

ANGELS FOR CHILDREN SUPERVISED VISITATION PROGRAM

GUIDELINES FOR BOTH CLIENTS

Please review the following guidelines as you will be responsible for your actions. These guidelines will be discussed with each parent during their orientation/intake process. You will be given an opportunity to ask questions at that time or any other time we are providing services. Please sign and return to the agency to help expedite your first visit. Failure to follow these guidelines could result in the termination of our services. If you have any questions or concerns about any of the guidelines, please contact us at (713) 309-6343.

SCHEDULING VISITS

The visiting parent is required to contact the agency via telephone call, or text message no later than four days prior to the requested visit. The agency will notify the designated supervisor who will contact the visiting parent to confirm the date, time and place for the visit. The supervisor will then contact the residential parent to confirm same. The agency contact phone number is (713) 309-6343.

The visiting parent is responsible for paying for admission to all events/activities for the children as well as for the supervisor. The visiting parent will pay the supervisor at the beginning of each visit. Checks and money orders should be made payable to Angels for Children. A fee will be charged for any returned checks. Credit card are accepted three days in advance via Pay Pal with an additional surcharge.

PICK-UP AND DROP OFF OF THE CHILDREN

The parties are not to have contact with each other during the exchange of the children, unless otherwise approved. The visiting parent should arrive 10 minutes early and wait inside location where visit is to take place. The residential parent will deliver the child to the supervisor at a prearranged location. The residential parent does not have to exit their vehicle as supervisor will take possession of the child from the residential parent's vehicle. The residential parent will depart immediately after the supervisor has possession of the child. After the visit concludes, the visiting parent will remain at the designated location until released by the supervisor after the child(ren) depart. Exact arrangements are made on a case-by-case basis. Final arrangements for exchange of the children are up to the supervisor, and parents are expected to comply with the supervisor's instructions in this regard.

CANCELLATIONS/LATE AND MISSED VISITS

Failure to notify the agency regarding a cancellation will result in cancellation fees for the person cancelling the visit. The canceling party will incur the full fee of the session if they fail to notify the agency of a cancellation later than 48 hours prior to the visit. If both sides fail to show for a visit each side will be responsible for their portion of the full fee. Likewise, if a visit is cancelled due to noncompliance on the part of one or both parents the noncompliant person(s) will incur the full fee of the session.

Child illness exception: If the canceling party notifies the agency at least 48 hours in advance that they are canceling the visit due to the child being ill and they provide the agency with written notification from a physician within 48 hours after the visit they will not be held responsible for the cost of the supervised visitation session. The note must contain a statement from the physician specifically stating that the visitation should not occur. A statement such as "the child should not attend school or day care" will not suffice and a makeup visit can be scheduled based on staff availability.

If a parent is going to be late, please notify the supervisor by telephone. A \$15 late fee will be charged if a parent is more than 15 minutes late. If a parent is more than 15 minutes' case, the visit will be cancelled and the late parent will pay the fee for one hour plus travel fees to the supervisor. No exceptions will be allowed and no subsequent visits will be scheduled until the late fees are paid.

If it is decided you will not be using Angels for Children supervised visitation services any further, you must notify the agency. Do not depend on the courts, your attorney or the other party to do so. If there is a scheduled visit that does not occur because the parties have not notified the agency, the visit will be treated as a missed visit.

INTERACTION DURING SUPERVISED VISITS

Parties are expected to take care of and be responsible for managing the children's behavior during visits. Parties are expected to set limits and discipline appropriately when needed, however physical discipline of any type (spanking, "swatting," pinching, or any other type of corporal punishment) is not allowed.

Children who are potty trained will use the restroom privately without the visiting party. If a child is in diapers or pull-ups the supervisor will remain with the visiting party during changes. All contact between the visiting party and children must remain supervised.

Parties are expected to interact with the children in a positive and supportive manner. Any communication or behavior that is emotionally or physically threatening to the child is not permitted. Profanity, derogatory comments, or comments that paint the other parties in a

negative light are not permitted.

Discussion of the litigation, the current legal situation, or issues involving the court with the child or other adults is not permitted. This includes any discussion of potential future issues that are not currently authorized by the court, such as "when this is all over," or "if you get to live with me..."

All conversations between the parties and the children must be audible to the person supervising the visit. Conversations between the child and the parties must be in English unless a staff member is available who is multilingual.

Interrogation of the child is not permitted. What behavior constitutes interrogation is left to the discretion of the supervisor, but includes using the child to gather information about the custodial party and/or leading the conversation in such a manner that encourages the child to reveal such information. Conversations should be natural and directed by the children's interests. Conversations should focus on the here and now rather than the future possibilities.

Children are not to be physically examined or inspected during supervised visitation. Threats of physical violence will not be tolerated. All parties must conduct themselves in a manner that clearly demonstrates that the well being of the child is their highest priority.

The supervising staff will determine appropriate and inappropriate behaviors and conversation with the children. Parties are to comply with the limits set by the staff without complaint, comment, or further explanation during the visit. Parties may contact the agency during business hours after the visit if they have questions regarding staff directives.

Children are not allowed to talk on the phone or interact with others online (including online gaming) during visits as it is not possible to properly supervise such interactions. The visiting parent should refrain from being on the phone during a visit unless necessary.

The agency will allow only the exchange of the children and the items for the children. Neither the visitation site nor the children should be used to pass messages, exchange items, or serve the other party or the agency. The only exception to this is that messages regarding medication for the children will be allowed provided the message.

GIFTS

Gifts may be given to children, however gifts should be new and in original packaging. Nothing should be given to the child at any time with the understanding that it is theirs "when they go home" with the visiting party or that the gift is otherwise not freely given. Gifts should be moderate in cost, reasonable in number and size, and age appropriate. The amount of gifts and sizes of the gifts are restricted to what the children can easily carry in one trip to the other party's vehicle. The agency reserves the right to inspect any items brought by the delivering party or any item from the visiting party prior to presentation to the children.

Gifts are to go home with the child unless the child wants to use gift at future visit or child refuses to take the gift home with them.

PHYSICAL CONTACT BETWEEN THE CHILD AND VISITING PARENT

Children will be allowed to hug and or show affection with the visiting parent at the beginning and end of each visit. Excessive signs of affection during the visit will be monitored and addressed on a case by case basis. If there are allegations of sexual abuse, the visiting parent is not allowed to place their hands on the child in any way the staff deems inappropriate. During the intake procedure, the visiting parent will be given examples of inappropriate contact depending on the allegation or the child's preference or comfort level. Unless deemed inappropriate by the agency or limited by the court, parties may have appropriate physical contact with the child. The parties are to ensure the children do not inappropriately expose themselves during the visitation. If parties encourage the children to assume inappropriate poses the visit may be terminated.

Photography/videography

Taking reasonable photographs of the child will be allowed on occasions, however video or audio recording is strictly prohibited and is grounds for immediate termination of services.

GUESTS DURING VISITS

The agency has the discretion to approve or disapprove guests during visits. Each case is reviewed and approved based on case history and the relationship history each guest has with child. Each visit is reserved so bonding can occur between the child and the visiting parent and sometimes having guests can distract the child

from the parent. Guests are not allowed until after 2 visits have occurred between the visiting parent and the child. Please seek guest approval three days in advance by calling the agency and providing information about each guest. The custodial parent will be contacted regarding any guest approval. No more than 2 guests are allowed per visit. The director will contact each guest and review basic rules they are expected to follow. Each guest will have to pay \$10 per hour or the visiting parent can include guest fees as a portion of their fees. Guests can be present during part or all of the visit. No fees will be waived for guests.

INTERACTION WITH SUPERVISING STAFF

The supervisor is present to observe and record the behaviors of and interactions between the adults and children. Supervisors may interact when necessary at their own discretion. Neither party should initiate involvement of the supervisor in conversation or activities.

Parties are not to involve the staff in discussion disparaging the other parties, providing personal information regarding the party or the other parties, getting staff to try to "take sides," or discussing their opinion of the court orders. Parties are not to ask personal questions of the staff, nor are they to offer gifts.

During exchanges and visits parties are not to discuss with the staff the case, litigation, concerns, complaints, questions, or the other party. These issues need to be addressed in writing to the agency at times other than during the exchanges. Outside of notifications to the supervisor of immediate issues occurring on the day of a supervised visit all case-related communication should be directed to the administrative office.

All supervisors are required by law to report any reasonable suspicion of child abuse or neglect. This includes physical, sexual, or emotional abuse and physical neglect. Staff will also contact the appropriate authorities if there is harassment, threats, or physical contact during exchanges.

OTHER GUIDELINES

The supervisor determines the correct time concerning appointments, services, lateness, and cancellations. Supervision services can have terminated for any reason deemed necessary, including:

- If ongoing contact appears too stressful or traumatic for the child
- The agency determines that it cannot effectively address safety or other issues involved in the particular case
- The case places an undue demand on the agency's resources
- A party harasses or threatens staff or other parties
- One or both of the parties fail to comply with guidelines for service

The children and the parties should be dressed in appropriate and unrevealing clothing. Children wearing skirts or dresses should have shorts on under their dress.

There is no smoking, alcohol use, or other substance use allowed at any time during supervised visitation.

Parents are not allowed to carry weapons of any sort during supervised visitation. Parents should secure any weapons in the home so that they are not accessible during supervised visitation. Weapons include, but are not limited to, guns, knives, tools, pepper spray, mace, explosives, fireworks, acids, chemicals, or any other similar object.

No alcohol consumption prior to or during a visit. If a visiting parent appears to be under the influence of alcohol or drugs, the supervisor has the right to terminate the visit. The fees are non refundable.

Unless a court has prohibited specific interactions during a visit or a licensed health professional provides written documentation regarding a potential emotional or psychological threat to a child from specific interactions, parent-child interaction that falls within the agency guidelines will be permitted. This may include the visiting parent and children watching movies or playing games that the custodial parent may not always approve of, as long as such activity is age appropriate.

RECORDS REQUESTS/SUPOENAS

Copies of records will be provided in response to written requests. A business records affidavit can be supplied with record copies if requested. Information regarding supervised visits will be provided to attorneys, psychologists or social workers involved in your case. Any time spent interacting with agents of the court will be charged to the parties. Please refer to our fee schedule for applicable fees for records/subpoenas

Disclaimer for released records: information released is based on staff observations. There are fees whenever a supervisor is subpoenaed to testify in court, fees will be paid in advance by the requesting party and subpoenas can be delivered to the agency via fax or email. Please allow 7-10 days notice for court appearances. Fees for court appearances are non refundable.

Please understand that supervisors do not provide evaluations of the families who use our services or make recommendations about future arrangements for parent-child access. The observations are of parent-child contacts that have occurred in a structured and protected setting. No prediction is intended about how contacts between the same parent(s) and child(ren) might occur in a less protected setting and without supervision. Care should be exercised by the users of these observations in making such predictions.

ACKNOWLEDGEMENT OF UNDERSTANDING

The most important guideline to remember is that parties are expected to comply with directives from the supervisor during visits. 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.

These guidelines are not meant to be all encompassing. Additional arrangements may be appropriate based on changing case specifics.

I HAVE RECEIVED AND READ A COPY OF THESE GUIDELINES. I UNDERSTAND THE SUPERVISING AGENCY RESERVES THE RIGHT TO REVISE AND/OR CHANGE POLICIES AT ANY TIME OR MODIFY GUIDELINES ON A CASE-BY-CASE BASIS. MY SIGNATURE BELOW INDICATES I UNDERSTAND THESE GUIDELINES AND AGREE TO FOLLOW THEM. I UNDERSTAND THAT THE INFORMATION GATHERED DURING SUPERVISED VISITS MAY 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 GUIDELINES SUPERVISED VISITS MAY BE SUSPENDED OR TERMINATED AND NOTICE OF SUCH MAY BE PROVIDED TO THE COURT.

Signed this _____ day of _____, 20_____.

Client: _____ Relationship to the child _____

Client Signature: _____