

# AGREEMENT TO PARTICIPATE IN SUPERVISED VISITATION

# WITH TRUVISION ACADEMY

TruVision Academy seeks to provide a safe and comfortable environment for children to visit with their parent and develop healthy relationships. By initialing below, I agree to abide by each provision in this Agreement. ***Please initial beside each policy, print and sign your name on the last page.***

# REGISTRATION POLICIES

1. **Registration**: Visits are not scheduled until both parties complete registration.
2. **Registration Fee**: A nonrefundable, annual registration fee of $40.00 is assessed to each party at the initial registration and each year thereafter.
3. **Fees for Services**: The fee for a visit is $40.00 an hour with a 2-hour minimal. Choosing to visit for less than 2 hours does not result in the reduction of this fee. All fees are due prior to the visit. If payment isn’t received at least 24 hours before scheduled visit, the visit will be cancelled and a $25.00 cancellation fee will apply. Payment is accepted by credit card, money order, or cashier’s check. Cash and Personal checks are not accepted. If the fee is not paid before the first Saturday of the month, a

$10.00 late fee will be collected. Failure to pay fees may result in termination of services or temporary suspension of services until fees are current. Fees are subject to change with a notice.

1. **Probation**: If the visiting parent is on probation, conditions of probation must be provided TruVision Academy before visits will be scheduled.
2. **Violation of Policies**: TruVision Academy has the right to deny supervised visitation services to a visiting parent for violation of policies or if participation poses a danger to the child, the visiting parent or others. Determination of the facts leading to a denial of services are at discretion of TruVision Academy Staff.
3. **Visitation Sites**: TruVision Academy provides a visitation site; however, we also accommodate offsite visits. TruVision Academy will take into consideration the location of the child, custodial parent and visiting parent. If the visiting parent uses public transportation, consideration of site location may be given. If the visiting site is at a public location/business the visiting parent agrees to pay entry fees for the TruVision Academy Staff monitoring the visit.
4. **Guests**: Supervised visits are scheduled for the visiting parent. Guest of the visiting parent may attend a scheduled visit; however, approval must be given by the court or mediator, and the custodial party must approve. TruVision Academy has the final authority on approving the attendance

Of guest. All guest must sign-in at each visit. Guests are required to comply with the same rules established for the visiting parent. There is a $10.00 visit fee due for each guest over five years of age. Guests are not allowed if the visit fee is not paid.

1. **Cancellations**: Timely cancellation of a visit must be made 24 hours before scheduled visit by calling the main office at 832-766-3329. Contact after 24 hours will be considered “late cancellation” and will result in a $25.00 no-show fee. In case of an emergency the day of a visit, a call should be made to the office at least 1 hour prior to visit start time to avoid no-show fee.If parties mutually agree that a visit is cancelled both must notify TruVision Academy to avoid no-show fees. If a parent has two consecutive no-shows, visits can be suspended.

# VISITATION POLICIES AND GUIDELINE

1. **Arrivals/Departures:** For the safety of all parties, TruVision Academy prohibits contact between the custodial party and the visiting parent during arrivals and departures if there is any history of violence reported. Any violation of this policy or attempts by a party to see or have contact with the other party during visitation may result in the suspension of visits or termination of services. The **custodial party** or their designee is not allowed on the visitation site premises prior to the start time or ending time of the visit. The **visiting parent** is required to arrive 15-30 minutes prior to the scheduled visit and to leave approximately 10 minutes after the last child leaves and site is cleaned. Visiting parties are required to assist in cleaning the visitation facility. If the visiting parent is late, and has not called to advise of their lateness, the visit will be cancelled. The custodial party will not have the option to wait. If a visiting parent is unable to exercise the entire visit, they must notify the office within 24 hours preceding the scheduled visit so that custodial party can be notified.
2. **Child Pickup**: If a child is not picked up within 15 minutes of the end of a visit, the custodial party or their designee will be charged $10.00 for each additional 15 minutes.
3. **Gifts:** The visiting parent may bring gifts for the child. The child should take these gifts home. However, the visiting parent and child may agree that a toy or game may be brought back and forth to visits by the visiting parent.
4. **Drinks and Snacks**: Visiting parties may bring food and drinks to the visit. **All food and drinks must be unopened and in spill proof containers.** Baby bottles and baby food may be provided by the person delivering the child.
5. **Animals**: No animals are allowed at a visitation site unless they are trained service animals.
6. **Cell Phones**: No cell phones are allowed during a visit by the visiting parent, guest or child. Phones should be left in your vehicle or turned off at the beginning of a visit. Only emergency calls can be made. The supervisor must be able to hear the conversation. Phones can also be used to take pictures with children only.
7. **Visit Supervisor**: Supervisors monitor, observe and document conversations, activities and behaviors of all participants during the visitation period.
8. **Records**: Visitation records are only released upon service of a subpoena. A fee of

$1.00/page is assessed to the party/attorney requesting copies. Testimony offered by TruVision Staff at a flat rate of $150.00 with a minimum of four hours. A subpoena requesting testimony requires a deposit of $200.00.

1. **Child Abuse**: If a child discloses abuse or if physical signs of abuse are observed, a report will be made to the Texas Department of Family & Protective Services in accordance with the Texas Family Code. Supervisors will follow the direction given by Protective Services.
2. **Child Items**: Playpens, blankets, diapers, change of clothes, baby food, etc. are the responsibility of the visiting parent. The custodial party should provide clear information regarding the child’s special needs, diet and clothes or diaper sizes.
3. **Contact Information**: Parties are responsible for providing TruVision Academy staff with updated contact information, including home address, phone numbers, and e-mail address.
4. **Photographs**: Photographs are generally allowed during visits. Visiting parents must not take photos of any other (worker, adult or child).
5. **Alternative Competent Adult**: Each custodial party can designate an alternate competent adult to pick-up the children in writing to TruVision Academy in advance should they be unavailable. This adult must have a valid Texas driver’s license provided upon request.
6. **Electronic Devices:** Electronic devices should only be used for games or movies.

# PARTICIPANT BEHAVIOR

1. No parent will be allowed visitation if his/her behavior compromises a safe & comfortable environment. Threatening, aggressive or argumentative behavior with staff, a child or another visiting parent will result in immediate termination of the visit. Future visits may be terminated and a police report may be filed.
2. Weapons are prohibited in our office and at visitation sites. Violation of this policy will result in termination of visitation discontinuation of future visits with our agency
3. Visiting parents must watch, interact and be responsible for their children’s behavior. Parents must set limits and redirect inappropriate behavior without use of physical force. Children may not interfere with another family’s visits, harm other people, destroy property or engage in inappropriate behaviors.
4. Visiting parents nor their guests cannot: (1) interrogate the child, (2) make negative comments about the custodial party or their family, (3) make promise they cannot keep (such as seeing child unsupervised, etc.) or (4) make other statements deemed inappropriate by visitation supervisors.

Allegations of inappropriate conversations will be investigated thoroughly. Violation of this policy may result in: 1) suspension of services and notification to custodial party.

1. Visit Supervisors will not discuss a party’s case, concerns or complaints during a visit. Only questions relating to the well-being of the child during a visit will be allowed. Any other questions or information must be directed to your attorney.
2. If a visiting parent is suspected of intoxication due to active drug or alcohol use, the visit will be immediately terminated.
3. Parent must remain in the Supervisors sight at all times and in a position that allows their actions to be seen at all times. No parent may accompany a child to the restroom without a visitation supervisor.
4. No parent can leave the premises or return to their vehicle without approval by a visitation supervisor.
5. Notes, gifts, etc. for the other party will not be allowed to be passed through the child.
6. No clothing with inappropriate language, symbols and/or pictures will be allowed in at the visitation site. Clothing must be appropriate for a visit with your child. Clothing should not be tight, revealing, too short or inappropriate.
7. \_\_\_\_\_ A Supervisor may elect not to take on specific clients. Reasons for declining may include safety issues or concerns, language barriers, or expectations of one or both parents

# OTHER RULES

1. The custodial party bears the primary responsibility for preparing a child for the supervised visit. The child can visit the site prior to first scheduled visit and/or can meet with the staff.
2. I understand that information gathered during visit supervision may be released pursuant to a subpoena to attorneys, therapist, courts or other pertinent agency involved in my case.
3. In the event under rare circumstances that a TruVision Academy staff has to cancel a visit due to an emergency the visiting parent will receive a refund of the cancelled visit. TruVision Academy will also provide a note to the Visiting parent for their records.
4. \_\_\_\_\_\_\_ I Agree to provide TruVision Academy with a copy of any protective orders, current court orders, documents related to supervised orders, and or copies of any written records of allegations of domestic violence or abuse prior to the first visit.

I HAVE READ AND UNDERSTAND THESE POLICIES AND AGREE TO COMPLY WITH ALL PROVISIONS INCLUDING ATTACHED POLICES.

Print: (CP/VP) Date:

Sign: (CP/VP) Date: