Division of Youth Rehabilitative Services - Visitation Guidelines

Family visitation at Level IV and V secure facilities has additional precautions and restrictions in place.

Families should directly contact the facility their child resides in to schedule visits. Families can call the below phone numbers:

- New Castle County Detention Center – 302-633-3100
- Ferris School – 302-993-3800
- Residential Cottages (Snowden, Mowlds, Grace) – 302-633-2622
- Stevenson House Detention Center – 302-424-8100

What Families Should Know

- Visitors will be asked screening questions for coronavirus symptoms prior to and upon entry to the facility and have their temperatures taken at the facility.
- Masks will be required at all times during the visits.
- Social distancing guidelines will be in place.
- Visitation is limited to parents and guardians (2 visitors at a time). Bring a valid driver’s license or state identification.
- Visits will be limited to 45 minutes to allow for sanitization of the visitation area before and after the visit.
- YRS asks that visitors who display COVID-19 symptoms or test positive within 14 days of their visit contact the facility to inform them of the symptoms or positive test.

*It is our goal to ensure we are able to consistently maintain visitation for our youth and their parents/custodians. We recognize how important it is to have contact with loved ones. However, there may be a time when we need to cancel a visit unexpectedly in the event of a COVID-19 safety concern in a facility. We very much appreciate your patience and understanding in the event that occurs.*

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