation can be made to city and county departments to send any new staff for a tour of the Center.



- Media Representatives

A media spokesperson should be designated to develop a good relationship with media for the benefit of the Center. Media representatives may elect to visit the Center for special events or press conferences. Always collect business cards from media and try to send a follow-up thank you.

- Professionals Referring Clients

Professionals working with clients exposed to family violence should be invited to tour the Center and become familiarized with the services offered so they may appropriately refer clients.

- Students, Educators, and Researchers

Educational groups incorporating the Family Justice Center model into coursework (i.e. student research) may be interested in gathering information on the Center. It is a great idea to create relationships with local educational institutions and invite classes to tour the Center. This not only provides an opportunity to educate the community on family violence, but the potential to recruit interns and support for the Center.

- Survivors

Survivors and former clients should be invited to tour the Center on a regular basis to offer suggestions for improving services and operations.

- Volunteers

Individuals interested in volunteering should be encouraged to visit and tour the Center first before signing up. This should educate them on the services provided and the role of the volunteer. Be sure to offer a point of contact for interested volunteers.



Preparing for A Site Visit

Site visits are your chance to present the Center in the best possible light, so it's important to make each meeting, presentation, and tour as professional as possible. Roll out the red carpet for visitors and show them the strengths of the Center. A good site visit may result in funding, an endorsement, or a new partnership. Prepare thoroughly for each site visit you host and treat each guest with the same care and attention. You never know who may be willing to help and it can boost the Center's reputation in the local (and perhaps even the national) community.



Information for Directors

Directors play a crucial role in site visits. Visitors, especially important visitors and/or potential donors, may expect to be greeted by the Center's Director. As such, **the Director should be prepared to meet with scheduled visitors.**

For priority visitors, such as current or potential funders, a Director may want to provide a highly personalized experience. There are several ways to personalize a site visit, but perhaps the most effective is to arrange a private meeting between the Director and the visitors. This allows visitors a chance to ask questions not answered by a presentation or tour. Directors may utilize these private meetings to discuss future partnerships and projects with the visiting organization. Serving hors d'oeuvres, including a personalized note in their welcome packet, and showcasing previously funded projects are other ways to impress important visitors.



*The National Family Justice Center Alliance invited Suze Orman and Assemblywoman Lori Saldaña to visit and learn about the Family Justice Center movement.
Actively recruiting important site visitors is a crucial part of a Director's job.*

The Director should ensure active recruitment of important site visitors such as local politicians, department heads of local universities, local judges, and potential funders. In fact, the Director should constantly be encouraging these groups to visit and tour the Center. In many ways, this is the best chance a Director will have to shape the future of the Center. By recruiting site visitors, Directors can create buy-in and community support for the project, securing the Center's future and funding.



Staff and Partners' Role

Staff and community partner agencies should be adequately prepared on the overall site visit process and any responsibilities they have associated with the process. Generally, community partner agencies will have a limited role in a monthly open house, site visits, and tours. However, they should be informed and trained on the site visitors' protocol that is developed.

Checklist for Preparing Staff and Partners

Staff and partners should be prepared to:

- ☐ Refer requests for site visits to the identified FJC staff person
- ☐ Positively represent the Center by being courteous, attentive, and polite to visitors;
- ☐ Explain the benefits and importance of co-located services;
- ☐ Adequately explain the Center's intake process;
- ☐ Summarize the role of partner agencies (Note: It may be useful to create a "cheat sheet" to post on office doors, outlining the basic services the agency offers; these outlines can help other partners, new staff members, and clients navigate the building);
- ☐ (Partners) Fully and articulately explain his or her agency's role at the Family Justice Center;
- ☐ (Partners) Accurately summarize their role, clientele, and services provided;
- ☐ (Staff) Fully and articulately explain his or her role at the Family Justice Center;
- ☐ Adequately explain the Family Justice Center movement on a national level.



Is The Center Prepared?

You may be wondering, “are we ready to start hosting site visits and tours?” The reality is your Center will start receiving requests for tours and visits whether you feel prepared or not, so you have to start somewhere. Dream big, start small, act fast!

This toolkit provides a range of suggestions for hosting site visits. Hosting site visits on a big scale or small scale is up to you. Being flexible and attuned to the capabilities of the Center and staff is important. **If you feel the Center isn’t ready to implement all suggestions, consider hosting scaled-back versions of the site visits described in this toolkit.** A brief presentation and a short tour of one or two partner offices may be your best option.

Below are questions designed to help you assess the Center’s resources and readiness for hosting site visits.

- *Is the Center ready to be displayed?*
 - Is there a designated space for visitors to watch a presentation on the FJC?
 - Is the Center neat and tidy?
- *Are staff and partners prepared?*
 - Does everyone understand their role in tours, meet-and-greets, presentations, etc.?
 - Are we prepared for walk-in site visitors?
- *Do we have enough money?*
 - Can we pay to print brochures and welcome packet materials?
 - Can we offer refreshments?
 - Can we afford to give site visitors gifts/promotional items?
- *Are we prepared for international and non-local visitors?*
 - Is any on-site staff available to translate when needed?
 - Do we have information on local hotels, restaurants, and attractions to give to non-local visitors?



Hosting an Open House

Fulfilling requests to visit the Center should be balanced with staff and community partners' workload. Giving presentations, hosting tours, and meeting with visitors is an essential part of outreach and the sustainability of the Center. **However, hosting too many site visits can place additional stress on staff and partners, ultimately lowering morale and productivity.**

Hosting a regularly scheduled monthly Open House can be an efficient way to handle a high volume of site visit requests as well as generate publicity and awareness for the Center. When organizations or individuals call to request a site visit, it may be easier and more efficient for a Center to ask them to join the monthly Open House instead of arranging a private tour.

Tips

- Consider scheduling the monthly Open House towards the end of the day to lessen the inconvenience on clients, staff and partners
- Host an Open House in conjunction with a fundraiser or other large-scale event.
- Tailor the tour and presentation to the audience (i.e. if fundraising for a specific project, devote part of the presentation to it and spend extra time on the tour explaining it.)
- Open Houses can be used as a form of orientation for new partners, staff, or volunteers when no formal orientation is upcoming.
- Take photos of your visitors! They're great to put in power points.



Getting Prepared: What's Our Plan?

Now that you've considered the Center's readiness to host site visits, the next step is to formalize a protocol. There are three phases to consider when creating a protocol for site visits:



The three phases are expanded below and include questions to help create a site visit protocol.

Phase1: Before the Visit/Open House

- Advertising the monthly open house/site visit opportunities
 - Who is the target focus of the advertising/recruitment efforts?
 - Where will site visit opportunities be publicized?
 - How will the advertising be carried out?
 - Strategize how to bring key individuals to tour the Center
- Logistics Coordination
 - Select a point of contact to receive RSVPs, answer questions prior to the visit, and set up the meeting space for the visit
 - Identify preferred date/time for visits (one time visit, monthly, etc)
 - Two hours is sufficient time to host an open house
 - Identify space where meeting visits will usually occur
 - Determine provisions for the meeting (presentation, handouts, snacks, seating arrangements, etc)

Phase 2: During the Visit

- Brief Presentation
 - Who will create the ppt presentation and keep it updated?
 - Who will present to visitors?
 - What equipment is needed (projector, computer, etc) and who will set it up?
- Questions & Answers
 - Be informed on Center operations and updated statistics
- Tour of the Center
 - Who will give tours?
 - What should be highlighted on the tour?
 - Determine a tour path (i.e. Where will it start and end?)

Phase 3: After the Visit

- Who will keep statistics on the number of site visitors & how is it documented?
- Who will send appropriate thank yous?
- Who will send any requested materials?
- Who is responsible for adding contacts to the mailing list?
- Who will follow up with potential funders, donations, volunteers, etc.?



Planned Site Visits

Whether your planned site visit is part of a larger Open House, or designed as a private tour for an important visitor, **planned site visits are the best chance your Center has to shine.** Take full advantage of these opportunities so you can present the Center at its best.

In the following pages, we will discuss how to plan a full-scale site visit. **Most of this information can be adapted to the format of a monthly Open House.**

Scheduling monthly Open Houses are a valuable tool, as they concentrate your team's efforts, allowing them to produce an outstanding site visit experience without overwhelming them. Send visitors to a monthly Open House as often as possible to avoid overworking your team.

The diagram below illustrates phases of the site visit process.





Phase One: Before the Visit/Open House



Below are some procedures to accomplish *prior* to the arrival of the site visitor(s) to help ensure a smooth visit.

Advertising:

Advertising is crucial to letting the public know the Center welcomes visitors.

- Publicize the Center's monthly open house or site visit opportunities
- Send special invitations to key individuals to tour the Center

Pre-Arrival Logistics Coordination:

Prior to the visit, consider obtaining the following information.

- Visitor's contact information (or lead person coordinating group visit)
 - Name, title, agency, email, phone number, and address
- Nature and length of visit
- Number of visitors
- Desired meeting date or attending monthly scheduled Open House
- Availability of FJC Staff and Community Partners
- Availability of meeting space
- Visitor's bios, whenever possible*

*In addition to obtaining a name and contact information, it may also be helpful to obtain a bio or brief information on the visitor(s) to **help familiarize the FJC team with the individual(s), assess questions they might ask, and add a personal touch to their experience at the Center.**

Meeting Provisions:

The following are examples of items to prepare in advance of the meeting.

- Name tags
- Sign-in sheets
- PowerPoint presentation
- Handouts (brochures, business cards, fact sheets, etc)
- Snacks
- Seating arrangements



Phase Two: Successfully Executing the Visit



Welcome and Introductions

First impressions are important and the initial welcome you give your visitors is crucial to making a positive one. Someone should be there to greet the site visitors and seat them while the proper staff member is notified of their arrival. If possible, try not to leave the visitors alone while you gather your team. During this initial meeting, **your goal is to make the visitors feel as welcome as possible**. The checklist below is designed for that purpose.

Welcome Checklist

- ☐ Have visitor(s) fill out the sign-in sheet and collect their business cards
- ☐ Seat visitor(s) in pre-determined meeting space (separate space from client services)
- ☐ Gather appropriate staff members
- ☐ Distribute nametags for everyone (staff and visitors)
- ☐ Provide snacks/coffee/tea/water
- ☐ Conduct introductions
- ☐ *Optional:* Provide a gift for special visitors

Presentation

After you've made the visitors feel comfortable, the next step may be to show a PowerPoint presentation that provides an overview of the FJC model and the services offered at the Center. It's often helpful to offer a presentation prior to conducting a tour of the Center. Most questions can be answered during the presentation, which will save time on the tour and prevent the disruption of client service provision. A detailed sample PowerPoint presentation is included on page 34.

Questions and Answers

It is helpful to leave some time after the presentation for questions and answers. The Q&A time can also provide an opportunity to point out the Center's needs, solicit

support from the visitors and offer ways to get involved. Questions asked may help determine what areas to focus on during the tour. We've listed some commonly asked questions that you should be prepared to answer:

- What is the FJC governance structure? Who is in charge and who reports to whom?
- How are FJC operations and the building funded?
- How is staff funded? (explain that partner agencies fund own staff)
- How is confidentiality handled?
- What items are needed by the FJC? (i.e. Diapers, food, etc)
- How can people volunteer to help?
- Are men served?
- Does the FJC provide services after 5pm or on weekends?
- What happens if the client needs shelter?
- How many clients are served per month?

Tour of the Center

Most of the visitor's questions will likely be answered in a presentation or Q&A session prior to the tour. The purpose of the tour is to solidify everything the visitor has learned through brochures, websites, presentations, etc. The tour of the FJC offers a chance to bring the Center to life and see it in operation. Often during the tour, visitors begin to understand how the partner agencies interact and how clients receive services. It is important to remember to balance giving visitors a chance to see the Center while not deterring clients from receiving services or disrupting community partner agencies. Don't forget to inform visitors about the Center's needs throughout the tour (i.e. We are missing artwork in this room. We'd like to have a supply of diapers or food. We're hoping to get a year of cable TV installed). This can make a powerful impact on visitors and generate support. Additional details for conducting tours can be found on page 38.

Closure

A group picture is a nice way to bring closure to a visit. Time flies at a Family Justice Center and photos are a great method of documenting memorable experiences. Before visitors leave, you may need to validate their parking and double check you've received their contact information or business card. It is important to keep statistics on the number of site visitors to the Center.



Phase Three: Post Visit Follow-Up

Many people think first impressions are the most powerful, but final impressions can be equally important. To make sure that last impression you leave is a positive one, follow up with your visitors. Let them know their visit was appreciated.

The follow-up will likely differ depending on the guest and the purpose of their visit. For example, it is obviously not efficient to generate individual thank you cards to a group of fifty college students interested in volunteering, but a visit from a congressperson should result in a personalized thank you note.

Probably the most important step is to determine what staff will be responsible for each of these duties. Assigning these tasks will help ensure they are actually accomplished.


The diagram below notes key steps that should be addressed after a site visit concludes.





Statistics and Mailing Lists

Site visits are an excellent way to obtain contact information and add it to mailing lists, membership databases, and more. **As soon as a visitor arrives at your Center, you should ask him or her to sign in** on a sheet like the one below:

 Family Justice Center Alliance					
Date	Name	Agency	Phone	Email	Mailing Address

In doing so, they will ideally provide their name, email address, phone number, and physical address. You may also want to include a box that says, “May we contact you?” with options to check “Yes” or “No,” just so visitors are aware that they may start receiving emails. Be sure to review the sign-in sheet before guests leave to ensure everyone has signed in and you have complete/correct information.

Having all visitors sign is a quick way to build the Center’s database of contacts. Contact information is important if you start considering each individual to be a potential supporter of the Center. Ultimately, each Center should create a mailing list that can be used to notify supporters of upcoming events, fundraisers or other important news.

A sign-in sheet is also helpful for keeping statistics on visitors to the Center. It is important to keep this information not only for different grant purposes, but for planning purposes as well. Keeping track of where the majority of visitors are from and what the relationship yields helps with volunteer, donor and community education outreach efforts. It is surprising how the number of visitors adds up over time and can be quite impressive.



Saying “Thank You”

One of the best ways to leave a positive, lasting impression on your visitors is to follow up with a “thank you” after the visit. This may be as simple as sending a “Thank you” card or a friendly email, depending upon your familiarity with the visitors. This can work to your advantage – if your guests were not expecting to receive a card and do, the impression you make will be that much stronger.

A “thank you” card is a good place to start. It’s easy enough to **buy a blank card, write a brief note, and have everyone sign it**. However, personalization is always impressive. Consider ordering cards from a website like Shutterfly (<http://www.shutterfly.com/>), if you have the resources. Sites like these can create custom cards that will “wow” your visitors. Below is an example of an Alliance card created using Shutterfly:



In the case of high-priority visitors, like important funders or international guests, it is always a good idea to go the extra mile.



Site Visit Assessment Surveys

Site visit assessment surveys are valuable tools: they can help you **improve your site visitor procedures and protocols, gather data for use in reporting, and measure the strength of working relationships within the Center**. When possible, have site visit assessment surveys on-hand for your visitors, either as a form for them to fill out on-site or as a postcard/letter for them to mail later. You can pass out the surveys at the end of the presentation and tour or include them in the welcome packet. Just make sure to collect them! Some sample areas of questioning, as well as sample questions, are listed below.

Site Visit Assessment Survey – Sample Questions and Areas of Questioning

- **Did the visitor(s) enjoy the visit?**
 - How enjoyable was your visit? (1-5 scale)
 - How could we have improved your visit?
- **Did the visitor(s) feel welcome?**
 - How welcome did you feel during your visit? (1-5 scale)
 - Did you feel like you were a part of the (Yes, No, explain)
 - Were your questions and concerns were addressed? (Yes, No, explain)
- **Did the visitor(s) learn anything – i.e., was the site visit educational?**
 - Rate your understanding of the FJC model BEFORE your visit. (1-5 scale)
 - Rate your understanding of the FJC model AFTER your visit. (1-5 scale)
 - Did you feel the welcome packet was useful? (Yes or No)
 - Which materials from the welcome packet were most helpful?
 - Was the presentation informative? (Yes or No)
 - Which part(s) of the presentation were the most useful? Which were the least?
 - Was the tour informative? (Yes or No)
 - Which part(s) of the tour were the most useful? Which were the least?
- **Did the visitor(s) feel like they met enough (or the right) people?**
 - Were you satisfied with who you met during your visit? (Yes or No)
 - Were you able to meet people in your field during the visit? (Yes or No)



Special Visits

This section outlines suggestions for coordinating special visitors or visits with special circumstances that may require additional preparation. These situations may include visits from the media, international or out-of town visitors, site visits coordinated with a special event that yields high traffic through the Center, or even a visit from a celebrity, elected official, local decision maker or other prominent individual.

The Alliance encourages Centers to actively invite key individuals to visit. Here are a few creative examples to attract supporters to the Center:

- Host a judges luncheon
- Offer the local domestic violence council space to convene
- Hold an early evening mixer targeting the local bar association
- Present an FJC award to a local dignitary
- Offer meeting space to local civic organizations
- Hold trainings and seminars
- Conduct a press conference



Media Visits

Members of the media may visit the Center from time to time. These guests are important visitors at your site – **they can help spread the message of the Family Justice Center movement and the local Center to potential partners, funders, and clients.** Having a good relationship with the media can also **facilitate press releases and publicity for Center events** (see **Appendix**, p. 47). There are several steps you can take to be prepared for a media visit, summarized in the checklist below:

Media Visit Checklist

- ☐ Identify a media point of contact
- ☐ Determine the extent of the visit and extent of photos/videos to be taken (if any)
- ☐ Determine if the media requests any interviews and, if so, who will be interviewed, then make sure interviewees are prepared on the subject matter
- ☐ Inform staff and partners of the impending media visit
- ☐ Just before the visit, do the little things – clean the Center, pick up toys, rearrange furniture; the Center should look nice on camera
- ☐ If possible, have the media visitors come early, tour the Center, see the presentation, etc.
- ☐ Have release forms on hand for staff/partners/clients to sign if they agree to be photographed/recorded (see **Appendix**, p. 48)*
- ☐ Collect business cards from reporters or journalists
- ☐ After the visit, send a “thank you” card to the news station/newspaper involved
- ☐ If the story airs on television, record it! If it’s in the newspaper, save it!**

*Each person that appears on film should be aware they are being recorded or photographed, what the photographs or videos will be used for, and what rights they are (or are not) entitled to.

**This is essentially free publicity for the Center. It also shows that the community, beyond the individuals and agencies directly involved, has taken an interest in the Center, a fact which may be very important to donors interested in funding your work. It also keeps a record of the Center’s progress, hopefully a visual one. For those interested in learning about the Center but unable to visit, such videos or photographs can help them envision what a co-located, multi-agency model might look like. Collecting video and news clips is a great way to start an internal media library.



Site Visits with High Volume of Visitors

Your Center may want to **combine a site visit (such as an Open House) with a fundraiser or other types of events**. If you decide to do this, some slight modifications to the normal procedures could come in handy to accommodate the high volume of visitors. Consider the following suggestions:

- **Have a timeline and stick to it.** Inform guests when the tour/Open House ends, so they do not overstay their welcome.
- Keep tours and presentations short to keep things moving.
- Providing light appetizers and time for mingling may be a good idea, but you may need food throughout if the tours start to stall.

Welcome/Registration

- Have a table set up where attendees can create their own nametags.
 - Pre-make **nametags** when a guest registration list is available
- Put a “fish bowl” at registration to collect business cards (it’s faster than a sign-in sheet for extremely large groups arriving at once)
- The registration table/entrance can help manage visitor flow and should be aware of the Center’s max capacity.
- With a large group, it may be wise to skip introductions.

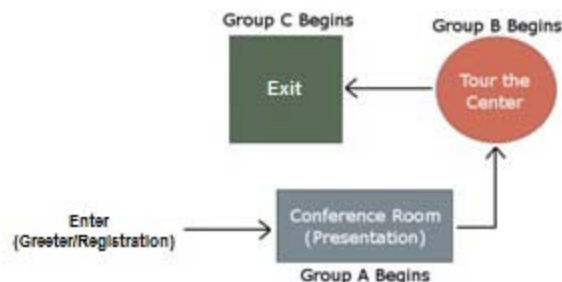


Presentation

- Reserve a room large enough to accommodate all guests.
- Modify/shorten the presentation to keep things moving.
- Offer handouts of the full presentation or a Fact Sheet in place of a long presentation.

Tour

- Consider breaking into smaller groups and rotating through “stations” (i.e., as one group watches the presentation, another is touring).
- Ensure sufficient staffing levels ; one or two staff/volunteers should accompany every group.
- Be sure everyone can move from station to station without causing backups or traffic jams.
- Ensure all stations take the same amount of time. If a tour is 10 minutes, the presentation should last an equal amount of time.
- Allow time for groups to get from station to station; usually five minutes is sufficient.





International and Out-of-Town Visitors

International visitors provide Centers with the unique opportunity to showcase the Family Justice Center model to a foreign audience. However, it can also pose a challenge to Centers in that these visits require additional preparation. The same is true for most out-of-town visitors. Below is a checklist which may help you prepare for international and out-of-town visitors.

Checklist for International & Out-of-Town Visitors

- ☐ How long will the visitors be staying?
- ☐ Will they be flying or driving?
- ☐ Do they need assistance with transportation, directions, or where to park?
- ☐ Do they need help with hotel accommodations?
- ☐ Will a translator be needed? Will they provide one?
- ☐ Do they need help finding restaurants, activities, etc.?
- ☐ Are they a high priority visitor – i.e., do special meetings need to be scheduled?
- ☐ Do they have an agenda and specific questions to be covered?

International and out-of-town guests may also be interested in learning more about your city. If you want to have information about the city available, your local Convention & Visitors Bureau is a good place to start. In large cities especially, **Visitors Bureaus often provide free information about the city.** The Alliance regularly requests free vacation planning guides from the San Diego Convention & Visitors Bureau which are handed out to non-local visitors.

(www.sandiego.org/nav/Visitors/VisitorInformation/FREEVacationPlanningKit)

In some cases, international and out-of-town guests may stay longer than the time it takes for a site visit and tour. It may be helpful to provide them a list of additional agencies and places to visit. Providing them with the contact information of local courts, shelters, and other domestic violence agencies is useful. A sample study tour is located in the **Appendix**, p. 53





Translators

For planned visits, you have the chance to ask visitors in advance whether a translator is needed and if they will be providing one. If they ask you to provide a translator, it may be appropriate for you to ask for reimbursement, or direct them to a local agency (see below) that can help them.

Most foreign site visitors will provide their own translator(s). However, be prepared for the possibility that visitors may arrive, either during a planned visit or as walk-in, without a translator. Some visitors may expect you to have someone on your staff who can translate some of the most common languages, like Spanish, especially if a large percentage of your clientele speaks that language. In a pinch, you may consider asking multilingual staff members or volunteers to translate. However, be conscious of the strain that translating may place on them; make sure they can handle the additional responsibility and are comfortable with the request.

Listed below are resources that may help with translation or finding translators.

Resources for Translators/Translation



The **American Translators Association** can connect you to local chapters which provide a list of accredited translators in your area.

(www.atanet.org/chaptersandgroups/chapters.php)



Babel Fish can help translate phrases or web pages in an online translator, but are not always entirely accurate. (www.babelfish.yahoo.com/)



YourDictionary.com lists language dictionaries and is fairly comprehensive. Useful if the language you need translated is rare enough that it isn't listed on Babel Fish, etc.

(www.yourdictionary.com/languages.html),








Google Translate (<http://translate.google.com/>) will translate words, sentences, and webpages – but it also allows users to upload documents for translation.



Accommodations

Prior to the site visitor(s)'s arrival, you may consider providing a list of local accommodations, restaurants, and attractions. Try to select hotels and restaurants near your site. Including pictures, addresses, and (if appropriate) price ranges adds a nice touch. Below is a San Diego-based example.

San Diego Accommodations, Restaurants, and Attractions

	<p>Courtyard San Diego Downtown Marriott 530 Broadway San Diego, CA 92101 (619) 446-3000 www.marriott.com \$169-\$184 starting prices</p>
	<p>Gaslamp Plaza Suites 520 E Street San Diego, CA 92101-6206 (619) 232-9500 gaslampplaza.com From \$119 double; from \$189 suite. Extra person \$15. Rates include continental breakfast. In-Room Amenities: A/C, TV, fridge, microwave, Wi-Fi</p>
	<p>Bare Back Grill 624 E Street San Diego, CA 92101-6203 (619) 237-9990 barebackgrill.com Voted "Best Burger" in San Diego 2007, 2008, and 2009.</p>
	<p>Café Chloe 721 9th Avenue San Diego, CA 92101-6481 (619) 232-3242 cafechloe.com Winner Best New Restaurant 2005. Light fare, French cuisine, tea, and wine.</p>
	<p>World-Famous San Diego Zoo 2920 Zoo Drive San Diego, CA 92101 (619) 231-1515 sandiegozoo.org The San Diego Zoo in Balboa Park, San Diego, California, is one of the largest and most progressive zoos in the world with over 4000 animals of more than 800 species.</p>



“Meet and Greet” with Community Partners

For über special visits, it may be necessary to coordinate a “meet and greet”. A visit from an elected official, celebrity, local decision maker or other prominent individuals may call for tailored arrangements. With special visitors, their time may be very limited and it is important to make a memorable impression by offering as much information as possible without being overwhelming.

Consider inviting relevant staff, community partner agencies and local supporters to the meeting. A round-table discussion may be a great way to develop a relationship with the visitor, answer any questions, and make any special “asks” for the Center. This is also a **good opportunity to showcase community partners, acknowledge leadership, and demonstrate established collaborations.**

If it is appropriate and sufficient time is available, refreshments should be provided and possibly a light meal. Partner agencies may also want to **prepare a display board** with pictures and information explaining their services that can be posted in the designated meeting room.



Mehry Mohseni greets visitors to the National Family Justice Center Alliance.



Walk-In Site Visits

In most cases, it is entirely appropriate to direct walk-in site visitors to your next Open House, handing them a flyer or brochure to take with them. If your staff hosts too many private tours (especially for walk-in visitors, as these tours tend to be more stressful) and the Center gets a reputation for accepting walk-ins, it can lead to burnout in your staff and partners. In the case of the partners, this is especially true. They need to be able to focus their attention on clients, not numerous visitors.

If you find yourself in the position of saying “no” to a walk-in request, **give the visitors the best “no” in town. Frame your rejection of their request in terms of the clients and the obligation you have to them.** Professionals should understand that clients come first and harbor no ill will towards your Center.

Sometimes, however, you may feel obligated to accommodate walk-in site visitors. Perhaps an important funder calls that morning asking to stop by and see your Center, or an international delegation calls unexpectedly and requests a meeting with your Director. **Because situations like this will inevitably arise, it is advisable to have a series of walk-in protocols.**



Walk-In Welcome Protocol

When walk-in visitors arrive at your Center, you will probably need to adjust your regular site visit protocol to accommodate the situation. Use the checklist below to adjust your strategy for a walk-in site visitor.

Walk-In Welcome Checklist

- ☐ Greet the visitors, seating them in the waiting room and providing them with a welcome packet (see p.31) to peruse while you prepare staff and partners
- ☐ Determine the highest-ranking staff member available
- ☐ Notify relevant staff and partners
- ☐ Determine which rooms are available and prepare one for the presentation
- ☐ Bring visitors into the Center and seat them in the presentation room
- ☐ Provide refreshments
- ☐ Create nametags for everyone (staff and visitors)
- ☐ Conduct introductions once staff members arrive
- ☐ Take a group picture
- ☐ Show visitors the presentation, take them on the tour, etc.

This is a general list, so some changes may need to be made depending on the situation. Problems may arise during these unplanned site visits that you are not equipped to handle. Translators may be needed but unavailable, key staff members may be out of the office, or all your partners may be busy. **Unplanned site visits present a number of challenges, so it is recommended to minimize the number that your Center conducts.**

This does not mean, however, that you should put any less effort into these walk-in site visits. **If you do decide to accommodate an important walk-in visitor, you should be prepared to offer him or her an informative, polished, and professional look at your Center.** Putting on a smooth, if not complete, site visit on such short notice will undoubtedly leave your visitors with a lasting, positive impression of your Center.

That being said, walk-in site visitors will understand if certain staff members or partners are not available. **Work with what you have, but if you feel you are unable to offer your visitors a solid site visit, ask them to return at another time.** It may be better to refuse a request for a tour than to risk leaving an important visitor with a poor impression of your Center.



The Welcome Packet

A thorough, informative welcome packet is sure to impress your site visitors. In some instances you may want to send a welcome packet to your visitors before their visit; in others, you may want to give it to them when they arrive. Or you could do both, sending an electronic version before the visit and handing them a hard copy upon their arrival. If you do decide to hand out hard copies, make sure you are able to print them in a professional manner, perhaps presenting them in a folder with your Center's logo on the front.

What you put in your welcome is up to you, and will likely vary from Center to Center. **At the least, however, your packet should contain information on your Center and the Alliance.** The following pages contain a list of suggestions for the packet's contents, accompanied by a short description of each item.



The Welcome Packet

The following is a list of suggested items to include in a "Welcome Packet", accompanied by a short description of each item.

The Center's Brochure & Other Information

Highlight what your center has accomplished, as well as future goals. Ideally, include information that contains:

- Explanation of co-located, multi-agency services
- Recent statistics, quotes, and success stories
- Contact information
- FJC staff business cards



National Family Justice Center Alliance Information*

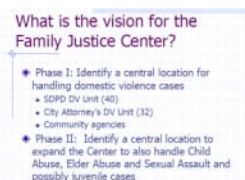
The Alliance provides a welcome package of its own, which helps explain what a Family Justice Center is, what it does, and why co-located, multi-agency services are so important. In addition, it provides information for communities interested in starting a Center.

*The Alliance welcome package is included with this toolkit.



Center's Guiding Principles and Mission/Vision

Guiding Principles and Mission/Vision statements are an easy, effective way to inform visitors about your Center's focus areas and future goals.



List of Community Partners

Although this information should be in your brochure, it may also be helpful to have a separate list of community partners, including a brief or bullet-point description of the services they provide. Including contact information like emails and phone numbers, if partners are comfortable with providing them.





Community Partners' Brochures

A good way to showcase your community partners and their services is to include their brochures, if available. This is especially useful if community partners with interests similar to the visitors' were absent the day of their visit.



Center "Wish List"

Include a "wish list" of items the Center needs, such as food, diapers, children's toys, etc. This way, if your visitors want to thank your Center, they have an easy way to do it.

DV 101

Depending on your visitors, it may be a good idea to include a selection of "DV 101" articles – things that explain the nature of domestic violence, such as power and control wheels (see image at right). This is especially helpful for volunteers, potential funders, and those not familiar with domestic violence.



Information on Accommodations

If you have out-of-town, out-of-state, or international visitors, it is a good idea to include information on accommodations (including restaurants, hotels, and local attractions) in their packet, even if you've sent them the information before. Hard copies are always useful.

San Diego Accommodations, Restaurants, and Attractions	
Accommodations:	Restaurants:
Hotel San Diego 1555 La Jolla Village Drive San Diego, CA 92161 619.594.1234	Hotel San Diego 1555 La Jolla Village Drive San Diego, CA 92161 619.594.1234
Marriott San Diego 1555 La Jolla Village Drive San Diego, CA 92161 619.594.1234	Marriott San Diego 1555 La Jolla Village Drive San Diego, CA 92161 619.594.1234
Hyatt Regency San Diego 1555 La Jolla Village Drive San Diego, CA 92161 619.594.1234	Hyatt Regency San Diego 1555 La Jolla Village Drive San Diego, CA 92161 619.594.1234
Westgate San Diego 1555 La Jolla Village Drive San Diego, CA 92161 619.594.1234	Westgate San Diego 1555 La Jolla Village Drive San Diego, CA 92161 619.594.1234



The Presentation

The presentation, along with the tour, makes up the core of any site visit. It is here that you have the opportunity to showcase the Family Justice Center movement, your Center, and your community partners. Fill your presentation with images representing your Center, your mission, and your vision.

Putting together a complete, concise, and informative presentation can be difficult, but with the **template presentation** in the **Appendix** (p. 35) and the information found in this section, you should be able to create a quality presentation for your visitors. Remember that the presentation can be as long or as short as you like, but having a **short and long version available for Open Houses and other timed events** is a good idea. Generally, the presentation should last no longer than 30 minutes.



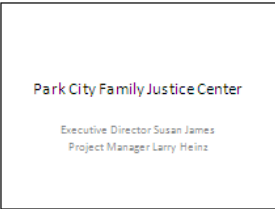


The Presentation

The presentation should inform visitors about the Family Justice Center concept, services provided, and highlight accomplishments as well as any needs. A sample presentation is outlined below, and a template presentation is located in the **Appendix**, p. 49



When creating (and giving) a PowerPoint presentation, there are a few things to keep in mind:

1. Avoid excess text; **the audience should listen to you, not read from the screen.**
2. **The presenter should look at the screen as little as possible**, and avoid reading from it; the text is there as reminders and prompts, not the full content.
3. Whenever possible, **tailor the presentation to the audience.**
4. **Avoid saying distracting words**, such as “um” or “like.”
5. Likewise, **avoid distracting behaviors like fidgeting.**
6. State reminders before the presentation begins (i.e., Hold questions until the end)

Below is an outline of a presentation similar to the template presentation included in the Appendix. The actual file has comments within it for additional information.







	Introduction Suggested number of slides: 2 <ul style="list-style-type: none"> • Slide 1: introductory slide with name of your Center and the names of presenters
	History of Battered Women's Movement/FJC Timeline Suggested number of slides: 1-3 <ul style="list-style-type: none"> • Slides 1-2: brief history Battered Women's Movement; include important dates. • Slide 2/3: summarize FJC events from a national perspective that lead up to the start of your Center.
	FJC Model Description & Purpose Suggested number of slides: 6 <ul style="list-style-type: none"> • Slide 1 (“Professionals are scattered...”): pose the question, “Why do we need a FJC?” Describe a community without co-located, multi-agency services.



<div data-bbox="272 201 574 428"> <p>Victims end up telling their story over and over again...</p> <ul style="list-style-type: none"> • Time of abuse • Time of arrest • At court <ul style="list-style-type: none"> – Family – Criminal – Juvenile • Seeking self-help • Numerous agencies  </div> <div data-bbox="272 436 574 659"> <p>Family Justice Center</p> <ul style="list-style-type: none"> • Our goal is to bring as many professionals together to help victims of domestic violence and their children – under one roof • To reduce the amount times and places victims have to go to tell their story and get the help they need </div> <div data-bbox="272 667 574 898">  </div> <div data-bbox="272 907 574 1121"> <p>The FJC is about Sharing Resources</p> <ul style="list-style-type: none"> • We do want to replace programs • We do not want to compete with programs • We want to share resources. • Goal: more access to services and more coordinated services • Partners provide their services at the FJC </div>	<ul style="list-style-type: none"> • Slides 2/3 (“Victims end up telling their story over and over again...”): list the number of places to go and services a victim might want to receive; the goal is to emphasize for your audience how overwhelming this task can be • Slide 3: pose the question, “What’s the solution?”; discuss the goal of the FJC model • Slide 4: show what a community that does offer co-located, multi-agency services looks like • Slide 5/6: explain the model in more detail
<div data-bbox="272 1167 574 1394"> <p>Location & Photo of Building</p> <ul style="list-style-type: none"> • Address • Map location • Facility square footage • Nearby landmarks </div> <div data-bbox="272 1402 574 1625"> <p>Describe your City/County & Demographics</p> <ul style="list-style-type: none"> • Population Size • Square miles • Ethnicity • Bordering communities • Etc. • County Demographics: http://enr.esa.gov/wiki/California_County </div> <div data-bbox="272 1633 574 1864"> <p>Logo, Center Name & Date Opened</p> </div>	<p>Description of the Center Suggested number of slides: 7</p> <ul style="list-style-type: none"> • Slide 1: add the Center’s contact information and a photo of the building • Slide 2: include the demographics of the community the Center serves • Slide 3: add the Center’s logo and date opened; include any photos from the opening



<div data-bbox="272 201 581 436"> <p>Vision/Mission Statement</p> </div> <div data-bbox="272 443 581 678"> <p>Tell us about your funding</p> <ul style="list-style-type: none"> • Annual Budget • Source </div> <div data-bbox="272 684 581 919"> <p>Center's Governance Structure</p> <ul style="list-style-type: none"> • Who runs Center? • May include organizational chart </div> <div data-bbox="272 926 581 1157"> <p>Clients Served</p> <ul style="list-style-type: none"> • Per Month (when you first opened up): <ul style="list-style-type: none"> – Walk-in or appointments – Phone calls • Per month (today) • Ratio of new to returning clients (today): • Where are most client referred from? </div>	<ul style="list-style-type: none"> • Slide 4: list the Center's vision and mission statement • Slide 5: describe the Center's funding and sustainability; include funding sources and basic budget information; describe how the building is paid for and any in-kind donations • Slide 6: describe the Center's governance structure; list the lead agency and where staff report • Slide 7: note the Center's statistics on the number and type of clients served; describe who the Center is reaching
<div data-bbox="272 1182 581 1417"> <p>Let's Take A Tour</p> </div>	<p>FJC Virtual Tour Suggested number of slides: 5-8</p> <ul style="list-style-type: none"> • include photos of the FJC rooms and a description of each (i.e. reception, interview rooms, kitchen, children's room, etc) • consider including a floor plan • describe the intake system
<div data-bbox="272 1465 581 1696"> <p>FJC Staff Position</p> <p>Duties</p> <ul style="list-style-type: none"> • Supervise volunteers • Community outreach • Etc. <div data-bbox="462 1522 560 1627"> </div> <p>Staff Name Title</p> </div>	<p>FJC Staff Suggested number of slides: 1 per staff</p> <ul style="list-style-type: none"> • include one slide introducing each FJC staff member; list title, duties, and a photo

	Community Partners Suggested number of slides: 1 per partner agency <ul style="list-style-type: none"> include one slide introducing each FJC community partner agency include staff photos, title, and services provided
	FJC Volunteer Program Suggested number of slides: 1 <ul style="list-style-type: none"> list volunteer duties, a description of the program and how potential volunteers can get involved
	Benefits and Challenges to Co-location Suggested number of slides: 2 <ul style="list-style-type: none"> Slide 1: explain the benefits of co-location, noting benefits to clients and partner agencies. Slide 2: explain the challenges of co-location; give examples of any growing pains
	Awards and Recognition Suggested number of slides: 1 <ul style="list-style-type: none"> Slide 1: list any of the Center's awards or special visitors to the Center; consider including any special news coverage
	Conclusion/Thank-you/Contact Info Suggested number of slides: 1 <ul style="list-style-type: none"> Slide 1 ("Thank you for your support!"): Don't forget to include your contact information on the final slide.
	Other Centers Suggested number of slides: 3-5 <ul style="list-style-type: none"> Slides 3-5: list other FJCs across the state, country, and internationally



The Tour

The tour portion of the visit provides a chance to see the FJC in operation. A website may offer a virtual tour, presentations may include photos and brochures can be very descriptive, but it is rare that they make the same impact as an actual tour. Below are some tips for managing tours:

Establish a Route

- Establish a predetermined route so it becomes familiar to staff, partners, and volunteers
- Consider a route that follows the path a client would take

Convey Expectations Prior to Tour

- “No photos of clients, please.”
- “We will move quickly through this area so as not to disrupt clients.”
- Consider signing confidentiality agreements in case visitors recognize a client

Logistics

- Determine a max size for group tours based on the size and layout of the Center
 - Twelve people is often the max size one guide can manage and ensure everyone can hear them
- See page 24 for high volume tour suggestions
- Train multiple staff and volunteers to give tours; offer mock tours as training drills
- Try to keep the tour moving to limit the disruptions to staff and clients

Content

- Tell stories
- Provide a history (i.e. Two partner agencies were onsite at opening; now there are ten.)
- Thank donors (i.e. “This couch was donated by...”)
- Point out items the Center needs and ways to help (i.e. “We need a refrigerator.”)
- Introduce staff, partners and volunteers by name
- Give brief descriptions of partner agency services as the tour passes their offices



Tips, Tricks, & Rules of Thumb

- If you make a mistake, give your colleagues a “2-minute warning” (at least) before disaster strikes.
- If a co-worker stalls on introducing you, assume they can’t remember the guest’s name and initiate the introduction (“Hello, my name is X; what’s yours?”).
- Don’t forget to address parking in your protocols. Especially in urban areas, parking can cost a premium and guests may assume the Center will validate parking costs.
- During site visits, the clients’ comfort always comes first; make sure guests understand they will not be observing partners with clients during the tours (there may be exceptions) and that they should not photograph clients.
- Have guests sign confidentiality agreements before they go on tours!
- Somewhere on the Center website should be a number to call to arrange site visits; if the Center gets enough requests, you may wish to put a form online that potential visitors can fill out, to save the time of your staff.
- Issue a press release inviting the public to visit the Center (but only once you’re ready).
- Have flyers with Center information and/or Open House dates available in the waiting room; you can also use flyers like these to promote important upcoming events.
- Some entities you might want to target and invite to the Center: local bar association, fire departments, police departments and academies, dispatch, paramedics, hospitals, city co, judges, universities, sororities or fraternities, and civic-minded clubs (Lions Club, Rotary, Soroptimist, Junior League, Kiwanis)



Conclusions

Site visits are a regular part of operating a Family Justice Center. They serve many different purposes, but the primary function is to ensure the sustainability of the Center. A healthy Family Justice Center should have support from the community and the best way for the community to be educated and care about its existence is to see it first-hand. Seeing clients and their children that have been victimized by violence be served by caring staff in a professional environment is powerful. When individuals witness this, they are often moved to support the Center's efforts. When multitudes of diverse individuals observe the Center's outcomes, it creates a magnitude of support that the Center can draw from in time of need or hardship.

Site visits are closely linked with public relations, outreach and education. For this reason, we encourage readers to refer to the Communications Toolkit for additional resources and information.

We hope this toolkit offers a premise for making site visits and open houses a priority as well as a guide to making them run as smoothly as possible.



Appendix

Supplementary Materials



Appendix: Supplementary Materials

Enclosed with this toolkit are several sample forms and templates which you can use to promote your Center. This section contains a list of those materials, as well as a brief description of each.

List of Materials Provided

- 01 – Sample Site Visitor Form
- 02 – Sample Sign-In Sheet
- 03 – Sample Guest Confidentiality Agreement
- 04 – Sample Media Advisory
- 05 – Sample Release Form
- 06 – Template Presentation
- 07 – Sample List of Languages Spoken In-House
- 08 – Sample Driving Directions
- 09 – Sample Hotel List
- 10 – Sample Study Tour Agenda

01 – Sample Site Visitor Form

- A comprehensive form to be used for each site visitor, including checklists for each step of the visit (prior, during, and after), along with contact details.

02 – Sample Sign-In Sheet

- When hosting an Open House or otherwise receiving visitors, a sign-in sheet should be prominently placed in the waiting room. This is one of the best ways to obtain the contact information of your visitors.

03 – Sample Guest Confidentiality Agreement

- Example of an agreement that guests should sign before going on a tour at the Center; discusses issues of confidentiality and the protection of client privacy.

04 – Sample Media Advisory – Volunteer Open House

- A sample media advisory advertising a Volunteer Open House, which individuals interested in volunteering with the San Diego FJC could attend.

05 – Sample Release Form

- A form to be used during media visits, which clients/staff/partners that are photographed or recorded must sign.

06 – Template Presentation

- The template for the presentation described in “The Presentation” (p. 34) section of this toolkit.



07 – Sample List of Languages Spoken In-House

- A blank list of in-house translators, with room for names, phone numbers, office numbers, floors, and languages spoken. Developed from a list used by the San Diego Family Justice Center.

08 – Sample Driving Directions

- Sample of the driving directions given to local visitors (or out-of-town visitors who will be driving themselves) to help them find the San Diego FJC.

09 – Sample Hotel List

- A list of San Diego hotels, including names, blocks from SDFJC, airport shuttles, restaurants, pools, fitness centers, ratings, addresses, phones, and websites. Something similar would be included in an Accommodations Protocol.

10 – Sample Study Tour Agenda

- A study tour agenda used when delegates from Croydon, England (San Diego's Family Justice Center sister city) visited the SDFJC. It provides a good, concise example of what a "study tour" might look like, as well as ideas for possible visitor activities.

01 Sample Site Visitor Form

Point of Contact: _____
Title: _____
Agency: _____
Phone: _____
Email: _____
Meeting Date: _____
of Visitors: _____
Notes: _____

Prior to Arrival:

- Obtain visitor's bios & contact information ☐
- Determine who will lead meeting ☐
- Send visitors FJC directions and parking instructions ☐
- Make/assist with transportation to FJC ☐
- Provide list of local restaurants/maps ☐
- Provide list of community partners @ FJC (onsite partners) ☐
- Provide out-of-town visitors with list of local hotels ☐
- Obtain out-of-town visitors' emergency contacts & lodging location ☐
- Determine type of visitor: ☐ local ☐ international

Upon Arrival:

- Create nametags for everyone (FJC staff & visitors) ☐
- Provide a welcome package ☐
- Provide food/coffee/tea ☐
- Take a group picture ☐
- Conduct power point presentation (town/photos/ FJC overview) ☐
- Give them contact information ☐
- Obtain business cards from visitors ☐
- Provide gift for visitors (*optional*) ☐

After Departure:

- Add contact information to database ☐
- Send thank you ☐
- Send any requested follow-up information ☐



Date: _____

Family Justice Center Sign-In Sheet

Name	Agency	Phone	Email	Mailing Address

FAMILY JUSTICE CENTER CONFIDENTIALITY AGREEMENT

I, _____, understand that maintaining a client's
(name and position)
confidentiality is paramount to a client's safety.

I am required to keep clients' confidences and may not disclose (including to other project personnel) any information regarding a client without consent or otherwise permitted by law.

I will not discuss the client/partner interactions I may witness in public spaces.

I will not publicly acknowledge a client without his/her express permission.

I will direct my questions regarding confidentiality to relevant Center personnel. Unless I am told otherwise, I will treat everything I have witnessed as confidential.

I understand that a knowing and voluntary violation of the confidentiality policy can jeopardize my relationship with the Family Justice Center.

Date

Signature of guest

Date

Signature of staff member

Date

Signature of witness

MEDIA ADVISORY

SENT: 7/21/03

- What:** Open House for the Family Justice Center
- When:** 4 p.m. to 6 p.m. on Wednesday, July 30, 2003
- Where:** Family Justice Center at 707 Broadway, Suite 700
- Why:** In October 2002, the San Diego Police Department and the San Diego City Attorney's Office launched the San Diego Family Justice Center to help victims of domestic violence and their families.

Victims now can come to one location to talk to an advocate or a military liaison, get a restraining order, plan for their safety, talk to a police officer, meet with a prosecutor, receive medical assistance, counsel with a chaplain, get help with transportation, and obtain nutrition or pregnancy services counseling.

Since the grand opening nine months ago, approximately 500 victims per month have sought services at the Family Justice Center and 2,000 calls per month have been received by our INFOLINE (866-933-HOPE). To handle the increasing volume and need for services, the San Diego Family Justice Center launched the Volunteer Program in January 2003 under the supervision of the San Diego Police Department.

The Volunteer Program offers a unique opportunity for caring and dedicated adults to help victims of domestic violence and their children. Volunteers at the Family Justice Center receive training and free parking. Volunteers assist staff and victims of domestic violence in many ways -- hospitality, intake, follow-up phone calls, special events, administrative support, supervision, special projects, victim support, and much more.

To learn more about this special volunteer program, interested adults are invited to attend this open house.

Contact: (Name and phone number)

Sample Release Form

I hereby assign rights to the videotape, film and/or record me for the following program:

_____.

I authorize the reproduction, sale, copyright, exhibition, broadcast, and/or distribution of said videotape without limitation for the purpose of this use. I waive the right to any fees or control of the above program now or in the future and I grant full permission for the use of my name, likeness, performance, voice and biography for the purpose of publicizing, advertising or promoting the aforementioned program.

Name: _____

Signature: _____

Address: _____

City/State: _____

Date: _____

Template Presentation

Click the link below to download the PowerPoint presentation template:

<http://familyjusticeinitiative.com/downloads/Topic%20Specific%20Resources/Operations/Communications%20and%20Outreach/FJC%20Overview%20PPT%20Template.ppt>



Family Justice Center Language List

Name	Agency	Phone	Language

SAMPLE DRIVING DIRECTIONS

SAN DIEGO FAMILY JUSTICE CENTER 707 BROADWAY

From Orange County/Los Angeles (North)

Take 5 South to the 10th Avenue/163 exit. Take the 10th Avenue ramp, which will take you into downtown San Diego. Continue traveling on 10th (which goes south) and make a right turn onto B Street (which goes west). Take B Street to 8th; turn left onto 8th Street. Stay in your right-hand lane traveling up 8th (which goes south). Just as you cross 8th & Broadway, the Parking structure will be to your right. Turn right into the Parking lot. Take ticket and proceed to park. Our office is in the building that will be on your right as you enter the parking lot.

From Imperial Beach/Chula Vista (South)

Take 5 North to City College/B Street Exit. Down the ramp and make left onto B Street. Take B Street to 8th & B Street. Turn left on to 8th Street (which goes south) and get in the far right lane. Continue south on 8th until you get to Broadway. The tall grey building on your right is where the Family Justice Center (FJC) is located. As you cross Broadway, you will enter Central Parking structure on your right. Take ticket and proceed to park. Take the elevator to ground level. Cross the lot and enter the building.

From East County

Take 8 West to 163 South which becomes 10th Avenue once you are in downtown San Diego. Get in the right-hand lane and continue on 10th (which goes south) Continue traveling on 10th (which goes south) and make a right turn onto F Street (which goes west). Take F Street to 7th; turn right onto 7th Street. Stay in your right-hand lane traveling up 7th (which goes north). Just as you cross 7th & E Streets, the Ace Parking structure will be to your right. Turn right into the Central Parking lot. Take ticket and proceed to park. Our office is in the building that will be on your left as you are entering the parking lot.

From San Diego International Airport

Exit the Airport from either TERMINAL 1 or TERMINAL 2. As you exit, look for the sign that directs you to "Downtown". You will then be on Harbor Drive. Continue on Harbor Drive in the left-hand lane. Just as you pass the Cruise Ship Terminal, you will want to make a left-hand turn onto Broadway. Make a left onto Broadway and follow Broadway to 8th and Broadway. Make right turn onto 8th and then another right into the second driveway to the Central Parking structure. Take ticket and park. Take elevator to ground level.

Driving distance is approx. 8-10 minutes from the Airport to the San Diego Family Justice Center.

Visitor(s) check-in

Take elevator to 2nd floor. Please check in with our receptionist to announce your arrival.

PLEASE NOTE: As a visitor to the San Diego Family Justice Center, we will validate your parking ticket. Please present your ticket to our receptionist located on the 2nd floor prior to leaving the FJC.

Hotels Near San Diego Family Justice Center

HOTEL NAME	BLOCKS TO FJC	COMP. AIRPORT SHUTTLE	RESTAURANTS	POOL	FITNESS FACILITIES	RATING	OTHER SPECIFICS	ADDRESS	PHONE	Website
Westin Horton Plaza (Starwood)	4	Yes	2	Yes	Yes	3 Star	Heavenly bed; comp. Starbucks coffee; casual/contemporary	910 Broadway Circle, San Diego, CA 92101	PH: 619-239-2200 Fax 619-239-0509	http://www.starwoodhotels.com/westin/property/overview/index.html?propertyID=1009
Embassy Suites San Diego Bay	16	Yes	2	Yes	Yes	3 Star	2 room suite with 2 TV's; comp full breakfast and comp. evening reception	601 Pacific Hwy, San Diego, CA 92101	PH:619-239-2400 Fax: 619-239-1520	http://embassysuites1.hilton.com/en_US/es/hotel/SANDNES-Embassy-Suites-San-Diego-Bay-Downtown-
The Westgate Hotel	5	Yes	2	No	Yes	4 Star	Elegant/luxurious; marble bathrooms; comp. High-speed internet; afternoon tea	1055 Second Avenue San Diego, CA 92101	800-522-1564	http://www.westgatehotel.com/
Hotel Solamar	7	No	2	Yes	Yes	4 Star	New modern; large pool deck with fire pits; flat-screen TVs; comp. High speed internet	435 6th Avenue, San Diego, CA 92101	Reservations: 877-230-0300 Direct: 619-531-8740	http://www.hotelsolamar.com/
Omni San Diego Hotel	7	No	2	Yes	Yes	4 Star		675 L Street, San Diego, CA 92101	PH: 619-231-6664 Fax: 619-231-8060	http://www.omnihotels.com/FindAHotel/SanDiego.aspx
Hampton Inn San Diego Downtown (Hilton)	16	Yes	free breakfast & 24 hr coffee	Yes	Yes	3 star	hi-speed internet; Laundry/valet services; room service	1531 Pacific Highway, San Diego, CA 92101	PH:619-233-8408 Fax: 619-233-8418	http://www.sandiegohamptoninn.com/index.php
W Hotel San Diego (Starwood)	11	No	Yes	Yes	Yes	4 Star	onsite spa; car service within 1-2 miles of hotel; modern; fire pit on rooftop	421 West B Street San Diego, California 92101	PH: 619-398-3100	http://www.starwoodhotels.com/w/hotels/property/overview/index.html?propertyID=1433
Hilton San Diego Gaslamp Quarter	10	No	Yes	Yes	Yes	4 Star	nonsmoking hotel	401 K Street San Diego, CA 92101	619-231-4040	http://www1.hilton.com/en_US/hilton/SANGQHF-Hilton-San-Diego-Gaslamp-Quarter-

Sample Study Tour Agenda

Monday:

9 to 11:30	Welcome & Overview of the FJC
12 to 1:30	Court Meeting at Madge Bradley
2 to 4	Headquarters – meet with San Diego Police Department Units
4 to 5	Teen Court

Tuesday:

9 to 10	Funding Panel (Foundation/City Attorney Grant Analyst)
10 to 11:00	Counseling (Home Start & Chaplains)
11:00 to 12:00	Intake System - Robert Keetch
12 to 1:15	Lunch
1:15 to 3	DV Court
3 to 4	Legal Panel Discussions
4 to 5	Children's Hospital
5 to 6	Dinner
6 to 9 pm	Volunteer Academy
	DV Prosecution, Court System & Protective Orders

Wednesday:

9 to 12	DA's office
	Family Protection Unit, Elder Abuse & Death Review Teams
12 to 1:15	Lunch
1:15 to 2:45	SDPD – DV Unit (Group)
	Forensic Lab
2:45 to 4	El Nido (Transitional Housing)
4:15 to 5:30	Police Chief (Meet & Greet the CPs & Site Visitors)
	City Manager (5pm)
	Council Members
5:00 to 8:00	Night Legal Clinic

Thursday:

Peer to Peer Day (Coordinate individually) Alternatively...

9 am	Military Liaison
9:30	Union of Pan Asian Communities
10:00	Traveler's Aid
10:30	Center for Community Services
11:00	Volunteer Program
12:00	Lunch
1:20	HQ – Ride Along with San Diego Police Department
1:20	Forensic Medical Unit (FMU)
3:00	Client Services
5 to 6	Dinner
6 to 9pm	Volunteer Academy
	DV Injuries, Strangulation & Victim Rights