

# **SUPERVISED VISITATION PROGRAM PROCEDURES AND REGULATIONS**

The Community Counseling Center strives to provide a non-threatening, neutral environment where parents and children can engage in supervised visitation and strengthen parent/child relationships.

1. Each participant is responsible for his or her actions and CCC is not responsible or liable for any actions or omissions which occur at or near its facility. Each party agrees to assume the risk of any injuries or damages which he or she may suffer during their visit at CCC. Each party agrees to hold CCC harmless from any claims arising out of their visit at CCC. The visiting party is responsible for the care of the child(ren) or child(ren)'s belongings while at the Center. Visiting party may be held financially responsible for any damages at the Center caused by the visiting party or child(ren) visiting. The visiting party is responsible for cleaning the visitation room after their visit, all toys should be put back in their proper place and room should be vacuumed if needed. Broken toys should be given to staff member.
2. Each party agrees to abstain from alcohol and all other non-prescription mind-altering drugs at least twelve (12) hours before any visitation is scheduled to take place. Any reasonable belief by CCC staff that alcohol or mind-altering drugs have been used will result in a drug screen or breathalyzer test. A refusal to test will be treated as a positive result, and all positive results will be reported to the guardian ad litem, courts, and/or referral source. Positive results will result in cancellation of the visit, and possible termination of services.
3. Each party agrees not to bring any weapons, non-prescription drugs, or contraband on CCC premises. Failure to abide by this will result in confiscation of contraband (which will be turned over to the local Police Department), cancellation of the visit, and possible termination of services.
4. The use of cell/smart phones and other technology in visitation is permitted as follows:
  - a. No phone calls shall be made or taken in the visitation room in the presence of the child(ren). Contact between the child(ren) and any other person not specifically allowed by the court order by phone or electronic communication during the visit is prohibited. There are no exceptions to this rule.
  - b. Visiting parents and child(ren) may use their phones or computers to view electronic media such as pictures, songs, or videos at the discretion of the supervising staff member. Staff must be allowed to view the media before it is

shown to the child(ren) to determine if it is appropriate, otherwise it will not be permitted. Staff must be able to see/hear media when it is in use. Failure to abide by the rules for electronics use will result in revocation of this privilege for the duration of visitation services.

5. Each party agrees that physical punishment of the child(ren) is not permitted while on CCC's premises.
6. Each party agrees to keep CCC apprised of their current address and phone number and to provide CCC with requested information and documentation in a timely fashion. Parents are expected to return all calls and voicemails. CCC is unable to schedule visitation if parents cannot be reached and cannot be held responsible for these missed visits. If more than one (1) visit must be cancelled due to inability to reach a parent, CCC may terminate services and notify the courts/guardian ad litem.
7. Each party agrees to pay the designated fees. The fee for orientation is **\$20.00** and is paid by each party at the orientation session. Fees for visitation are described in section 9c.
8. **Upon a one (1) week notice** by either party, a court official or Department of Social Services, CCC will submit **one report to court** and each party agrees that this report will be admissible into evidence at any court hearing **without** a CCC staff person being required to testify. If anyone would like a copy of these notes, they should notify the Court to which they were submitted. If a CCC staff member is subpoenaed to testify in a court case, we will charge a fee for each occurrence in order to cover our costs for preparation time, time spent in court, and rescheduled or missed appointments with other clients. This payment is due at least two (2) days **BEFORE** the testimony. CCC will charge \$600 for a full day in court and \$300 for a half day. You will be responsible for paying this fee regardless of who requests the testimony.
9. **Visitation procedure:**
  - a. **Custodial and visiting parties are not to encounter one another at any time while at CCC. The visiting party will arrive ten (10) minutes** before the scheduled visit and wait in the visitation room. **The custodial party** arrives at the scheduled time, pulls up in front of CCC, and waits for a staff member to come out and get the child(ren). The drop off person must then leave the premises. At the end of the scheduled visit, the custodial party pulls up in front of CCC and a staff member will bring the child(ren) to them. They should at that time leave the premises. **The visiting party** will remain in the visitation room until released by the staff member before leaving the building. If both parties arrive at the same time, the visiting party must come directly in the building and the custodial party may drive around the block and come back. Repeated violations of this procedure by either party may result in termination of services.
  - b. CCC cannot force children to participate in supervised visitations. If a child(ren) refuses to come into the center, the attempt will be documented and staff will

notify the court, guardian ad litem, and representing attorneys. Visitation will be canceled and staff will reschedule

- c. Supervised visits will be supervised by a CCC staff member or approved volunteer; this person will not necessarily be a mental health clinician. The visiting party and child(ren) remain in the visitation room, or on CCC property, with staff member present at all times.
  - d. The staff member may redirect conversation or activity if they determine it is inappropriate or unsafe. Staff redirection must be respected or the visit will be cancelled and services may be terminated.
    - i. Inappropriate topics include court, the custodial party, or discussions about the future. We encourage parents to focus on the present and not discuss the future (such as living arrangements, awaiting gifts, time sharing, or visitation modifications). Visitation discussions with the child/children should focus on positive subjects dealing only with the child's present circumstances thus avoiding undue pressure and disappointment for the child/children
  - e. Neither CCC staff nor the visiting child(ren) will deliver notes, letters, documents, or any form of written or oral correspondence from one adult to another with the exception of instructions for administering medications for the child(ren) during visit or written school information during these visits.
  - f. The fee is **\$30.00** per hour, paid by the non-custodial party unless an alternate fee arrangement is specified in the court order. **Fee must be paid at each visit.** While CCC can make reasonable accommodations for emergencies, parents are responsible for giving as much notice as possible when visits must be cancelled. If a 24-hour notice is not given when canceling a visit, the party responsible for canceling the visit may be charged a no-show fee of **\$60.00** for that visit. More than one (1) no-show may result in termination of services. CCC will do a maximum of one (1) hour per week scheduled on weekdays during normal business hours.
10. All parties are responsible for providing CCC with a copy of the visitation order, a copy of protective orders and any other relevant legal documents. These documents must be received **BEFORE** any visits will take place.
11. CCC keeps records of each visitation to document dates, time of arrival, activities during visitation, observations of the child(ren), and other pertinent data. Staff also document all verbal, written, and telephone communications, in the event they are subpoenaed to court. These records are the property of CCC and will not be shown to parties under any circumstances. They may be requested and viewed by the courts, a party's attorney, or guardian ad litem at any time. Staff may provide custodial parents a brief verbal or written summary of visits on request.

12. Any special circumstances for the supervised visits must be clearly defined in the court order or agreed upon by both parties and CCC staff at the visit prior to the special circumstance. No individuals are allowed at the visit unless clearly stated in the court order. There are no exceptions to this rule.
13. The standards of confidentiality associated with counseling services do not apply in the supervised visitation program. CCC reserves the right to communicate freely, at our discretion, with family members, professionals, court officials, or others involved in the case for the purpose of scheduling, clarification, and attempted resolution of issues.
14. CCC provides a neutral environment for parties to visit their children. We do not provide psychological evaluations, custody evaluations, treatment for psychological disorders, or serve as a replacement for legal or mediation services during these sessions. We will not get involved in conflict that occurs outside of our center and will remain neutral to provide visitation services.
15. CCC reserves the right to terminate visitations at any time if any party does not abide by these Procedures and Regulations, if parties do not respect the guidelines and redirections of the supervising staff member, if the child(ren) becomes acutely distressed, or if a party acts in an inappropriate manner to the child(ren), staff, or others. Any behavior toward staff that violates the safe working relationship between all parties, such as rude/vulgar/abusive language, threats, raised voices/yelling, or similar behavior, will not be tolerated and is grounds for immediate termination of services. The offending party or parties will be reported to the court, guardian ad litem, and/or referral service. On termination, CCC may provide contact information for alternate services to the parties if requested. CCC reserves the right to decline any court ordered supervised visit.
16. The custodial party has the right to permit photos to be taken of children during sessions at CCC. The custodial party also has the right to permit food, beverages, or gifts to be brought to the child during session. The custodial party reserves the right to change permission guidelines at any point during visitation. Staff will redirect any conversations from the visiting party encouraging the child(ren) to speak to the custodial party about modifying this.

### **Additional Services**

1. Children involved in the Supervised Visitation Program may be eligible to receive therapeutic support and education from a counselor. This can help the child work through some of the negative emotions, thoughts, and behaviors associated with not having the non-custodial parent in his/her life on a daily basis. These services may be charged for under the fee schedule for counseling services.

The undersigned acknowledges that he/she has read and understands these procedures and regulations.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Relationship to Children: \_\_\_\_\_

Witnessed by: \_\_\_\_\_ Date: \_\_\_\_\_