

Supervised Visitation Application

**Children Visitation Center
5449 Bear Ln, Suite 436
Corpus Christi, Texas 78405
361-851-4800**

Custodial/ Drop off Party

Non-Custodial/ Visiting Party

Guest

1. CASE INFORMATION		2. ATTORNEY INFORMATION	
Case Number:	Name:		
Other Party Name:	Number:		
Other Party Number:	Email:		
3. GUARDIAN AD LITEM		4. COURT INFORMATION	
Name:	County:		
Number:	Courtroom:		
Email:	Judge:		
5. PERSONAL INFORMATION			
Last Name:	First:	Middle:	
Alias/Nickname:			
Social Security:	Date Of Birth:	Place of Birth:	
Driver's License: State:	State ID: State:	Other form of ID:	
Race:	Weight:	Eye Color:	Hair Color:
Scars/Marks/Tattoos:			
Home Address:		City:	State/Zip:
Mailing Address:		City:	State/Zip:
Cell Phone:	Alt Phone:	Email:	

Employer:	Occupation:	Location:	Days:
			Hours:

6. EMERGENCY CONTACT

Name:	Phone:	Relationship:
Name:	Phone:	Relationship:
Name:	Phone:	Relationship:

7. CHILDREN INFORMATION (Only those attending visit)

Name:	Age:	D.O.B:	Nickname:
Hair:	Eyes:	Race:	Allergies:
Medications:	Gender:		

Additional information:

Name:	Age:	D.O.B:	Nickname:
Hair:	Eyes:	Race:	Allergies:
Medications:	Gender:		

Additional information:

Name:	Age:	D.O.B:	Nickname:
Hair:	Eyes:	Race:	Allergies:
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Hair:	Eyes:	Race:	Allergies:
Medications:	Gender:		

Additional information:

Name:	Age:	D.O.B:	Nickname:
Hair:	Eyes:	Race:	Allergies:
Medications:	Gender:		

Additional information:

8. QUESTIONNAIRE

What is the reason that the party needs supervised visitation?

What are your concerns about doing supervised visitation?

Does the child(ren) have any emotional or mental health issues?

Is the child(ren) currently involved with a therapist or in a therapeutic program?

Times and dates of schedule or possible visits?

Are there any criminal issues or security concerns for yourself or the child or other party?

Does either you or the party have a history substance abuse issues or domestic violence?

what is your view of a successful visit with the child?

9. VEHICLE INFORMATION

Make:	Model:	Color:	Plate:
Make:	Model	Color	Plate:

10. ARRESTS AND CHARGES

Date:	Agency:	Offense:	Outcome:

11. PAROLE OR PROBATION

Offense:	Probation/Parole Officer: Phone:
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12. CUSTODIAL STATEMENT AND SIGNATURE **(READ CAREFULLY)**

Statement: *I have completed this sheet as part of my pre-visitation for my child at Children Visitation Center. I attest that all the information herein is true and correct. I agree to follow all guidelines and orders of Children Visitation Center and staff.*

DATE:	Signature:	Intake Supervisor:
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Additional comment or need to know:

Assumption of the Risk and Waiver of Liability Relating to COVID-19

**Children Visitation Center
5449 Bear Ln, Suite 436
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361-851-4800**

By signing this agreement, I acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that myself or my child(ren) may be exposed to or infected by COVID-19 by visiting **Children Visitation Center** (“Business”) and that such exposure or infection may result in personal injury, illness, permanent disability, or death. I acknowledge that removal of my mask may increase my risk of contracting COVID-19. I understand that the risk of becoming exposed to or infected by COVID-19 at the Business may result from the actions, omissions, or negligence of myself and others, including, but not limited to, Business employees, agents, independent contractors, affiliates, successors, other visitors and assigns (Collectively the “Released Parties.”)

I voluntarily agree to assume all of the foregoing risks and accept sole responsibility for any injury to myself or my child(ren) (including, but not limited to, personal injury, disability, or death), illness, damage, loss, claim, liability, or expense, of any kind, that I or my child(ren) may experience or incur in connection with my attendance at the Business (“Claims”). On my behalf, and on behalf of my children, I hereby release, covenant not to sue, discharge, and hold harmless the Business, its employees, agents, and representatives, of and from the Claims, including all liabilities, claims, actions, damages, costs or expenses of any kind arising out of or relating thereto. I understand and agree that this release includes any Claims based on the actions, omissions, or negligence of the Business, its employees, agents, and representatives, whether a COVID-19 infection occurs before, during, or after visiting the Business. I agree to indemnify, defend, and hold harmless the Released Parties from and against any and all costs, expenses, damages, claims, lawsuits, judgments, losses, and/or liabilities (including attorney fees) arising either directly or indirectly from or related to any and all claims made by or against any of the Released Parties due to bodily injury, death, loss of use, monetary loss, or any other injury from or related to my use of the Business, tools, equipment, or materials, whether caused by the negligence of the Released Parties or otherwise specifically related to COVID-19

By signing below I acknowledge and represent that I have read the foregoing Waiver of Liability, understand it and sign it voluntarily as my own free act and deed, including without limitation the Release of Liability and Indemnification requirements contained in this document; I am sufficiently informed about the risks involved in visiting the business to decide whether to sign this document; no oral representations, statements, or inducements, apart from the foregoing written agreement, have been made; I am at least eighteen (18) years of age and fully competent; and I execute this document for full, adequate, and complete consideration fully intending to be bound by the same.

Assumption of the Risk and Waiver of Liability Relating to COVID-19

I agree that this Waiver of Liability shall be governed by and construed in accordance with Texas law, and that if any of the provisions hereof are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Waiver of Liability as a whole. This waiver remains in effect until the State of Texas lifts all COVID-19 related mandates

Non-Custodial Visiting Party	Custodial Party
Print	Print
Print (2 nd Person)	Print (2 nd Person)
Sign	Sign
Sign (2 nd Person)	Sign (2 nd Person)
Date	Date

Visitation and Exchange Service Guidelines and Contract Page

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Supervised visitation is an important step in establishing a relationship with a child. Being ordered to have a Monitor present is a common practice in court proceedings. Sometimes these are in the final orders, sometimes they are included in a Temporary Restraining Order. We offer a safe and secure facility for a fun and fulfilling visit. Items in the facility include games, board games, movies, and plenty of toys. With that being said, Children Visitation Center can still supply a Monitor who is mobile, that way, if the court permits and within our guidelines, a visit can take place at the mall, an arcade, park, Chuck E. Cheese, Peter Piper Pizza, movie theaters or other location approved by our staff. The safety of the children is the #1 priority. Rest assured that our Monitors are thoroughly screened to the highest standards, including a full background check, and will have certifications/training in other related fields. The monitor will be a neutral party and report to both sides equally. Children Visitation Center is available to assist parties and the Court in supervising interaction between adults and children and assuring the safety of the children. The guidelines set forth are not negotiable and if they are not followed will be grounds to terminate services. Please initial beside each section and sign the last page of the document.

_____ _____

(Initial) (Initial)

(1) SERVICES:

"Off-site Supervision": Off-site visitation conducted by trained staff. This is the most common and affordable means of having supervised visitation. You can visit in the community, often at a parent's home (pending on approval) or other child friendly location, conducted by degreed and experienced professionals. This type of visitation must be approved by the courts or arranged by agreement of the parties.

Children Visitation Center

“Supervised Exchanges”: Supervised exchanges take place at a mutual and are designed to allow exchanges without interaction between the parties. This service also documents the time parties arrive for exchanges.

“On-Site”: This service is generally court ordered and Children Visitation Center monitors the visit with parent and child solely as a neutral observer. The on-site monitoring is at our office in a structured and secured office. The purpose of Supervised Visitation is to provide a neutral setting that enables parents and children to spend quality time together and build strong relationships while protecting children from emotional damage or possible physical harm.

(Initial) (Initial)

(2) HOURS OF OPERATION:

Children Visitation Center operates by appointment only. We are available 7 days depend on are availability on that day. Children Visitation Center is open on Independence Day, Memorial Day, MLK day, presidents’ day, Easter, Mother's Day, Father's Day, Independence Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year’s Eve, and New Year’s Day. Visitations on the holidays listed can be scheduled but will be subject the additional costs associated with staffing. If the agency is closed due to inclement weather, a phone call or text message will be expected. Dates and Times set forth by Children Visitation Center shall be followed. Dates and times may vary on availability of Children Visitation Center Monitors. A change in visit time must be requested with the Monitor with a 72 hour in an advanced notice, However, a change in date may not be available.

(Initial) (Initial)

(3) INTAKE

To begin services with Children Visitation Center, all parties must complete the intake process. All intake information must be received at least 72 hours on a weekday before the exchange or visit is to occur. Please review the Visitation and Exchange Service Guidelines and Contract visitation and exchange referral checklist for a list of all required documents. Each Party will be liable for the \$50.00 per party intake fee unless order wise by court order. After you have completed all required documentation, an appointment must be made to complete the intake process and pay the intake fees. Intakes are scheduled by appointments. Please call us and we will schedule for the next available appointment. Children may not be present during the intake appointment. The intake process is to cover adult information which is not appropriate for children. This will also be a time for you to ask questions regarding services with one of our staff members. This discussion is also not appropriate for children. If a party is more than 20 minutes late for an intake appointment that appointment will be cancelled. Parties that fail to show for an intake appointment, cancel an intake appointment without at least two-hour notice to the office, or are more than 20 minutes late for their intake appointment will incur a 30-minute case management fee which is due prior to scheduling another appointment for the party. Once the intake process has been completed by all parties scheduling notification. For exchanges all parties must agree on a time and location for drop-off and pick-up for exchanges and visits. Children Visitation Center will attempt to comply with the hours specified by a court order; however, the time and number of hours for visitations and exchanges for each family will be dependent on the availability of the resources of Children Visitation Center. The schedule may be adjusted by Children Visitation Center at any time during services. Children Visitation Center may attempt to arrange unscheduled visits or exchanges depending on the availability.

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(4) HOW EXCHANGES AND VISITATIONS OCCUR

Unless fees are specifically addressed in the court order, visiting party will be responsible for the cost of supervised visitation and exchange services. On-site visitation is \$60.00 an hour for one child, additional children is \$15.00 per child. Off-site visitation is \$85.00 per hour, \$25.00 each additional child. If there's two or more children during offsite an additional monitor will need to be requested for

Children Visitation Center

additional \$25 per hour. Both visitation and exchanges only one adult per side may enter the location or premises or exchange site with children unless permitted ahead of time. The location premises include the 200 yards of the visitation or exchange site.

For supervised exchange services the party receiving the child must arrive at the exchange location no earlier than 30 minutes and no later than 15 minutes prior to the scheduled exchange time or the exchange will be terminated, fees assessed to that party as the canceling party, and the delivering party will be notified. The receiving party is to check in and stay at a 200-yard distance. The delivering party is to arrive at the location no sooner than 5 minutes before the designated exchange time and no later than 5 minutes after the designated exchange time or case management fees will be assessed to the delivering party. If the delivering party is more than 15 minutes late the exchange will be cancelled, and fees assessed to the delivering party as the canceling party. Upon arrival in the center or site, the delivering party will check in, drop off the child, and immediately depart the premises. The receiving party will remain at a distance of 200 yards with the child for 10 minutes after the exchange then depart.

For supervised visitation services, the party visiting the child must be at the location no earlier than 30 minutes and no later than 15 minutes prior to the scheduled beginning of the visitation or the visit will be terminated, fees assessed to that party as the canceling party, and the delivering party notified. The visiting party is to check-in and remain in the waiting room until the child is delivered. The staff will escort the visiting party to a visitation area once they arrive. The delivering party is to arrive at the location no sooner than 5 minutes before the designated beginning of the visitation and no later than 5 minutes after the designated beginning of the visitation or case management fees will be assessed to the delivering party. If the delivering party is more than 15 minutes late the visit will be cancelled, and fees assessed to the delivering party as the canceling party. Upon arrival at the location, the delivering party will check-in, drop off the child, and immediately depart the premises and cannot remain in the area within 200 yards from the location during the visitation so the drop off party cannot remain within view of the location or their employees during the visitation. For supervised visitation services, 5 minutes prior to the designated time to end the visit, the visiting party and child will return to the location. The child will remain with the visiting party until the delivering party returns to the location. The delivering party is to return at the exact time designated for the visitation to end, receive the child, and immediately depart. The visiting party is to remain in the waiting area until 10 minutes after the delivering party has received the child and then depart. All visits are to remain in the area they are assigned during the entire visit unless the party or child needs to use the restroom, or the visitation is being conducted in an offsite visitation then the visiting party must remain within eyesight and hearing range during all times of the visitation. Only adults and children specifically authorized by the court or via a "Rule 11" agreement are

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Revised on 10/19/2023

allowed to discuss the case with staff, cancel appointments, schedule appointments, transport, exchange, or be present during exchanges and visitation with the child. Any party authorized by the court or via a "Rule 11" agreement to be present must complete the entire intake process at least 7 days before they may be present at the exchange or visit. No more than three authorized adults at a time may be present during a visitation.

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(5) CANCELLATIONS AND MISSED VISITATION/EXCHANGES

The canceling party will incur the full fee of the visitation or exchange if they fail to notify Children Visitation Center of cancellation within 48 hours prior to the scheduled visitation or exchange. If both sides fail to show for a visit or exchange, each side will be responsible for their portion of the full fee of the visitation or exchange. The balance will need to be pre-paid before the next visit or exchange. If the canceling party cancels the visit within 24 hours of the time of the scheduled visit, the canceling party will incur a \$50 penalty/ rebooking fee in addition to the full visitation fee. If the parties provide the office with written instructions signed by a physician and specifying that the visitation or exchange with the other party should not occur and the party notifies the office at least two hours in advance the parties will not be held responsible for the cost of visitation or exchange. The physician note must contain a statement from the physician specifically stating that "the visitation or exchange should not occur". A statement such as "the child should not attend school or childcare" will not suffice. Letters from the physician must be provided within 48 hours after the canceled visitation or exchange. If you go to court and it is decided you will not be using supervised visitation or exchange services anymore, you must notify our office. Do not depend on the courts or the other party to do so. If we are not notified by 5:00 p.m. 48 hours in advance each party will be responsible for an equal portion of the full fee for the visit or exchange. If two scheduled visits or exchanges have been missed and/or otherwise do not occur the case may be taken off the schedule. Parties must contact Children Visitation Center in order to reinstate services. All parties will be notified when services have been suspended or reinstated via email to the attorneys or Pro Se parties. If services have not been used for six months all parties may be required to repeat the intake process and pay the intake fees.

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(6) LATE PICK UP OF CHILD

If the pickup parent is late picking up the child or children at the end of the scheduled visit then they drop off parent could or would be responsible for paying for additional visitation time for the visiting parent. For example if the visit ends at 3:00 PM and the pickup parent does not show up to 3:30 PM then that parent would be responsible for half an hour of the fee for the visit.

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(7) INTERACTION DURING THE EXCHANGES AND VISITATIONS

Both parties shall follow the orders set forth by the court/agreement and Children Visitation Center. Any violations shall be reported, for severe violations, Children Visitation Center reserves the right to contact the court associated with the case to report the violation. Monitor reserves the absolute and unfettered authority to deny admission to ANY individual to the center and to halt the visit for any reason deemed appropriate by the Monitor. Monitors reserve the right to limit the length of a visit based on conduct by child(ren) or supervised party. Parties are expected to take care of and be responsible for supervising the children's behavior during visits and exchanges. 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. Verbal degradation, threats of any sort will not be tolerated. Bribing the child(ren) with promises or rewards shall be avoided. Persons SHALL NOT ask the child(ren) where they are staying, going to school, where any activities are located or discuss any pending litigation or court case. Children should not be allowed to interfere with other visits or exchanges, harm other people or property, or engage in other inappropriate behaviors. Families are expected to pick up toys, clean up after themselves, and throw away all trash from their visit before leaving. Children that are potty trained will use the restroom privately without the visiting party. If a child is in diapers or pull-ups a supervisor will remain in the restroom with the visiting party during changes. All contact between the visiting party and children must remain supervised. Diaper changes may also occur at an area discretion of the supervisor. During supervised visits, 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 will not be allowed. Profanity will not be allowed. Derogatory comments or comments that paint the other parties in a negative light are not allowed. Interrogation of the child will not be allowed. Interrogation is left to the discretion of the staff but would include using the

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child to gather information about the custodial party and/or leading the conversation in such a manner that encourages the child to reveal information. Conversations should be natural and directed by the child's interests rather than those of the adult. Conversations should focus on the here and now rather than the future possibilities. Threats of physical violence will not be tolerated during exchanges and visitations. All parties must conduct themselves in a manner that clearly demonstrates that the well-being of the child is the highest priority. Supervised party will be responsible for any damages caused to property within the facility. Communication devices should be dropped out to the monitor before once entering the center. The use of cell phones or other communication devices is not to use during visits or exchanges. This is your time to spend with the child and not be on the phone. Children Visitation Center "Additional Guidelines for Cases Involving Allegations of Sexual Abuse" will be applied when any formal allegations of a sexual nature have been made regarding the parent and child. Formal allegations are those which have been reported to the court, Child Protective Services, or Law Enforcement and are either still pending or closed with an indictment or "Reason to Believe" disposition. Discussion of the litigation, the current legal situation, or issues involving the court with the child or other adults during visitation or exchanges is not permitted. This includes any discussion of potential future issues that are not currently authorized by the court, such as "when you get to visit me at home," "when you get to see other family members or friends," "when this is all over..." "We can go to Six Flags," or "if you get to live with me..." All conversations between the parties and the child must be audible to the person providing the supervised visitation. Unless a staff member is available who understands another language, the conversations between the child and the parties must be in English. The party may provide a state certified translator at their own expense. Monitor shall hear what is said at all times. Children Visitation Center will allow only the exchange of the children and the items for the children unless agreed ahead of time and a Children Visitation Center- Item exchange form is filled out and a \$20.00 fee is paid. Neither the exchange or visit site, nor the children, may be used to pass messages, exchange items, make support payments, or serve papers to the other party unless agreed ahead of time and a Children Visitation Center- Item exchange form is filled out and a \$20.00 fee is paid. Any attempt to serve papers or pass messages at the exchange or during the visit will result in case management fees and possible suspension or termination of services. The only exception to this is that messages regarding medication for the children will be allowed to transfer provided the message contains no other content. All other messages or information should be handled through the mail, attorney, or unless agreed ahead of time and a Children Visitation Center- Item exchange form is filled out and \$20.00 fee is paid. Parties shouldn't deliver messages through the children or Children Visitation Center staff. Messages can be emailed or mailed to the office. Gifts may be given to children with restrictions. Outside items are strictly prohibited unless prior authorization is obtained.

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Birthday gifts, parties and holiday items and/or gifts require 72 hours notice of the items requested to be brought. Monitors will inspect all items entering the facility and have final say in what enters. Slime, playdough, sticky, messy items or flying items are prohibited. The staff reserves the right to inspect all gifts prior to presentation to the child. Expect that all gifts will be opened and inspected for appropriate content. A gift is defined as anything that the children can take with them at the end of a visit or exchange. Nothing may be given to the child at any time with the understanding that it is theirs "when they go home" with the visiting party or to keep at the visiting party's home. If a gift is given the children will take the gift with them. Gifts should be moderate and reasonable in number and size. The number of gifts and sizes of the gifts are restricted to what the children can physically carry in one trip to the other party's vehicle. They should be age appropriate. Money may not be given to the children at any time. Children Visitation Center 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. The staff has the right to 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 office to outlined below after a visit. Parties are not to place their hands on the children in anyway the staff deems inappropriate. Unless limited by the court, parties may have appropriate contact with the child. Visiting parties will not be allowed to touch children on their genitalia unless they are changing an infant. The parties are to ensure the children do not expose their genitalia or undergarments during the visitation. If parties encourage the children to assume a position that reveals their genitalia or undergarments the visit may be terminated. Children may not be physically examined. Pets or other animals will not be allowed during visiting or exchange, except for animals assisting the disabled. Children Visitation Center staff are there to observe, record and protect the behaviors and interactions between the adults and children. The supervisor 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's orders. Parties are not to ask personal questions of the staff, nor are they to offer food, drink, or other gifts to the staff. Bartering between parties and the staff is strictly prohibited. During exchanges and visits, parties are not to discuss with the staff the case, litigation, concerns, complaints, questions. These issues need to be addressed in writing to the office at times other than during the exchanges. Video recording, audio recording, or photography is not allowed during visitation unless authorized by the court or the staff. Parties may not video record, audio record, or photograph other adults or children in the office. IF

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UNAUTHORIZED PHOTOGRAPHS, VIDEO RECORDINGS, OR AUDIO RECORDINGS DO OCCUR, THE MEDIA BECOMES PROPERTY OF CHILDREN VISITATION CENTER.

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(8) CONFIDENTIALITY:

Children Visitation Center **does not** provide a confidential service regarding information kept on file. Information may be sent to the referring Court, attorneys of record, Attorney Ad Litem (if applicable), court appointed psychologist/psychiatrists, court appointed custody evaluators, Child Protective Services (if applicable), and Probation or Parole Officers (if applicable). If the child(ren) is in therapy, the therapist(s) may be contacted to contribute and receive information regarding services with Children Visitation Center. All information on your case may be shared with all Children Visitation Center staff, including contract staff and/or security staff, as well as other parties listed on the Authorization to Release Information form. Additionally, all records are subject to subpoena by the Court.

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(9) STAFF:

Children Visitation Center has made every effort to select and screen staff in a responsible manner and to prepare them for proper observation and supportive supervision activities. Staff and volunteers are trained in numerous fields. All of our staff our licensed security officer to protect your child in their best interest. Children Visitation Center staff are not responsible for the safety of anyone but the child(ren) and themselves. In the event of a Monitor protecting the child(ren) from the supervised party, or outside situation, Children Visitation Center and its staff are not responsible for any medical or legal (Criminal or civil) fees or actions accumulated by the incident. Children Visitation Center are not responsible Injuries by items within the facility. Supervised party shall watch and maintain safety of their child(ren).

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(10) SECURITY:

Staff is trained for and may intervene in moments of danger to your child or anyone else that life is in jeopardy in a visit or exchange. Appropriate medical and law enforcement agencies may be called at such times. A guarantee that no harm will occur during such Court ordered or voluntary use of service at Children Visitation Center off-site program is neither inherent nor implied, and while every precaution short of physical intervention will be taken to secure the child(ren)'s or adult's safety, it cannot be guaranteed. In the event of an emergency, children may be transported to a safe place until such time as an appropriate custodian can be contacted.

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(11) SCHEDULING AND PAYMENT

Payment is to be remitted on Tuesday by 5PM. If the visit is scheduled for a weekday, then payment is required at least 5 days before the visit is to occur, unless arrangements with Children Visitation Center were previously made for a different schedule of payment. Visits must be scheduled no later than 5 days before the visit is to start, if the visits are weekday and floating. All weekend visits must be scheduled the Monday before the visit occurs.

(Initial) (Initial)

(12) OTHER GUIDELINES

The agency clocks determine the correct time concerning appointments, services, lateness, late fees, and cancellations. The parties will keep Children Visitation Center informed of any changes in attorneys, address, or telephone numbers. 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 which falls within the office guidelines will be permitted. This may include the visiting parent and children watching movies or playing games which, the custodial parent may not always approve of, as long as such activity is age appropriate. All staff is required by law to report any reasonable suspicion of child abuse or neglect. This includes physical, sexual, or emotional abuse and physical neglect.

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(13) DRESS CODE

The delivering party must dress the children in appropriate and unrevealing clothing, or clothing that is not likely to reveal the child's genitalia or undergarments. Children wearing skirts or dresses must have shorts on under their dress. All parties must be dressed in appropriate attire that does not reveal their genitalia or undergarments. Fragrances that may cause the children or adults receiving services discomfort will not be allowed. Please understand some of our families may have allergies or other medical conditions which would disrupt their ability to enjoy their time in the center when exposed to powerful colognes or perfumes.

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(14) PROHIBITIVE

There is no smoking, illegal substance, or alcohol allowed at any time during supervised visitation or exchanges. Any party who appears to be under the influence of drugs or alcohol will not be permitted to visit or exchange children. This includes visits outside of the facility. Weapons are not allowed in the center, around the child or during the visit with the exception of Children Visitation Center armed staff or by peace officers that are not current clients of Children Visitation Center. Weapons include, but are not limited to, guns, knives, tools, pepper spray, mace, explosives, taser, baton, fireworks, acids, toxic chemicals, or any other similar object. Children Visitation Center reserves the right to search any party by means that include but are not limited to frisking and metal detection.

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(15) TERMINATION OF VISIT OR SERVICES

The staff has the right to terminate individual sessions and suspend or cease future services for any reason deemed necessary, including: If ongoing contact appears too stressful or traumatic for the child. The staff determines that it cannot effectively address safety or other issues involved in the case. The case places an undue demand on the service's resources. A party harasses or threatens staff, or other parties. One or both of the parties have failed to comply with the rules of the service. Attempting to contact staff outside of the office will be considered harassment and will be grounds for immediate termination of services and possible charges filed against the individual. We will also contact the appropriate authorities if there is harassment, threats, or physical contact during exchanges. Parties that are noncompliant with the rules for use of services may be required to additional services prior to continuation of supervised visitation or exchanges. If services are terminated, the parties are not allowed on the premises for any reason without the consent of the staff. Violation will result in prosecution.

(16) CONCERNS, QUESTIONS, AND COMPLAINT PROCEDURES

During the intake and orientation process there will be time set aside to respond to any questions that you might have. Please make sure that you have carefully read these guidelines and that if you have any questions, you ask them at that time. After the intake session all concerns, questions, or complaints by any party must be addressed in writing to the office. No staff member will be able to discuss a concern or complaint with parties or take any action until the consideration is received in writing. Failure to follow this process will result in case management fees being assessed. Once a complaint/concern is received, the office will respond by phone or in writing, as deemed appropriate, within 14 days of receipt. Parties may request an appointment to discuss issues other than grievances (which should be submitted in writing). Time set aside for appointments is billed at the same rate as case management. If a party fails to show or is more than 15 minutes late for an appointment the appointment will be cancelled and will incur a 30-minute case management fee which is due prior to scheduling any other appointments for the client.

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(17) CASE MANAGEMENT, RECORDS REQUESTS, SUBPOENA AND OTHER FEES

Case management fees are charged as noted below, as well as for noncompliance with rules set forth in this document. Children Visitation Center staff will occasionally make courtesy calls to parties or attorneys involved in cases; however, these contacts are intended to be minimal. Any case requiring more extensive contact with parties or attorneys will also be charged case management fees for time spent

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interacting outside of the scheduled visitation or exchanges. Case management fees will be charged at a rate of \$100.00 per hour rounded up to the nearest 15-minute increment. Case management fees include time spent interacting with parties and detailing noncompliance that occurred during exchanges or supervised visitation or noncompliance outside of the time of the visit or exchange. The fee will be charged to each party that does not comply. These fees will be due within 3 days of receiving the invoice. Any monies due to the office that are not paid will be subject to a late fee of \$20.00 and \$5.00 per day for every day after that. At any time that the monies due the office are not paid then the office reserves the right to file suit for payment and the party incurring the fees will be responsible for all court costs, attorney fees, late fee and interest accrued by the and applied as the court sees fit. Files will not be released to parties unless they are pro se. Documents will be provided to attorneys and pro se parties by way of subpoena or business records affidavit only at a rate of \$25.00 and then \$1.00 per page. Narratives will be provided at the cost of \$150.00 and a business record affidavit will be included for the fee of \$25.00. Documents may be mailed; they may be mailed by a courier such as FedEx, UPS, or private mail service. Documents will be provided to agents working for the court (such as psychologists or social workers involved in a social study) and fees for such records requests charged to the parties. If subpoenaed, Children Visitation Center will charge the issuing party \$100.00 per hour including all travel time to and from the court, additional fees will include mileage, parking, and other expenses from court with a nonrefundable minimum retainer of \$500.00 which will be billed to the client/ attorney issuing the subpoena. Once a subpoena is received, the office will respond, as deemed appropriate, within minimum of 7 days of receipt. Please understand we have a high number of families that we serve, and 7 days is a minimum days to gather all records and prepare for court. Some visits may be recorded, recordings are usually kept in the instance that a situation or violation that has occurred. In the instance that the visits are pleasant and documented accordingly, recordings maybe saved. Recording a visit will be determined by Monitor. Any visit that is ordered or requested to be filmed will be subject to an additional fee of \$100 dollars each visit to be paid by the party requesting the recording. Requests for recordings must be made before the visit Payment of the retainer is due 72 hours prior to the time of the scheduled court appearance. This fee applies for each court visit, whether or not testimony actually takes place. Case management fees, records fees, subpoena fees, late cancellation fees, and "no show" fees do not count toward the monthly maximum visitation or exchange fee cap.

 (Initial)

 (Initial)

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Visitation and Exchange Service Guidelines and Contract Page

(18) GUEST

Each requested visitor must fill out the guest intake application and Visitation and Exchange Service Guidelines and Contract Page form within at least a 7 day before a visit. A fee will be assessed in the amount of \$50 dollars for each visitor. Monitors may restrict visitors at any time during or on subsequent visits. Supervised parties and guests will be screened before entry, this includes, but not limited to; all items being searched, use of screening devices or pat downs (Terry Frisks.) If the guest is a child under the age of 18 guidelines will be modify. Guest may be asked to leave or terminated the visit at any time with or without cause. Unless ordered or documented in a court order children visitation center has the right to authorize anyone that has went through the proper procedures to come in as a guest visiting the child. Rest assure when making this decision it is solely based on the child's best interests at that time.

(Initial) (Initial)

(19) NO-RE-ENTRY

For the safety and security of our visitor, re-entry back into Children Visitation Center is restricted. The key word to understand here is re-entry is restricted. This is not a zero-tolerance policy. There will be situations and circumstances which will arise which will be handled on a case-by-case basis by the monitor and/ or chief executive of family services at the Children Visitation Center. If you have a situation during visit where you need to exit the center, our monitor and/ or chief executive of family services will be there to discuss it with you. Although there is no imminent threat to Children Visitation Center, given the times we live in and the fact so many families and visitor attend our center, this policy has been updated to ensure all visitor and children will be safe. This policy is not meant to penalize you. Rather it is meant to provide you a safe environment to enjoy your visit with the child.

(Initial) (Initial)

(20) MEDIA RELEASE

I hereby consent to the publication and use of myself and my child’s photo and/or my child’s likeness (“Likeness”) for the purpose of promotion, publicity, advertising, or other manner or media by the Children Visitation Center or any other representative authorized to act on behalf of the aforementioned entity. Likeness shall include, but not be limited to, photographs, sound and/or video

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recordings, films, broadcasts, brochures, publications, reports, web pages, promotional materials or any other audio-visual, electronic, printed, tangible work in any media or format, now known or hereafter to become known, and/or reproductions of any of these. I agree that the actual material involved is and shall continue to be the property of Children Visitation Center and that neither I, nor my child, shall have any right of review or approval regarding the use of the photo and/or Likeness in such material. Rest assured the photos that we may or may not take is only of taken when the person face is looking away from the camera. We will not use any facial photos on our website or social media without the party's consent.

(Initial) (Initial)

_____ A \$1.50 per mile for a fuel fee will be assessed for any travel to a visitation site, court hearings/trials, or otherwise that is greater than 10 miles in distance from Corpus Christi.

(20) ACKNOWLEDGMENT OF UNDERSTANDING OF SERVICES, RULES, AND GUIDELINES

The most important rule to remember is that parties are expected to comply with directives from Children Visitation Center staff while they are in the visitation site and or off site, whether for supervised visitation or exchange. 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 or exchange. In certain cases, there may be changes to routine operations in order to accommodate unusual or unforeseen events or needs that may or may not relate to your individual case. Please remember that we are serving several families at any given time and that compliance with the rules outlined herein will enhance services to everyone. These guidelines are not meant to be all encompassing. Additional rules may be appropriate to changing case specifics.

I HAVE READ AND RECEIVED A COPY OF THESE RULES AND HAVE A COPY FOR MYSELF.
I UNDERSTAND CHILDREN VISITATION CENTER RESERVES THE RIGHT TO REVISE

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AND/OR CHANGE POLICIES AT ANY TIME OR MODIFY RULES ON A CASE-BY-CASE BASIS. MY SIGNATURE BELOW INDICATES I UNDERSTAND THESE RULES AND AGREE TO FOLLOW THESE RULES. I UNDERSTAND THAT THE INFORMATION GATHERED DURING EXCHANGES AND SUPERVISED VISITATIONS WILL 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 RULES, THE VISITATION OR EXCHANGES MAY BE SUSPENDED OR TERMINATED AND NOTICE OF SUCH MAY BE PROVIDED TO THE COURT.

Printed Name: _____ Signature: _____ Date: _____

Printed Name: _____ Signature: _____ Date: _____

Children Visitation Center Intake Worker: _____ Date: _____