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Family Resource Center Supervised Visitation Center (FRCSVC) is a home-like setting where, under supervision of trained professionals, families can maintain their relationships and attachments while separated from each other due to court involvement.

### **Explanation of a Supervised Visit:**

During a supervised visit at the FRCSVC, the visiting parents should guide the visitation. The visitation monitor will be as non-intrusive as possible. The visitation supervisor may intervene if there is a question as to the child's comfort level and/or the safety of the child or visitors. Staff may observe visits using FRC's security cameras. Use of such cameras are subject to approval on a case-by-case basis. Factual documentation will be written during the visit and will be sent to attorneys, case managers, CASAs, and the Court upon request.

## **SUPERVISED VISITATION SERVICES POLICIES AND PROCEDURES**

### **Availability:**

- Supervised visits will be determined and scheduled by FRCSVC based on the availability of the visitation supervisor and available time slots. Court orders will be accommodated as closely as possible.
- Please inform your employer in advance of the days and the times you are unable to work.
- Visits may be rescheduled if your scheduled visit falls on a Holiday, FRC is closed, or staff is unavailable (illnesses, training, vacation, etc.) .

### **Arrival and Departure:**

- The visiting participant must arrive at the visitation center no later than 15 minutes prior to the start time of the visit. If the visiting participant arrives less than 15 minutes prior to the scheduled visitation time, the visiting participant will be considered late.
- Nurturing Parenting Skills for Families in Supervised Visitation is a requirement of the FRCSVC. Each parenting lesson last approximately 30 minutes and will occur before and after the visitation.
- Due to the high number of families, we serve, it is imperative that you confirm your visit **NO LATER than 5pm the day BEFORE your scheduled visit day**. You can do this via text or call. **Failure to comply WILL result in a cancelation of visitation.**

- The visiting party must communicate with the visitation supervisor if he or she will be late to the visit. If a visiting participant is frequently late, visits may be subject to suspension or termination.
- If the visiting participant does not arrive at the scheduled visitation time, the visitor will be considered a “no show” and the visit will be cancelled. Unless the visitor communicates with the Supervised Visitation Coordinator that he or she will be late, the child(ren) will not be held at the facility. The child(ren) will not be held at the visitation facility longer than 15 minutes past the scheduled visitation time.
- Three “no shows” or cancellations may result in suspension or termination of services.
- Following the visit, the visiting participant must remain inside the building 15 minutes after the child(ren) has left, unless instructed otherwise by the visitation supervisor.
- The visit must end at the scheduled ending time. Staying past the scheduled time can negatively impact the child and create safety concerns. Therefore, staying past the scheduled time or difficulty leaving on time can result in changes to or suspension of visits.

#### **Contagious Illnesses:**

- If you or the child(ren) is contagious or running a fever (100.4F or higher), **DO NOT** come to the Center. Considering all parties involved, the FRCSVC will cancel the visit.
- If you have proof of illness for missed visits, please bring it for our staff to copy for your file.
- Please notify staff immediately if you have or suspect lice, bedbugs, etc. Head lice checks on child(ren) are performed by staff after the notification of treatment of lice.

#### **Letters and Pictures:**

- If the visiting participant wishes to bring a letter for the child(ren), the letter must be read by the visitation supervisor prior to the child’s arrival. The letter may not include any information about the case or any other subjects related to the case. The letter may be photocopied and kept in the visitation center’s records.
- Any pictures being shown to the child(ren) must be shown to the visitation supervisor prior to the visit. If the visiting participant shows the child(ren) pictures that have not been viewed by the visitation supervisor, the visitation supervisor may intervene and the remainder of the visit could be suspended.

#### **Visitors/Guests:**

- Any visitors besides the approved parent or custodian must have prior approval by the visitation supervisor and the referring individual in order to be allowed into the supervised visitation setting. Any visitors that have not been approved will not be allowed into the building and will not be allowed to have contact with the child(ren). Visiting parents cannot bring other persons unless they are sure that they have been approved, and the referring party has informed the Supervised Visitation Coordinator of additional attendees. A visitor will not be allowed to begin attending visits until they have completed an intake and appropriate paperwork with the visitation supervisor.
- The following rules listed below apply to the approval process of visitors and guests. Failure to abide by the policies and procedures may result in the removal of the privilege of having guests attend visits and/or suspension or termination of services.

- 1) No more than 2 visitors or guests are allowed during a visit, unless previously approved

by the visitation supervisor.

- 2) Visitors must not be in the parking lot or on the property other than for their approved time to attend the visit.
  - 3) The purpose of visitation is primarily for the visiting parent and child(ren) to have an opportunity to maintain and build on an existing relationship in a safe environment. Thus, no visitors will be approved until at least 3 visits have occurred with only the visiting party and child(ren) present, unless special circumstances exist and the visitation supervisor has approved an exception (i.e. RESs, birthdays, etc.).
  - 4) No unrelated or non-familial minors or adults will be approved as visitors.
- All visitors and guests are required to follow the same guidelines and rules that visit participants follow.

#### **Kitchen and Food:**

- Visitors and children may use the kitchen in the facility to prepare and/or eat food. If the visiting participants wish to leave any food or drink in the refrigerator at the facility to use for a future visit, please be advised that FRCSVC is not responsible for any food or drink consumed by other visitors at the facility.
- If the kitchen is used during a visit, the visiting participants are required to clean up after use.
- Please pickup food prior to the start of your arrival time. Once the visit has started; parents are not allowed to have restaurants or family friends deliver food unless previously approved by the visitation supervisor.

#### **Policy for Visitation:**

These rules apply to both parties and visitors. Intervention, documentation, suspension of a visit, suspension of services, or termination of services may occur if any of the rules are not followed. The visitation supervisor has the right to stop or end a visit at any time due to rule violations.

1. If behavior problems arise, redirection, time-out, and positive reinforcement are encouraged. No adult may physically discipline a child or threaten to do so during any part of a visit, including drop-off and pick-up.
2. No adult may threaten, intimidate, or physically/verbally assault any staff, client, or property of FRCSVC.
3. Visiting participants may not whisper during visits. If whispering occurs, the supervisor will be required to intervene and to document that intervention. At no time are secrets allowed. If your child attempts to tell you a secret, inform them it is against the rules and let them know it is okay to be said aloud.
4. There will be no note passing between parents or parents and children during a supervised visit or exchange. All written correspondence is to be approved by staff prior to the visit starting.
5. The purpose of visitation is for the visiting parent and child(ren) to maintain and build on an

existing relationship in a safe environment. Visitation cannot be used as a means to gather information about the child or children's current living situation or the custodian's current place of residence, daily activities, relationships, lifestyle, etc. Therefore, it is not acceptable for the visiting parent to question the child in order to gather this sort of information.

6. Neither visiting parents nor custodians may use the visitation as a time for making negative comments about the other party or relevant family or friends.
7. It is not acceptable to discuss a current or past court case, or other adult issues related to court proceedings, a divorce, a custody situation, or an abuse investigation during visits.
8. As it relates to custody and visitation matters, it is not acceptable to make promises about or discuss the future or any changes that might take place in the future. Examples of unacceptable comments include but are not limited to the following:
  9. "We will only have to have visits here for the rest of the month."  
  
"Next time you will get to visit me at my house."
10. Visiting participants may not accept personal phone calls during a visitation; unless it has been approved upon by the visitation supervisor or coordinator. **Children may not speak on the phone with others during visits.**
11. Visiting participants may not take any photographs during supervised visitation without prior approval of the child and visitation supervisor.
12. If you are visiting during a child's regular meal time or snack time, you may bring food or a snack unless otherwise informed. **Please avoid bringing candy or sugary drinks.**
13. No pets are allowed at a supervised visit.
14. Parent(s) or other visitors may not undress the child (unless in diapers) or take the child to the bathroom unsupervised. If the parent accompanies a young child to the bathroom, they are to leave the door partially ajar and the visitation supervisor will stand outside the door. Older children must go to the bathroom by themselves.
15. Parents are expected to assist their child in the process of cleaning up or picking up any area or items used. Staff will advise you when there are 15 minutes left in the visit. This is the time for you and your child(ren) to begin clean-up of the visitation room and any other areas used during the visit.
16. Physical affection (hugs, kisses, etc.) during visits is permitted only when the child appears comfortable with it. Furthermore, in certain cases, such as involving sexual abuse, FRCSVC may impose further boundaries on physical affection.
17. Speak in a tone of voice loud enough for the staff to hear all conversations. Parents are expected to refrain from the use of derogatory language and/or cursing during visits.

18. As much as possible, visiting parties are expected to bring all necessary items and materials into the agency prior to the beginning of the visit. If a visiting parent needs to return to their vehicle to retrieve items, the child(ren) will remain inside with the visitation supervisor.
19. Outside play during visits is subject to approval on a case-by-case basis and is also up to the discretion of the visitation supervisor. Outdoor play is typically very active and often loud which complicates the task of supervising, therefore outside play may be limited to one hour of the visit. There will be no outside play during inclement weather.
20. Food and drink are only allowed in the kitchen/dining area.
21. Visitation participants may not use illegal substances or alcohol before or during a visit. FRCSVC does not conduct drug analysis. However, participants could be subject to random drug screenings by the Department of Family and Children Services. If there is suspicion of use by any party, the visit will be cancelled. A child will not be allowed to leave the building with an adult suspected of being under the influence of drugs or alcohol. The police will be called, if necessary, to determine if an adult is able to transport a child safely.
22. The visitation supervisor may intervene at any point of the visit if the child's safety and well-being appears to be at risk.
23. Visits may be cancelled due to inclement weather. All parties will be notified of any cancellations by FRCSVC no later than one (1) hour before the scheduled time of visitation.
24. No electronic games and/or devices are permitted during the visit unless approved by the visitation supervisor. This includes cell phones with the exception of taking pictures upon approval. The purpose of the visit is for parents and children to have appropriate, quality time together. If electronic games and devices are brought to the visit, the visitation supervisor will ask that they be put away. The visitation supervisor may ask that the device be given to him/her until the end of the visit.
25. Gift giving must be approved by the visitation supervisor prior to the visit. Excessive gift giving is not allowed. All gifts approved must be unwrapped and shown to a staff member prior to the start of the visit.
26. No smoking, vaping, or chewing tobacco is permitted at FRCSVC. This includes the yard and the parking lot.
27. No guns, knives or weapons may be brought to the Center for any reason.
28. It is your responsibility to keep the Center informed of any address and telephone changes within 48 hours of changing.

Policies and procedures listed above may be subject to change. Participants will be notified of revised policies in the event any changes are made. Family Resource Center reserves the right to refuse, terminate, or suspend services if it is believed the visitations are not in the best interest of the child, it is believed we cannot assure the safety of the child, or the visiting party neglects to adhere to the policies listed above. The agency may provide a letter to the parties involved and, when appropriate, to their attorneys in such a case. The agency may also choose to terminate or suspend visitation if the case requires extensive services beyond the ability of the staff to provide. If this occurs, the Family Resource Center will refer the parties back to their attorney and/or case manager as needed in order to resolve the issues.

## SUPERVISED VISITATION SERVICES POLICIES AND PROCEDURES ACKNOWLEDGEMENT FORM

I have read, understand, and agree to the policies, rules, and procedures of the Supervised Visitation Center, a program of Family Resource Center, and agree to the conditions contained therein. Additionally, I understand that I cannot hold Supervised Visitation Center or Family Resource Center liable for any injuries my child(ren), family, or myself may receive while conducting our visitations.

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Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Member

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\*Your signature on this page indicates that you have received, reviewed, and agree to the Family Resource Center Supervised Visitation Center Policies and Procedures.

