

PROGRAM POLICIES

Visitations take place in an environment where a child's health, safety, and well-being are the top priority. The visit supervisor is an impartial observer who may terminate the visit if any guidelines are violated or if any other behavior occurs that is deemed inappropriate.

Confidentiality & notes

- I understand that staff will be present and documenting all observations made during visits. This includes any conversation with either parent before, during, or after a visit.
- These observation records shall be presented to the Guardian Ad Litem / Court Social Worker at no cost.
- Copies of observation records shall be provided via email at no cost to either parent's attorney upon request, provided there is at least a 72-hour turnaround period to provide the notes. If there is less than a 72-hour turnaround period, the cost will be \$25, regardless of who is requesting the notes, and the notes will be provided after payment is received.
- Observation records will not be provided directly to parents. Parents acting as their own attorneys need to subpoena the case notes.

Visit rules

- I will interact in a positive and supportive manner with my child(ren). Any communication or behavior that is emotionally or physically threatening to my child(ren) will not be allowed.
- I understand my child(ren)'s behavior at visits is my responsibility. I will set limits and discipline appropriately. Physical discipline of any type (spanking, hitting, threatening, or any other type of corporal punishment) is not allowed.
- There will be no physical activities (such as wrestling or horseplay) that could result in an unintended injury. There will be no tickling or holding unless freely initiated by my child(ren). There will be limited hugging and kissing unless freely initiated by my child(ren).
- I will remain in the presence of the supervisor when I am with the child(ren) and will not remove the child(ren) from the premises. There will be no outside visits unless expressly permitted by the supervisor.
- I will not use non-prescription drugs, alcohol, or anything that impairs my judgment before and during my visit with my child(ren).
- I will not dispense non-prescription medication to my child(ren). I will only dispense prescription medication to my child(ren) per doctors' orders as received by the custodial parent.
- Video and audio recording devices are not permitted at visits.
- I will turn my cell phone completely OFF before visits.
- I will not bring any weapons or anything that could be used as a weapon onto the premises, nor will I bring any toy weapons onto the premises.
- I understand that I am expected to have the room cleaned up and to end the visit on time.
- Children who are potty trained will use the restroom privately. If a child is in diapers or pull-ups, a visit supervisor will remain in the restroom with the visiting parent during changes.

Conversations

- Conversations should be natural and directed by my child(ren)'s interests.
- I will not discuss adult issues such as court proceedings or visitation restrictions with my child(ren). I will not make promises about unsupervised visits or future living arrangements. Any statements like "we'll go fishing this summer" or "you'll live with me soon" will not be tolerated.
- I will not speak of nor question my child(ren) about their custodial parent.
- I will not whisper to my child(ren) nor pass notes or letters.

Cancellations

- If I need to cancel my visit, I will do so no fewer than 24 hours in advance. I will call my Supervised Visitation Worker and leave a message or send an email. If I cancel less than 24 hours before a scheduled visit, or if I fail to show up, I will be responsible for the payment of one full hour, regardless of who typically pays for visits.
- I understand that consistent attendance is important to my child(ren). I further understand that my visits will be terminated if I miss three consecutive visits (without a documented excuse) or I establish a pattern of missed visits.
- I understand if either parent is more than ten minutes late, the visit will be canceled.

Payment

One-time nonrefundable administrative fee	\$50.00
Supervised visitation — first 18 months	\$35.00 / hour
Reduced rate with proof of Food Share eligibility	\$25.00 / hour
After 18 months of service	\$50.00 / hour
After 24 months of service	\$75.00 / hour

- The one-time administrative fee must be paid before any paperwork or processes are started.
- Visits are expected to conclude before no more than 30 months of service; continuation of visits after 30 months of service will be considered on a case-by-case basis.
- Payment responsibility is typically assigned by the court. Other referring agencies shall determine who will be responsible for payment, in writing. If the referring party does not indicate the financially responsible party, the non-custodial parent shall be held responsible for payment.
- I understand that if visits are not established, no portion of the administrative fee will be returned.
- I understand that cancelled visits need to be paid for if they are not cancelled 24 hours or more in advance; the person responsible for the late cancellation will be responsible for full payment for an hour, regardless of who typically pays for visits.
- All payments will be made in cash or by credit card only, prior to or at the start of each visit, or the visit will not take place. I also understand that if I am paying by cash, I must have exact payment or any excess amount will result in a credit for the next visit.
- Credit card payments may be made by phone during office hours only and must be made at least one hour prior to visits.

Visitors besides the parent

- Approval for anyone besides the non-custodial parent attending any visit or being on the premises during a visit must be granted by the court and/or the guardian ad litem and communicated by that entity to the Supervised Visitation Coordinator before the visit, and will be accommodated if possible.
- I will not bring pets to the visits.

Court orders, restraining orders & other concerns

- I understand that if either parent fails to adhere to ALL elements of the court order, visits will be terminated or not scheduled.
- The visiting parent will arrive 10 minutes early so there is no contact between the parties.
- The child(ren) will be brought at the designated start time of the visit.
- The visiting parent will wait up to 10 minutes after the visit, or until staff says they can leave, so there is no contact between the parties.
- The custodial parent, or any person transporting the child(ren) to and from visits, is not permitted to linger on premises before, during, or after the visit. Arriving early, remaining on premises during the visit, or lingering after the pick-up time is not permitted.
- I understand the supervisor may separate arrivals and departures beyond 10 minutes, creating an additional fee of \$25 to the appropriate party, if it is believed to be in the best interest of the children and to avoid conflict.
- The custodial parent will provide basic supplies for the child(ren) during the visit to ensure there is no conflict with products (allergies) or disruptions to the child's regular routine. Examples include a diaper bag with diapers, wipes, bottle or formula, pacifier, and an extra change of clothing. This is typically only needed for very young children who are in diapers or pull-ups and/or bottle feeding. All other supplies (snacks, special activities, and the like) will be provided by the visiting parent.

These policies must be followed by all parties and are subject to change at any time.

Further, this document is not intended to be exhaustive and can be supplemented on a case-by-case basis as deemed necessary by program staff.

I have read and agree to the above expectations and requirements. I further understand that violating any provisions of this agreement may lead to the termination of my visits.

SIGNATURE

DATE

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