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## **Supervised Access Policies and Procedures**

### Visitor's Expectations:

1. Parties are to arrive punctually at the arranged times for the start and end of the visits. The visiting party will arrive fifteen (15) minutes before the set time and will remain ten (10) minutes past the end of the set visitation time.  
  
The transporting party will arrive promptly at the set visitation time and remain in the car. The supervisor will come out to get the children. When picking up, they will arrive promptly at the set time the visit is to end and remain in their car. The supervisor will bring the children out.
2. Transporters for the children or visiting parties may not remain on or within sight of the premises during the visitation.
3. Without prior notification from the custodial parent, we will not release children to a person who is different than the person who transported the children to the visit. Parent must provide the person's name and relationship. The person picking up must be prepared to show picture identification.
4. All parties agree they will remain separate, physically and visually, so contact between them does not occur, nor can participants threaten or engage in any criminal activities during a visit, including the transition before and after a visit.
5. It is the responsibility of the custodial party to explain the supervised access process to the children, and to encourage and reassure the children so all visits take place as scheduled.
6. The visiting parent and the child will speak in a language both parties, as well as the supervisor or court appointed interpreter, understand.
7. Visiting parents are encouraged to bring a healthy snack or meal to share with their children. We ask you clean up the kitchen when you are finished by wiping off the tables, sweep floor if needed, and remove all garbage from the building
8. Unless otherwise specified, the custodial party is responsible for providing for the special needs of the children, including a diaper bag and change of clothes for children in diapers or potty training and any special food needs.
9. Please turn off cell phones prior to the start of the visit. Text messages, e-mails, and telephone calls disrupt the time spent with your child. Children are asked to leave their cell phones in the car.
10. Photos of children are allowed for the family's personal use only. Video recording (including cell phones) and audio taping are not permitted. All photos must be approved by the supervisor prior to showing them to the children.
11. The visiting parent is allowed to bring gifts for birthdays and holidays only, and then in moderation. No more than two or three items. Gifts must be given at the visit right before or right after the special day. Gifts must be from the visiting parent and not from grandparents, relatives, or friends.

Besides gifts as stated above, nothing is to be sent home with the child; this includes food. Parents please do not tell a child that you are going to give them something at the next visit; they will not be allowed to take it home. However, you can bring activities for you and your child to do during the visit, but the child cannot take it home.

12. Parents are responsible for their children's behavior during the visitation. No adult may physically discipline or threaten to physically discipline a child during the visitation.
13. Parties shall not ask a child or staff member to deliver any messages, documents, or objects to the other party.
14. Parties may not make negative comments to a visiting child about the other parent, his or her partners, other family members, or the facilitator.
15. Parties are not to discuss the current court proceeding or possible future outcomes with the children. This includes, but is not limited to conversations regarding future housing plans – including discussions about a new home or the child's bedroom; family activities – do not talk about when the child comes home the family will do this.
16. Do not make your child feel responsible for the current situation or your happiness.
17. It is not the intent of Supervised Visitation to be used as a means to gather information to be used against the other parent, their partners, or other family members. Doing so subjects the children to being put in the middle of their parent's conflict.
18. Participants in KIDS Services supervised access program will not use illegal substances or alcohol twenty-four (24) hours prior to or during visits.
19. For safety precautions, all packages are inspected prior to the start of the visit. Participants may not bring weapons or dangerous implements of any kind to the visit. This includes, but not limited to, small pocket knives, sharp knives (of any size) used to cut food, sharp scissors, or birthday candles.  
  
KIDS Services will randomly use a metal detector wand on clients to ensure no weapons are brought into the building.
20. Once the visit starts, there will be no deliveries of any kind. This includes food or toys.
21. If a visiting party leaves the facility, for any reason, prior to the end of the visit, they will not be allowed to return to the visit.
22. In consideration of the next family, please clean up the visiting room by putting away all toys.
23. If you need to cancel a visit, the relevant party will inform KIDS Services as soon as possible by email.
24. Schedule changes and/or concerns need to be directed to the director by email. Supervisors are not expected to communicate messages.
25. All guests must be named in the court order or stipulated to in writing by the parties. It is the parties' responsibility to provide KIDS Services with the stipulation.

26. Visits are structured to maximize interactions between parents and children. By stipulation, grandparents, step-parents, step-siblings and half-siblings only will be considered to attend visits once a month. All others must be named in a court order.
27. Visitors are not encouraged during the first month of visitation allowing the child and parent a chance to settle in and become comfortable with the new surroundings. KIDS Services reserves the right to limit the number of guests per visit and how often they can attend.
28. The visiting parent is responsible for explaining the Policies and Procedures to their guests. Failure to adhere to the agency's policies will result in the guest not being able to participate in future visits.

#### Supervised Access Program's Expectations

1. KIDS Services policy is to see and hear everything that happens in a visit. Please refrain from writing notes, using hand signals, or whispering to the children or other adults in the room.
2. A facilitator will stop any visit during which the following, but is not limited to, occurs:
  - a. A child becomes distressed;
  - b. When it is deemed by the facilitator that the child is in a situation of possible risk either emotionally or physically; or
  - c. If a party acts in an inappropriate manner toward the child, staff, or others present.

Depending on the child's reaction and the facilitator's assessment, stopping the visit may be a temporary interruption, with the visit resuming when the child has calmed, or the visit may be ended entirely. Stopping an individual visit does not necessarily mean no further visitations will take place.

3. In situations where the facilitator feels the safety of the visitation participants or their own personal safety is at risk due to the behavior of an individual, the facilitator will initiate the following procedure:
  - a. The individual will be asked to stop immediately.
  - b. If the behavior does not stop, the facilitator will advise the individual that unless they stop immediately, the police will be called.
  - c. If it does not stop, the facilitator will dial 911.

The time between the facilitator's first request until s/he dials 911 will be less than thirty-five (35) seconds. Once 911 is called, the facilitator will follow through and a police report will be filed.

4. KIDS Services cannot guarantee no harm will occur during the visitation. Although, it is the intent of KIDS Services to provide every precaution – short of physical intervention – to secure your child's safety, that cannot be assured.
5. In case of an emergency, the children may be transported to a safe place until an appropriate custodian can be contacted.

6. Suspected child abuse will be reported to the appropriate agency, as required by law.
7. Communications between the parties and the providers of supervised access services are confidential; however, they are NOT privileged. KIDS Services will maintain confidentiality regarding the case except when, but not limited to:
  - Completing status reports;
  - Ordered by the courts;
  - Subpoenaed to produce records or testify in court;
  - Requested by a counselor or an evaluator in conjunction with a court ordered investigation or evaluation;
  - Required by child protection services;
  - Requested by law enforcement; or
  - Good cause is shown for disclosure to ensure the health and safety of the child.
8. Facilitators serve in their capacity at the direction of the Courts. As such, facilitators ask to be treated with respect and common courtesy. Facilitators are the final authority in the visitations.
9. KIDS Services can decline to continue providing supervised access to include, but is not limited to, the following reasons:
  - Safety or other issues involved in the case that cannot effectively be addressed by the provider;
  - The case is placing an undue demand on a provider's resources;
  - One or both parties have failed to comply with the conditions for participation in the program as stated in this document;
  - That continued contact presents an unacceptable risk; or
  - The child exhibits significant distress by the visitations.