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Explanation of a Supervised Visit:

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.

Factual documentation will be written during the visit and will be sent to attorneys 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.
- All parties must communicate with the visitation supervisor if he or she will be late to the visit.
- 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.
- Visits may be rescheduled if the scheduled visit falls on a Holiday, FRC is closed, or if staff members are unavailable (illnesses, training, vacation, etc.).

Contagious Illnesses:

- If the child(ren) are 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.

Visitors/Guests:

- Any visitors besides the approved parent or custodian must have prior approval by the visitation supervisor and the referring individual or courts in order to be allowed into the supervised visitation setting.
- Visitors must not be in the parking lot or on the property other than for their approved visit time or at child pickup/drop-offs.

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. 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.
4. The purpose of visitation is for the visiting parent and child(ren) to maintain and build on an existing relationship in a safe environment.
5. 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.
6. 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.
7. 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:

“You will only have to have visits here for the rest of the month.”
8. **Children may not speak on the phone with others during visits.** Children should leave

phones and other electronic devices with the non-visiting party during visits. Exceptions do include school issued devices used for homework. If a child must bring a cellphone/device to visits it should be kept on silent. The visitation supervisor may ask that the device be given to him/her until the end of the visit if the device becomes problematic. **No electronic devices are allowed in the restrooms.**

9. No pets are allowed at a supervised visit.
10. 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 or on the first visit.
11. If there is suspicion of drug or alcohol 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.
12. The visitation supervisor may intervene at any point of the visit if the child's safety and well-being appears to be at risk.
13. 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.
14. No smoking, vaping, or chewing tobacco is permitted at FRCSVC. This includes the yard and the parking lot.
15. No guns, knives or weapons may be brought to the Center for any reason.
16. 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 parties neglect 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 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.

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.