

Close To Home Supervised Visitation LLC.

GENERAL CONDITIONS FOR PARTICIPATION

Visitation and Exchange Guidelines

Close To Home Supervised Visitation Center specializes in assisting parties and the Courts with facilitating supervised interaction between adults and children in a controlled, monitored environment. The guidelines set forth are not negotiable and if they are not followed, will be grounds to terminate our services.

Services:

Supervised Visitation – “Observation Supervision” – visitation monitored by a staff member.

Neutral Exchanges – Neutral exchanges take place in the center and are designed to allow exchanges without interaction between the parties.

Hours of Operation:

Office hours are Monday thru Friday 9 AM. – 4 PM
Visit and exchange hours 8am – 8pm 7 days a week

If the agency is closed due to inclement weather; we will attempt to contact both parties.

Intake:

In order to begin services at Close To Home Visitation Center, all parties must complete the intake process. Intake paperwork can be obtained by e-mail request or picked up in person

Once the intake process has been completed by all parties Close To Home Visitation Center will schedule the time for the drop-off and pick-up for exchanges and visits. **Close To Home Visitation Center will attempt to comply with the hours specified by the court order. However, the time and number of hours for the visitations and exchanges for each family will be dependent on the availability of the resources of Close To Home Supervised Visitation. When time or days conflict with resources we schedule by intent of the court order: (how often and how long).**

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Exchanges and Visitations' Process:

Exchanges

Unless fees are specifically addressed in the court order, each party will be responsible for an equal portion of the cost of exchange services

Both parties should arrive at the designated exchange time

The **custodial** party will always pull up to the front door and wait for the CTHSV representative to come out to **get or bring** out the child - they will never enter the building

The **non-custodial** party will park in the back lot and come in the back door to **receive or return** the child

Parties will never see, hear or interact with each other and all communications will be done through the Supervisor. **In the event that protocol has failed and both parties meet, no interaction will be initiated, failure will result in contact of local police.**

Visitations

Unless fees are specifically addressed in the court order the visiting party is responsible for visitation costs

No show / no call by custodial party will be billed at full cost of missed visit

No show / no call by visiting party will be removed from the schedule – balance due will have to be paid in advance before visits are rescheduled.

The **visiting party** must arrive in the center **10 minutes prior** to the scheduled beginning of the visitation. Visits will be **cancelled 5 minutes after** the scheduled visit time **(no show)** if we have not received a call from the visiting parent explaining the reason for being late. **Drivers for the visiting party will not wait in any area observable from our property**

The visiting party is to enter the **rear lobby**, sign the visitation log, and **remain in the assigned area** until the child(ren) arrives.

The **delivering party** is to arrive no sooner than 5 minutes before the designated beginning of the visitation and no later than 10 minutes after the beginning of the scheduled visit. The delivering party will pull up to the front/side door and wait for the monitor to come out and get the child(ren).

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For reluctant child(ren) - The delivering party will enter the **front lobby** with the children, deliver the child(ren) to the monitor, and **immediately depart the premises**.

If the custodial party is more than 10 minutes late the visitation will be cancelled **(no show)** and the custodial party will be responsible for the visitation fee.

The delivering party will not wait in any area observable from our property

The delivering party is to return to the center for pick up at the designated time to end, will pull up to the front/side door and wait for the monitor to bring the child(ren) out and **depart immediately**.

The visiting party will remain in the waiting area until the custodial party has left the property. **In the event that protocol has failed and both parties meet, no interaction will be initiated, failure will result in contact of local police.**

Cancellation, Missed, and late Visits/Exchanges

The cancelling party will incur the full fee of the visitation or exchange if they **fail to notify the center prior (no call)** to their scheduled visit or exchange.

Custodial cancelations must be made up as soon as possible.

Non-custodial cancelations do not have to be made up – custodial discretion.

If the custodial party is going to be late and calls, we will contact the visiting parent to ensure an extended time works (full visit) or reschedule.

If the non-custodial party is going to be late and calls, we will accept the children so the custodial party can depart and the visit will still end at the scheduled time.

If the court determines that supervised services are no longer required notify us immediately. Please don't assume the courts will notify us. Failure to notify us of changes will result in charges for scheduled visits/exchanges.

After services have not been used for three months all parties will be required to repeat the intake process to resume services. All records will be destroyed 9 months after the last visit.

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Expectations during the Exchanges and Visitations

All directions of the monitor are to be followed immediately, without argument.

Children will not be forced to have visitations, that is the custodial parents responsibility. We will however do our best to relieve their reluctance through modified visit times or an active role of monitors during visits.

As the visiting parent, you are expected to take care of and be responsible for supervising the children's behavior during the visitation.

Physical discipline of any type is not allowed.

Children should not be allowed to interfere with other visits being conducted in the building, harm people or property, or engage in any inappropriate behavior.

Only those parties identified in the court order or referral will be allowed to participate in the visit.

During supervised visits, parties are expected to interact with the children in a positive and supportive manner.

Any communications or behavior that is emotionally or physically threatening to the child will not be allowed.

Being under the influence of alcohol and/or drugs, or being suspected of being under the influence is prohibited, and will result in the termination of the visit.

Families are expected to pick up after themselves and leave the visitation room as they found it.

Children are spontaneous which leads to accidents and injury. Should your child injure him/herself during visitation/neutral exchange you do not hold Close To Home Visitation Center Liable.

The parent(s) agrees that they are responsible for the control of the child(ren) protecting them from injury and damage to the facility.

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All forms of endearment; hugs and kisses are to be spontaneously initiated by the child and appropriately accepted by the adult.

Child(ren) may not be physically examined.

Children that are potty trained will use the restroom privately without the visiting party – if assistance is needed the door must remain open. If the child is in pull-ups or diapers a supervisor will remain in the room during changes. The custodial parent is responsible for providing pull-ups, diapers and baby wipes or any other product that may be needed while cleaning the child(ren).

Profanity will not be allowed. Interrogation is not allowed including using the child(ren) to gather information about the custodial party.

Threats of physical violence will not be tolerated during exchanges and visitations. All parties must conduct themselves in an appropriate manner and clearly demonstrate that the well being of the child is the highest priority.

Silence all communication devices prior to entering the center. The use of cell phones, texting and any other communication devices will be strictly limited during visits or exchanges. **No calls or facetime with other parties are allowed without prior approval.** No recordings (audio or video) allowed anywhere on the premises.

There will be no discussions of the court case or issues involving the court with the child or any other adults during visitations and exchanges. This includes any potential future issues that are not currently authorized by the courts.

Close To Home Visitation Center employees are there to observe and record the behaviors and interactions between the adults and child(ren). The supervisor may interact when necessary at their own discretion. Neither party should initiate involvement of the supervisor in conversation or activities.

Neither party is to involve the staff in discussion disparaging the other parties or trying to get the staff to take sides.

Parties are not to ask personal questions of the staff, nor are they to offer food, drinks, or other gifts to the staff. Bartering between parties and staff is strictly prohibited.

Concerns, complaints, and questions, need to be addressed in writing to the center or discussed at times when the children are not present.

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Meals / snacks for the children are allowed. We ask that food and drinks are appropriate and healthy.

Children with dietary restrictions (medical) will have meals and snacks provided by the custodial parent unless prior arrangements have been made.

The custodial parent will provide bottles, formula, diapers and wipes for infants with written information regarding eating schedule or any other information that may be important to the visiting parent. Should the child be breast fed, the breast milk will be provided by the custodial parent.

Pets/service animals are not permitted into the facility due to allergens unless client agrees to pay for sterilization of the building immediately after the visit.

Conversations between the child and visiting party must be in English unless prior arrangements for an interpreter have been arranged and conducted in a normal voice – no whispering.

Close To Home Visitation Center will not allow the children to be used to exchange items or messages between parties. This includes passing messages, exchange items, make support payments, or serve papers to the other party. Should any of these exchanges occur it could result in possible suspension or termination of services.

Any appropriate correspondence can be passed through the monitor.

Gifts may be given to children with restrictions. The staff reserves the right to inspect all gifts prior to presentation to the child. Expect that all gifts will be opened and inspected for appropriate content. Custodial may refuse excessive amounts of gifts to be given.

The agency computer determines the correct time concerning appointments, services, lateness, late fees and cancellations.

Close To Home Visitation Center will not tolerate any harassing comments or threats to the staff. This includes attempting to contact staff outside the center.

Close To Home Visitation Center staff will remain neutral. The child(ren) well-being and emotional and physical safety remains our primary concerns. Any conflicts will be referred back to the referring source for resolution.

The delivery party must dress the child(ren) in appropriate and unrevealing clothing, or clothing that is not likely to reveal the child's genitalia or undergarments.

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Visitations are intended to be active and fun – play clothing is recommended as the art and crafts have paint, markers and glue.

There is no smoking inside the center nor are visitors allowed to take “smoke breaks”

Weapons are not allowed in the center or anywhere on the property. Weapons include, but are not limited to guns, knives, tools, pepper spray, mace, explosives, fireworks, acids, toxic chemicals, or any other similar object whether licensed or not.

If services are terminated for any reason, parties are not allowed on the premises or to contact us by any means other than by attorney or USPS mail. Violation will result in prosecution.

The parties will keep Close To Home Visitation Center informed of any changes in: court documentation, attorneys, address or telephone numbers.

Inability to contact clients due to full/no voicemail, nonworking numbers etcetera; are grounds for dismissal of services.

Any disclosures during the visits will be omitted from the observation notes and recorded on a separate disclosure form obtainable only through a subpoena. If required it will be reported to children’s services and/or the proper authorities

Security

Audio and video recording **may be** utilized for any Close to Home Supervised Visitation program. It is our security and live monitoring system, it cannot be kept, copied, or downloaded. Any Incident documentation will be made on another device before it is overwritten. **Any concerns about a visit** must be brought to our attention **immediately** so we can review the security tape to ensure we did not miss anything in our observation notes as the security tapes are **overwritten in 5 days**. **We expressively deny that we can hear or see everything.**

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ACKNOWLEDGMENT OF UNDERSTANDING SERVICES, RULES, AND GUIDELINES

The most important rule to remember is that parties are expected to **comply with directions from Close To Home Visitation Center staff**, whether for supervised visitation or exchange. Although parties may not understand why an instruction is given or agree with the instruction they are given, the time to address questions and concerns is not during the time assigned for supervised visitation or exchange. In certain cases there may be changes to routine operations in order to accommodate unusual or unforeseen events or needs that may not relate to your individual case. Please remember that we are serving a number of families at any given time and that compliance with the rules outlined herein will enhance services to everyone. **FAILURE TO COMPLY WITH OUR DIRECTIONS WILL BE CONSIDERED AN ACT OF AGRESSION THAT WILL RESULT IN CONTACTING THE LOCAL LAW ENFORCEMENT and/or dismissal of the case.**

I HAVE READ AND RECEIVED A COPY OF THESE RULES AND HAVE A COPY FOR MYSELF. I UNDERSTAND Close To Home Visitation Center reserves the right to revise and/or change policies at any time or modify rules on a case by case basis. My signature below indicates i understand these rules and agree to follow these rules. I understand that the information gathered during exchanges and supervised visitations will be released to the court and others authorized by the court to have such information. I understand that if I do not comply with these rules, the visitation or exchange may be suspended or terminated and notice of such may be provided to the court.

By signing this form I agree to hold harmless and release Close To Home Supervised Visitation Center from any and all loss, damage, liability, injuries, medical conditions, and costs or expenses as may arise, or may be caused in any way by participation in Close To Home Visitation Center. I further understand that I assume all responsibility for any loss, damage, liability, injuries, or medical complications from participation in Close To Home Visitation Center in which my family or I participate. I have read and understand the above conditions for participation with Close To Home Visitation Center

SIGNATURE

DATE