

Be Safe Visitations & Exchanges, Inc.
Supervised Visitation Services
Information Packet



Be Safe Visitations & Exchanges, Inc.
663 Park Meadows RD, Westerville, OH 43081 Suite C
(614) 392 - 5225

Dear Parent,

The purpose of this letter is to provide you with a brief description of Be Safes Supervised Visitation program and to let you know what information you need to bring with you for the Intake session. You must complete the Intake session before visits or exchanges can begin.

Each party completes the Intake session individually to determine the appropriateness, frequency, timing, and scheduling of the visits or exchanges. The staff will do all the scheduling of the visits and exchanges based on what time is available on the program's schedule, and input from all parties.

FEES FOR SERVICES MUST BE PAID WHEN THE APPOINTMENT IS SCHEDULED.
MISSED APPOINTMENTS OR APPOINTMENTS CANCELED
WITH LESS THAN 24 HOUR NOTICE ARE NON-REFUNDABLE.

Currently, the Center is open for visits and exchanges on Monday through Saturday depending on availability. ADMINISTRATIVE hours are from 9:00 to 6:00 Monday through Friday. Saturday 8-5PM

PLEASE READ

1. Read the enclosed information about the Supervised Visitation program thoroughly and complete the Intake Form in the packet.
2. Pre-pay and schedule your session.
3. Bring your completed Intake packet with you to your first session, if it were emailed to you.

We look forward to offering a safe, structured environment for your visit or exchange.

Please feel free to ask any questions you might have during your Intake session.

FEE SCHEDULE

FEES FOR ALL SERVICES MUST BE PAID PRIOR TO SCHEDULING.
BE SAFE VISITATIONS & EXCHANGES WILL ACCEPT CASH (intake only)
ZELLE, VENMO, APPLE PAY AND CREDIT CARD (NO DISCOVER OR AM
EX) TO HOLD YOUR APPOINTMENT.

Intake (per person)	\$75
Supervised Visits (per hour)	\$60, \$90, \$120
Neutral Exchanges (per exchange/ per party)	\$30
Mediation.....\$100/per hour	*deposit for mediation services is \$290 per client
ZOOM/TELEPHONIC VISIT.....	\$15

Failure to provide 24 hours advance notice of cancellation of a scheduled visitation period will result in a cancellation fee equal to the amount of the visit **payable by the individual canceling visitation.**

POLICIES FOR SUPERVISED VISITATION AND EXCHANGE SERVICES

Preparing Your Child

Each Parent's Responsibilities to the child:

- ❖ Help the child understand that he/she has done nothing wrong and that it is not his/her fault that the Supervised Visitation must occur.

Custodial Parent:

- ❖ Assist the child in becoming acquainted with the surroundings at BE SAFE VISITATIONS & EXCHANGES so that he/she is comfortable with the atmosphere before the visitation begins. It is important that the child knows the staff at the Center is always available for him/her during the visit or exchange, but that staff is **not** involved in the decision-making process about custody and/or court ordered visitation or exchanges.
- ❖ Maintain a positive outlook about the visitation yourself. Children are very impressionable, and they can sense how their parents are feeling. If they feel that you are comfortable with visitation, they may be more apt to be positive about the visitation themselves.
- ❖ Use an age-appropriate method; explain to the child the purpose of the Supervised Visitations and the safety arrangements. This way, the child can feel informed and feel as though they have control in the situation.

Non-Custodial Parent:

- ❖ Assist the child to feel comfortable during the visitation or exchange by not pressuring the child with questioning, inappropriate comments about the other parent, discussing adult issues trying to force the child to demonstrate affection.

INTAKE

All individuals must complete an Intake packet and session before any visitation services can be scheduled. During the Intake, all participants agree to complete and sign all program forms and

releases. Visitation services are for the parties designated by the referring agency/court order and will be discussed at the Intake. Additional parties desiring to participate in visitation services must obtain prior approval from BSV&E (and possibly from the ATTY/COURT) and complete and sign all forms, releases AND attend an Intake.

ARRIVALS AND DEPARTURES

Supervised Visit Arrival:

The Non-Custodial Party will arrive 10-15 minutes prior to the scheduled visit time. Non-Custodial parents will wait in a separate area for the child (ren)'s arrival.

The Custodial Party will drop off/pick up at the appointed scheduled visit times.

Supervised Visit Departure:

The Custodial Party will arrive 5 minutes prior to the scheduled visit end time to pick up the child (ren). The non-Custodial party will remain in a separate area during pickup.

The Non-Custodial Party will depart 5-7 min. after the Custodial parent leaves the premises.

Neutral Exchange

Custodial Party will arrive AT TIME OF the scheduled exchange time. Non-Custodial parents will arrive 10-15 minutes prior to the appointed time.

Individuals who exhibit violent behavior, have a history of violent behavior, or who have consistently violated the Center's policies may be asked to remain at the Center until the other party has left the Family Visitation Center area. Visitors will wait 5-7 minutes after the visit to leave.

Late and Early Arrival Policy:

A party is considered "Late" or "Early" if the arrival time is more than 5 minutes before or after what the above policy indicates is the correct arrival time. If either party arrives more than 15 minutes after the scheduled visit time, the visit or exchange may be cancelled and the violating party duly noted.

Late or Early arrivals/departures are a violation of the Center's policy. The Center may suspend or terminate visits or exchanges if parties continuously violate this policy.

BEHAVIOR WHILE PARTICIPATING IN SUPERVISED VISITS OR EXCHANGES

You MUST agree to these guidelines in order for a visit to proceed!

- There is to be no Contact or confrontation between parents during exchange or visitation.
- No weapons or any articles that could be used as a weapon are allowed on the premises of BSV&E
- The visit will not take place if you appear to be under the influence of drugs or alcohol.
- Directions provided by the monitor must be followed. No discussion of the rules with the child present.
Cell phones: Set to vibrate; no calls or texting allowed during visit
- ATTORNEYS or guardian(s) OR those listed in the court order will be the only person(s) allowed on visits.
- You may not pass correspondence or messages to the other parent (such as regarding legal matters) through child/children or monitor.
- Negative comments regarding the child (ren), the child (ren) placement, any agency's involvement, the monitor, or any other caregiver will not be tolerated and may result in termination of the visit. Sharing of court information or court documents with the child/children and/or making of promises about future living arrangements. discussions should focus on the present to avoid pressure and/or disappointment.
- Speaking negatively about the other parent, his or her family or designee in front of the child/children and/or questions about the other parent's whereabouts or activities will not be tolerated and may result in termination of the visit.
- Inappropriate demands for physical contact, foul language, shouting, threats of violence or abuse, attempts to move child/children out of sight or hearing of monitor will not be tolerated and may result in termination of the visit.
- All gifts must be pre-approved prior to the visit.
- You may bring your own toys and games to entertain your child during the visit. No outdoor toys allowed. Toys you bring with you go home with you, not the child.
- Children are not allowed to be taken out of the visitation room unless accompanied by the monitor. The visiting person (if an adult) is responsible for managing the child's behavior. Spanking, hitting, or threatening will not be tolerated and will result in termination of the visit. The monitor will help if needed.

- There is to be no talking down to your child (ren) using language to punish, embarrass, ridicule or demean them in any way. (Name calling, speaking loudly)
- The visitation room is your responsibility. The room must be returned to its original condition prior to the end of the visit. Clean up is to begin ten minutes before pickup.
- The visiting person should not appear lonely or needy. This may cause the child to worry or feel guilty.
- There are to be no prolong or tearful good-byes.

The monitor may terminate the visit at any time of the above guidelines are violated, or if any other behavior occurs that the monitor believes are inappropriate, or if the child (ren) appears unduly distressed. This document can serve as the basis for an incident report. In no way is this list exhaustive. These are not all the rules and guidelines; others may be addressed as they arise. Failure to abide by these guidelines can result in reporting to supervising authorities.

RESTROOM AND DIAPER CHANGING POLICY

All children (needing assistance) **from their parent**, will be escorted to the restroom by staff.

If the child is old enough to go to the restroom alone, the visiting party has the option to wait in the hall with the monitor or in the visit room.

If the child requests or needs assistance, the visiting party may help the child in the restroom as long as there are **no current / previous sexual abuse allegations or charges** AND the monitor can see both child and visiting party and their behavior.

Visiting parties are responsible to change diapers (unless otherwise directed by staff).

All diapers will be changed in the presence of staff and **TAKEN OUT OF FACILITY BY PARENT.**

FAMILY VISITATION CENTER STAFF

Families are expected to take guidance and instruction from the staff members that are monitoring visits or facilitating the visit or exchange. Do not engage staff in detailed conversations during visit and exchange hours.

For all non-emergency administrative questions/concerns, contact the Center between the hours of 9:00 am to 6:00 pm Monday through Friday. You may e-mail the monitor or the Center's Executive Director at besafe.visitations@yahoo.com Staff will make every effort to begin processing requests, comments or concerns within 24 hours. **Excessive emails and text messages or phone calls taking more than 10 minutes to handle will result in a \$20.00 charge payable prior to next scheduled visit.**

DOCUMENTATION OF VISITS AND EXCHANGES

Written records of observations during supervised visits/exchanges will be maintained by BSV& E AND AVAILABLE UPON REQUEST FOR COURT PURPOSES.

BSV&E does not provide letters to parties regarding the status of supervised visits or exchanges, nor will we provide Court testimony, the observation notes should be sufficient.

CANCELLATIONS, MAKE-UP VISITS AND EXCHANGES, NO SHOWS Cancellations are to be made 24 hours prior (or as much time as possible) to the scheduled supervised visit or exchange. Grace period of 5 hours prior to visit anything less, you pay as if visit occurred.

If an emergency arises that affects your scheduled visit or exchange, call BSV&E as soon as possible. (614) 392-5225

Multiple cancellations may jeopardize the capability to continue to use the Supervised Visitation program. A reason for cancellation is required. Missed visits generally cannot be "made up"; however, under special circumstance the Center will attempt to do so as the Supervised Visitation schedule allows.

Fees for cancelled visitations less than 24 hours in advance will NOT be refunded.

Again, fees for all visits must be paid prior to scheduling, including rescheduling missed visits under these circumstances.

ONE NO SHOW (where one or both parties do not arrive for the visit/exchange and does not call the Center to cancel a visit or exchange) will jeopardize that family's ability to use the Supervised Visitation program.

SUPERVISED VISITS ONLY

- ❖ Families will be Assigned specific room to be used during the visit. Families cannot leave the assigned room without prior notification to a staff member.
- ❖ Prior approval is needed for anything brought into the Center during a visit. This includes but is not limited to TOYS, MOVIES, GIFTS, CARDS, CAMERAS AND EXCHANGE OF PHOTOGRAPHS OR ONES TO SHARE. All bags may be checked upon entrance to the Center.
- ❖ The Center may end a visit at any time if all policies, procedures and/or house rules are not being followed and/or if it is in the best interest of the child.

VIOLATIONS OF THE POLICIES AND RULES

BSV&E Policies, Procedures and Rules for Supervised Visitation/Exchanges are in place to ensure that services are rendered in a safe and efficient manner.

Violations of the POLICIES, PROCEDURES and/or RULES:

Will be noted in the monitoring reports and may be reported to the referring agency OR
COURT

Could result in termination from the program. Could involve law enforcement officials when the safety or security of individuals or the program is challenged.

CENTER RULES AND SUPERVISED VISITATION AGREEMENT

If any of the following rules are violated, Supervised Visitations /Exchanges may be terminated, and WESTERVILLE LAW enforcement agency may be summoned.

I, am entering into this Supervised Visitation Agreement with BSV&E. (Initial each line item below)

_____ I understand and agree if I arrive at BSV&E and I am suspected to be under the influence of alcohol or drugs, my visit/exchange will be canceled.

_____ I understand and agree not to make any THREAT OF VIOLENCE while participating in supervised visitation services (before, during or after a visit or exchange). This includes but is not limited to fighting, harassment, loitering and/or confrontations with anyone.

_____ I understand and agree not to possess any WEAPONS while participating in supervised visits or exchanges. Pocketknives are considered a weapon.

_____ I waive the right to carry any concealed weapon onto BSV&E (building or grounds), This includes any person licensed to carry a concealed weapon or law enforcement officer involved in the Supervised Visitation program.

_____ I understand that each family at the Visitation Center is unique and occasionally additional policies or procedures could be implemented by Family Visitation Center staff to keep children and other participants safe.

_____ I understand BSV&E does not provide letters or Court testimony regarding my visits.

_____ I understand that BSV&E has the right to refuse services to any individual that violates the Supervised Visitation Policy and Procedures.

_____ I have read, understand and agree to abide by the entire fee schedule outlined in this agreement. I understand that all appointments must be paid at least 24 hours in advance. I understand fees for missed appointments, or an appointment canceled less than 24 hours in advance will not be refunded.

_____ I have read, understand and agree to abide by arrival and departure times as outlined in this agreement.

_____ I have read, understand and agree to abide by the behavioral expectations as outlined in this agreement.

_____ I have read, understand and agree to abide by the rules as outlined in this agreement.

I understand that BSV&E reserves the right to refuse service to any individual if such individual proposes a threat and/or displays inappropriate behavior that does not coincide with the family atmosphere at the center.

I have read, understand and agree to abide by all the Supervised Visitation policies and the house rules of BSV&E.

Signature

Date

Staff Initials : Date:	<hr/> <hr/>
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PLEASE PROVIDE THE FOLLOWING INFORMATION:

Referred by: _____

Are you the: Custodial Parent Non-Custodial Parent Other (please specify) _____

Name: _____

Current Address: _____
Street City State Zip

Home Phone Number: _____ Cell Number: _____

When is the best time to contact you? _____

May we leave a message at Home Cell Work

Employer: _____

Occupation: _____

Work Phone Number: _____

E-mail: _____

Date of Birth: _____

Spouse Significant Other/Partner Name: _____

TRANSPORTATION INFORMATION:

Please list the automobile(s) you will drive, or the automobile(s) driven by the person providing transportation for you:

Year of Car: _____ Make/Model of Car: _____

Color of Car: _____ License Plate Number: _____

Year of Car: _____ Make/Model of Car: _____

Color of Car: _____ License Plate Number: _____

HOUSEHOLD INFORMATION:

Please list all children who will be participating in supervised visits or neutral exchanges:

CHILD #1

Name: _____ Gender: Female Male

Date of Birth: _____ Age: _____

CHILD #2

Name: _____ Gender: Female Male

Date of Birth: _____ Age: _____

CHILD #3

Name: _____ Gender: Female Male

Date of Birth: _____ Age: _____

What days/hours do you work?

(Visits will be scheduled according to what days and times are available on the Center 's schedule.

The Center will make every effort to take into account days and times BOTH parties are available.)

Possible days/times for visitation/exchanges:

Date child (ren) last visited with child (ren): _____

Attorney's Name:

Address: _____
Street City State Zip

Telephone:

Fax:

In what County is your Court Order? _____

Is there a CASA (Court Appointed Special Advocate or GAL (Guardian Ad Litem) involved with your case? Yes No

Name: _____

County: _____ Phone Number: _____

HEALTH INFORMATION

Do you/child have any health-related illnesses/conditions/disabilities that could affect services?
 Yes No

Person's Name:

Limitations:

DOMESTIC VIOLENCE AND FAMILY VIOLENCE

Is there a history of domestic or family violence between the parties? Yes No

Is there a history of stalking? Yes No

Is there a safety plan? Yes No

If yes to any of the above questions, please explain:

Was anyone ever formally charged with Domestic Violence? Yes No

What were the charges? _____

Is there a Civil Protection Order in place? Yes No If yes, describe reason for it:

What City/ county Court issued the cpo: _____

Has either party violated the cpo? Yes No If yes, name of person: _____

Have the Child (ren) witnessed or experienced family violence (hitting, pushing, screaming, yelling, verbal fights, etc.)? Yes No If yes, describe

Why were supervised visits ordered?

Does either parent possess mental health issues that could jeopardize the child or staff during a visit?
Explain

Does either parent possess violence issues that could jeopardize the child or staff during a visit? Explain

Is there anything else you feel we should know?

For Custodial Parent:

Please initial below if the visiting parent is able to provide gifts and/or food during the visit.

Gifts Okay: _____ No Gifts: _____

Food Okay: _____ No Food: _____

Dietary Restrictions: _____

Is there any other person permitted to attend the visit with the child and under what circumstances? (i. e. grandparents, stepparents, siblings) Please note: Additional parties in the visit will be discussed prior to inclusion in a visit. The visiting party is subject to do an Intake session to understand the rules of visitation and same fees apply.

I hereby certify the information on this Intake form is true and accurate to the best of my knowledge.

I agree to allow the BSV&E to contact emergency medical personnel (911) if needed for my child (ren) or myself.

I have listed all medical concerns to which emergency personnel should be made aware.

Signature: _____

Date: _____

YOU'VE COMPLETED THE INTAKE FORM!

THE NEXT STEPS ARE

Sign and initial the forms as indicated

Pay for the Intake Session, Schedule the visitation

FOR OFFICE USE ONLY	
Intake form received by _____	_____
Staff initials	Date
Intake form reviewed by _____	_____
Staff Initials	Date